

Affirmative Action Program Plan Update and Report of
Accomplishments for Agency with 1,001 or More Employees

Affirmative Action Program for People with Disabilities

Plan update for the period: October 1, 2001, through September 30, 2002
Report for the period: October 1, 2000, through September 30, 2001

Centers for Medicare & Medicaid Services

Agency

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Agency Address

Number of Employees Covered by This Plan: 4455 (perm. staff)

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Date

(Certifies that this Report is in Compliance with EEO-MD-713, "Affirmative Action for Hiring, Placement, and Advancement of Individuals with Disabilities")

Permanent Work Force¹

Part 1: Program Plan Update for October 1, 2001, Through September 30, 2002 Numerical Objectives (Goals) for Employment of Persons with Targeted Disabilities (TD) (Based on Permanent Work Force)

Agencies are to use this format to establish numerical objectives for the period October 1 through September 30. Anticipated changes in the work force are taken into account, objectives are calculated on the basis of losses from the work force as well as accessions. The planned rate of accessions (if any are anticipated) must be adequate to achieve the desired work force profile as of September 30. Guidance is provided in Appendix B of this directive.

	Anticipated Changes in the Work Force From Oct. 1, 2001 To Sept. 30, 2002	
	Number Change +/-	Percent Change +/-
Loses (Total Work Force)	285	-6.4%
Loses (Reportable Disabilities)	25	-8.8%
Loses (Targeted Disabilities) (TD)	5	-1.8%
Accessions (Total Work Force)	290	6.5%
Accessions (Reportable Disabilities)	25	8.6%
Accessions (Targeted Disabilities)	10	3.4%

	Work Force Actual Data as of 9/30/2001		Anticipated Changes in Work Force From 10/1/2001 to 9/30/2002		Anticipated Data as of 9/30/2002	
	Number	%	Number + (or) -	% Change* + (or) -	Number	%
Total Work Force	4455	100	0	0	4455	100
Reportable Disabilities	556	12.5	+25	+4.5	581	13.0
Targeted Disabilities	96	2.2	+15	+15.6	111	2.5

* Calculate this Percentage by Dividing the + or - by the Corresponding Number in the Work Force as of the Beginning of the Reporting Period

Previous Year Numerical Objectives for 10/01/2000 Through 09/30/2001

- A. Total Number of Accessions of Persons with TD: 10
- B. Percent Accessions of Persons with TD: 3.1%
- C. Total Number of Persons with TD on Board as of Sept. 30, 2001: 96
- D. Percent of Work Force with TD as of Sept. 30, 2001: 2.2%

¹Permanent Workforce count does not include Commissioned Corps Officers and temporary employees.

Plan for Special Recruitment Program

Agencies are to establish and maintain special recruitment programs for individuals with disabilities with the specified severe disabilities (i.e., targeted disabilities). The purpose is to obtain applications from qualified individuals with disabilities. A revised and improved plan for a special recruitment program is required unless:

- A. the agency met its previous year's employment objectives.

(If so, check here: [])

- or -

- B. the number of applications received from persons with targeted disabilities was at least two times the number of accessions that would have been necessary to achieve the objectives.

(If so, check here: [])

If neither of these conditions has been met, list new recruiting strategies that will be instituted so that the agency can meet its current employment objectives.

New Recruiting Strategies

Target Date:
Ongoing

1. CMS will implement a restructuring action plan and hiring plan in FY 2002. As part of these plans, CMS will investigate means of tracking applicant-flow data to better monitor the agency's recruitment efforts and strategically manage data for reporting purposes.
2. CMS will continue to implement the attached "Plan to Implement Special Initiatives for Persons with Disabilities." This plan includes the following initiatives:
 1. Full time positions specifically for individuals with TDs
 2. Reasonable accommodations
 3. Outreach and recruitment
 4. Training
 5. Career development
 6. Committee for employees with disabilities



PLAN TO IMPLEMENT SPECIAL INITIATIVES FOR PERSONS WITH DISABILITIES

BACKGROUND

The Individuals with Disabilities Program was established by authority of Section 501 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 791, as a means to correct the underrepresentation of individuals with targeted disabilities (TDs) in the Federal workforce. The purpose of the program is to ensure that individuals with TDs are offered equal employment opportunities in the Federal government. This plan is an integral part of CMS's efforts in carrying out the Individuals with Disabilities Program.

According to the U.S. Equal Employment Opportunity Commission individuals with TDs 5.95% of the Civilian Labor Force (CLF). In contrast, individuals with TDs represent only 2.1% of the workforce at CMS, making this group severely underrepresented in our organization. In order to correct the agency's underrepresentation, CMS is required to implement an affirmative action program for individuals with disabilities as mandated by Section 501(b) of the Rehabilitation Act of 1973, as amended, and EEO MD-713.

PURPOSE

The purpose of this plan is to improve employment opportunities for individuals with disabilities at CMS by 1) eliminating the agency's underrepresentation of people with TDs and 2) fostering a work environment that permits people with TDs to serve fully in current and future positions at CMS.

SPECIAL INITIATIVES

INITIATIVE #1. FULL-TIME POSITIONS SPECIFICALLY FOR INDIVIDUALS WITH TARGETED DISABILITIES

- Each CMS Region and the following Central Office Components/Offices (OA, PO, OL, OEOCR, OSP, OAct, OICS, OCSQ, OCOS, CBC, CMSO, CMM, OIS, and OFM) will annually devote one existing FTE to hire an individual with a TD until CMS reaches parity with the CLF for individuals with disabilities. (Attachment 1 is a Self-Identification of Handicap Form and a list of EEOC-defined TDs.) These positions will be non-clerical, professional positions at grade GS-7 or above and its FTE will come from the above-listed organization's current FTE ceiling. Starting July 1, 2000, and every three months thereafter, the aforementioned offices/regions will report via E mail to HRMG's Director their respective progress towards hiring individuals with disabilities.
- The Office of Equal Opportunity and Civil Rights (OEOCR) in conjunction with the Human Resources Management Group (HRMG) will prepare a memorandum for the signature of the Administrator that will be sent to components in CO and ROs announcing this Plan. OEOCR will assist the HRMG in conducting outreach activities for groups and organizations representing individuals with disabilities to inform them of CMS's Plan. It will be the responsibility of each

component to actually do the hiring.

INITIATIVE #2. REASONABLE ACCOMMODATIONS

- In an issuance dated October 1991, CMS established Agency-wide policy and procedures entitled *Reasonable Accommodations for Individuals with Disabling Conditions* (see Attachment). Section 0908-10-05 of this policy document states that:
 - The Centers for Medicare & Medicaid Services, pursuant to laws, rules, and regulation, will make reasonable accommodations to the known physical or mental limitation of individuals with disabling conditions who are applicants or employees unless it can be demonstrated that the accommodation would impose undue hardship on the operations of the Administration's programs or is beyond the limitations of its budgetary constraints. Pursuant to this policy, CMS will ensure that needs for reasonable accommodations are met, when applicable. Also, the Office of Internal Customer Support (OICS) in conjunction with OEOCR will review and as appropriate, modify this policy document in light of the recently published EEOC Guidelines on this matter.
- CMS will ensure that a sign language interpreter will be available for the hearing impaired. Currently, CMS contracts interpreters for special observances (eight signers had been contracted from October 1998 to present.) Additionally, certain CMS employees are proficient sign language interpreters. In the past, they have assisted employees with disabilities when necessary. OEOCR will find out if these employees are still available, determine whether or not their proficiency levels are sufficient, and if found sufficient, discuss with their supervisors the possibility of making interpreting a collateral duty for the employees position descriptions.
- CMS will maintain an accessible vehicle for individuals with disabilities who need it for official business transportation.
- CMS will annually set aside \$180,000 for providing reasonable accommodations which will include the hiring/contracting of personal assistants to provide services to individuals with disabilities. These monies will be used when the need for its use arises.

INITIATIVE #3. OUTREACH AND RECRUITMENT

- CMS will establish partnerships with selected disability groups and organizations to develop an agenda for outreach and recruitment. To this end, CMS will establish partnerships with the Department of Veterans Affairs, Vocational Rehabilitation Program, and other national and local organizations that specialize in serving and training persons with disabilities.
- On an ongoing basis, CMS will develop cooperative agreements with colleges and universities with special programs for persons with disabilities to set up recruitment networks. CMS will meet with the Department of Education (Assistant Secretary for Post-Secondary Education) to select these colleges and universities.
- CMS will maintain working relationships with the Department of Labor Office of Disability Employment Policy, Veterans Organizations, the National Easter Seals Society and other national and local organizations that specialize in serving and training persons with disabilities.
- The OEOCR and OICS will work in concert to increase outreach and recruitment of students with disabilities for the Presidential Management Intern Program.
- The OEOCR and OICS will work to hire students with TDs for the Co-Op, Summer Internship, CMS Intern, and stay-in-school programs.

- CMS will continue soliciting and compiling resumes from persons with targeted disabilities. HRMG will pre-qualify the resumes for CMS positions, after which OEOCR will catalog the resumes, according to job series, and make the resumes available to management.
- OEOCR will maintain a list of disability job fairs that can be used as a recruitment resource by managers with open positions. HRMG, OEOCR and RO representatives will participate in selected job fairs on this list.

INITIATIVE #4. TRAINING

- CMS will continue to provide training for managers/supervisors at one (or more) of the senior staff/all managers monthly meetings. The training will focus on the requirements of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990, as amended.

INITIATIVE #5. CAREER DEVELOPMENT

- CMS will ensure that all opportunities that promote career development are available to employees with TDs (e.g., meetings, conferences and training).
- OEOCR and OICS will jointly develop and implement a mentorship program for employees with TDs.

INITIATIVE #6. CMS COMMITTEE FOR EMPLOYEES WITH DISABILITIES

- CMS will continue to utilize the Committee for Employees with Disabilities. The Committee will represent CMS's employees with disabilities and will meet with the OEOCR Director to provide recommendations on issues related to individuals with disabilities. Also, the Committee will provide recommendations to HRMG regarding the recruitment, hiring, training and advancement of employees with disabilities. OEOCR will continue to encourage Agency employees with disabilities to participate in the Committee. A notice of all meetings will be sent to the Administrator's Advisor on disability-related issues.

Facility Accessibility

- A. List any unmet objectives for barrier removal that were established in previous submissions but have not been accomplished. Removal strategies are to be revised so that these objectives can be accomplished prior to the end of the fiscal year covered by this plan

Objectives	Original Target Dates	Revised Target Dates	Revised Removal Strategies
NONE			

FACILITY ACCESSIBILITY (Continued)

- B. List additional objectives for barrier removal during the period covered by this plan.

Objectives	Target Dates
Assure that newly identified, minor problems with new construction are corrected.	As needed

**Alternatives to Personnel or Management Policies, Practices, or Procedures
Which Restrict Hiring, Placement, and Advancement of Individuals with Disabilities**

A. List barriers which were identified in previous submissions but for which alternatives have not yet been instituted:

Barriers	Alternatives	Planned Actions	Current Target Dates	Dates Indicated Previously
NONE				

**Alternatives to Personnel or Management Policies, Practices, or Procedures
Which Restrict Hiring, Placement, and Advancement of Individuals with Disabilities**

B. List barriers not previously identified for which alternatives should be instituted.

Barriers	Alternatives	Planned Actions	Target Dates
NONE			

Enough of the target date indicated should be prior to the end of the fiscal year covered by this plan so that substantial progress toward elimination of barriers will have been made by that time. All barriers that are listed in item 'A' above should be removed prior to the end of the fiscal year covered by this plan.

Part 2: Accomplishments for October 1, 2000 through September 30, 2001

**Affirmative Action Program for Individuals with Disabilities
Staffing Commitments**

Provide data indicating staffing commitments as of September 30, 2000. Include selective placement coordinators, disability program managers, and other key staff assigned to the affirmative action program for individuals with disabilities. Do not include equal employment opportunity counselors and other personnel processing complaints of discrimination on the basis of disability.

A. Headquarters Personnel with Nationwide Responsibility:

1. Agency-wide Responsibility (Department-wide, if applicable).

Number of Persons: N/A
Total Staff Years: (full-time equivalents allocated to the program).

2. Responsibility for Major Operating Components (if none, indicate not applicable).

Number of Persons: 4
Total Staff Years: 1.5 (full-time equivalents allocated to the program).

B. All other Personnel (not accounted for above) at Headquarters, in Component Agencies, or in Field Installations Responsible for Management and coordination of the Program:

Percentage of Time Allocated to the Program	Indicate Number in Each Group
1-5%	0
6-10%	0
11-25%	0
26-75%	0
76-100%	0
Total	0

Note: In an effort to consolidate resources, Central Office/Headquarters staff manages CMS affirmative action program for individuals with disabilities. Therefore, part 2B above indicates 0 staff in CMS component and regional offices working directly with affirmative action program for individuals with disabilities.

C. Number of Agency Personnel Offices with Appointing Authority: One (1)

Permanent Work Force
Summary of Accomplishments in Affirmative Action Program for Employment of Individuals with Disabilities ²

	Total Work Force	Persons with Disabilities	%	No Disabilities (05)	%	Other (01) and Not Available	%	Persons with Targeted Disabilities	%
Sept. 30, 2000	4434	334	7.5	3563	80.3	537	12.1	80	1.8
FY 2001 Objective	4455	454	10.2	NA	NA	NA	NA	10	0.2
Sept. 30, 2001	4455	556	12.5	3636	81.6	263	5.9	96	2.2

Instructions: The data on this page are for permanent tenure (full-time, part-time and intermittent) and permanent non-appropriated fund employees.

Total number of Accessions from 10/01/2000 to 09/30/2001* 321

Total Number of Losses from 10/01/2000 to 09/30/2001* 414

*All staff

² Numbers in parentheses refer to codes on the SF-256.

Permanent Workforce - Accessions and Losses - Targeted Disabilities

	Deaf (16, 17)	Blind (23, 25)	Missing Extremities (28, 32-38)	Partial Paralysis (64-68)	Complete Paralysis (71-78)	Convulsive Disorders (82)	Mentally Retarded (90)	Mental Illness (91)	Distortion Limbs/Spine (92)	Total Targeted Disabilities
On-board Persons with Targeted Disabilities as of September 30, 2000	8	17	2	19	9	11	1	11	2	80
Applications from October 1, 2000, to September 30, 2001 ³	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Accessions from October 1, 2000, to September 30, 2001	0	0	0	2	0	0	0	21	0	23
Losses from Voluntary & Involuntary Separations Oct. 1, 2000, to Sept. 30, 2001	0	3	0	0	1	3	0	0	0	7
On-board Persons with Targeted Disabilities as of September 30, 2001	8	14	2	21	8	8	1	32	2	96

Note: CMS participated in 4 job fairs specifically for people with disabilities and collected 145 applications from candidates. This included 3 job fairs sponsored by the Department of Labor Office of Disability Employment Policy.

³ For information on collection of applicant data see 46 CFR 11285 (February 6, 1981).

Temporary Workforce

Summary of Accomplishments in Affirmative Action Program for Employment of Individuals with Disabilities

	Total Work Force Temp.	Persons with Disabilities Temp.	% Temp.	No Disabilities (04, 05) Temp.	% Temp.	Other (01) and Not Available Temp.	% Temp.	Persons with Targeted Disabilities Temp.	% Temp.
Sept. 30, 2000	64	3	4.7	61	95.3	0	0	3	4.7
Sept. 30, 2001	46	7	15.2	38	82.6	1	2.2	5	10.9

Instructions: The data on this page are for temporary tenure, temporary intermittent, and temporary non-appropriated fund employees.

Temporary Workforce Accessions and Losses- Targeted Disabilities

Temporary Employees Only ⁴	Deaf (16, 17)	Blind (23,25)	Missing Extremities (28, 32-38)	Partial Paralysis (64-68)	Complete Paralysis (71-78)	Convulsive Disorders (82)	Mentally Retarded (90)	Mental Illness (91)	Distortion Limbs/Spine (92)	Total Targeted Disabilities
On-board Persons with Targeted Disabilities as of September 30, 2000	0	1	0	1	0	0	0	1	0	3
Accessions from October 1, 2000, to September 30, 2001	1	0	0	0	1	0	0	0	0	2
Losses from Voluntary & Involuntary Separations Oct. 1, 2000, to Sept. 30, 2001	0	0	0	0	0	0	0	0	0	0
Conversions to Permanent Employment Oct. 1, 2000 to Sept. 30, 2001	0	0	0	0	0	0	0	0	0	0
On-board Persons with Targeted Disabilities as of Sept. 30, 2001	1	1	0	1	1	0	0	1	0	5

⁴ Numbers in parentheses refer to codes on the SF-256.

Report on Facility Accessibility

Describe your Agency's Barrier Removal Activity during the Reporting Year

A. Summarize your Agency's Barrier Removal Activity

Assure that all identified, minor problems with new construction were corrected.

B. Is GSA Providing Assistance with Barrier Removal?

Not Applicable

Yes

No; Describe

C. Describe any Difficulties that Have Been Encountered in Attempting to Remove Barriers that Remain in Agency Facilities

None

D. Describe Actions Being Taken to Overcome Difficulties Described in Item "C" Above.

**Alternatives to Personnel or Management Policies, Practices, or Procedures
Which Restrict Hiring, Placement, and Advancement of Individuals with Disabilities**

List Barriers Which Were Identified in Previous Years for Which Actions Were Taken During the Reporting Year

Barriers	Alternatives	Actions Taken	Completion Dates
NONE			

Permanent Work Force
 Promotions and Career Development Programs
 October 1, 2000, to September 30, 2001

Category ⁵	On-board as of 09/30/2001	Promotions		Career Development (Grades 5-12)		Senior Level Career Development Programs (Grades 13-15)		SES Development Programs	
		Number	Percent	Slots Filled	Percent	Slots Filled	Percent	Slots Filled	Percent
Total Work Force	4455	616	100	441	100	169	100	0	0
Not Identified (01)/ Not Available	263	18	2.9	0	0	0	0	0	0
No Disability (05)	3636	551	89.4	404	91.6	0	0	0	0
Disability Reported (06, 13-94)	556	47	7.6	37	8.4	9	5.3	0	0
Total Targeted Disabilities	96	5	0.8	4	0.9	1	0.6	0	0
Computations					Computations are to be based on actions during the reporting period. For promotions, use Standard Form 50, Nature of Action Codes 702 and 542. For career development (Grades 5-12), count slots filled under formal upward mobility programs, as well as appointments that move people non-competitively through a series of promotions with some type of training in the process. Include both blue collar and white collar positions. For senior level career development (Grades 13-15) programs, computations are to be based on the number of individuals enrolled in formal executive and management development programs during the reporting period.				
Percent Promotions		=	Number On-board in Category						
Percent Development Programs		=	Slots in Category On-board in Category						

⁵ Numbers in Parentheses refer to codes on SF-256.

Noteworthy Accomplishments

In the space below describe unique, creative initiatives which your organization has undertaken during this reporting period and which have proven to be successful in improving employment opportunities for persons with disabilities.

CMS continues to use the CMS "Plan to Implement Special Initiatives for Persons with Disabilities" which the agency developed and implemented in 1998. The plan, included with this report, describes six initiatives designed to increase the representation of individuals with targeted disabilities: (1) set aside of full-time positions, (2) reasonable accommodations, (3) outreach and recruitment, (4) training, (5) career development and (6) re-establishing the Committee for Employees with Disabilities.

CMS sponsored Rehabilitation Act/Americans with Disabilities Act (ADA) Training for all managers during the Fiscal Year 2001. EEOC ADA Specialists provided the training. The agency will continue to provide this training annually.

CMS produced and distributed to managers a resource guide outlining the requirements and responsibilities pursuant to the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.

During FY 2001 Agency representatives participated in the following national and local job fairs and recruitment efforts to ensure equal access to employment opportunities for individuals with disabilities:

- National Committee on Employment of People with Disabilities, Washington, DC
- World Congress and Expo on Disabilities, Atlanta, GA
- Career Fair, Gallaudet University, Washington, DC

CMS collected resumes from prospective hires at these events. CMS staff pre-qualify by grade and occupational series those individuals eligible to participate in the Federal Career Intern Program (FCIP). Staff then enter relevant information to include academic and professional experience into a database for referral to CMS managers for consideration when filling positions vacancies.

CMS participates in the Workforce Recruitment Program sponsored by the Department of Labor, Office of Disability Employment Policy by providing a recruiter for ODEP sponsored recruitment activities. CMS staff participated in college and university job fairs for students with disabilities. Staff then enter relevant information to include academic and professional experience into a database that is provided to federal agencies for consideration when filling Summer Internship Program positions.

CMS annually utilizes materials available through the Office of Disability Employment Policy Workforce Recruitment Program. CMS creates spreadsheets of students available for summer/full-time hire through the Workforce Recruitment Program relevant to CMS Central Office and Regional Office locations and occupational job series. CMS obtains copies of student resume materials and makes these available to all CMS managers throughout the country upon request.

To promote the Workforce Recruitment Program (WRP), the Human Resources Management Group (HRMG) disseminated a memorandum to all managers and supervisors encouraging consideration of WRP candidates when filling position vacancies. CMS has set aside funds specifically designated for hiring disabled students under the Summer Internship Program.

During FY 2001 CMS hired a total of 45 individuals under various recruitment and outreach activities, including the Summer Intern Program and Workforce Recruitment Program.

HRMG and the Office of Equal Opportunity and Civil Rights (OEOCR) regularly meet with CMS management to discuss their organization's workforce profile, ways OEOCR and HRMG can assist management in attracting qualified candidates from under represented groups, and new hiring initiatives, specifically the Federal Career Intern Program (FCIP).

OEOCR and HRMG encourage managers with hiring authority to attend job fairs and conference. Several managers have taken advantage of this opportunity to do on-the-spot interviews and hiring.

CMS requires each component and region to submit to OEOCR a monthly diversity report. This report captures what the component/region is doing on a monthly basis in the areas of outreach and recruitment, hiring,, retention, upward mobility, and leadership development. The Chief Operating Officer/Deputy Administrator reviews these reports on a regular basis.

The CMS Committee for Employees with Disabilities (CED) Advisory Group meets on a monthly basis and serves the agency in an advisory capacity regarding quality of worklife, reasonable accommodation, career development, awareness, partnerships, personnel recruitment and similar issues of concern.

CMS maintains representation and participation on the HHS CED. The HHS CED meets monthly and serves in an advisory capacity to the Department regarding quality of worklife, reasonable accommodation, career development, awareness, partnerships, personnel recruitment and similar issues of concern.

CMS employees participated in the creation of a video to promote the President's New Freedom Initiative.

CED and CMS representatives attended the IDEAS 2001: Accessibility for All, Empowerment through Section 508 conference in Washington, DC. Attendees viewed and tested specialized accessibility products and learned of applicable procurement rules and employment policies.

CMS maintains a Flexi-place Program that permits employees to perform specific work assignments at an Alternate Duty Station, such as an employee's home office.

CMS maintains liaison with public and private organizations concerned with the training, rehabilitation, and employment of individuals with disabilities, such as the Federal Executive Board's Committee for Employees with disabilities, the Maryland Rehabilitation Center, and the Department of Veterans Affairs.