DODEA ADMINISTRATIVE INSTRUCTION 1441.01

REASONABLE ACCOMMODATION PROGRAM FOR EMPLOYEES AND APPLICANTS

Originating Division: Diversity Management and Equal Opportunity
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Approved by: Thomas M. Brady, Director

Purpose: This Issuance establishes policy, assigns responsibilities, and implements procedures to ensure qualified individuals with disabilities who request reasonable accommodation receive an accommodation unless doing so would impose an undue hardship on DoDEA. This Issuance implements procedures for submitting and responding to reasonable accommodation requests in accordance with all applicable Federal law and DoD and DoDEA statutes, regulations, and policy guidance.
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SECTION 1: GENERAL ISSUANCE INFORMATION

1.1. APPLICABILITY.

a. This Issuance applies to DoDEA employees and applicants for employment, hereafter referred to in this Issuance as “employees,” including probationary employees. This Issuance also applies to DoDEA Headquarters (HQ) Organization, the DoDEA Americas Region, the DoDEA Europe Region, the DoDEA Pacific Region, and to include all schools under the DoDEA authority.

b. Applicants seeking civilian employment with DoDEA.

c. This Issuance is for use by DoDEA management and employees and creates no external rights or benefits.

1.2. POLICY. It is DoDEA policy to:

a. Provide equal employment opportunities for individuals with disabilities in accordance with Section 701 of Title 29, United States Code, also known and referred to in this Issuance as “The Rehabilitation Act of 1973, as amended,” Subpart 1614.203, Title 29, Code of Federal Regulations, also known as “The Equal Employment Opportunity Commission Final Rule on Affirmative Action for People with Disabilities in the Federal Employment,” and Executive Order 13164 to fully comply with other legal and regulatory requirements and to ensure all aspects of employment, including the application process, are made fully accessible to all employees and applicants for employment. DoDEA is committed to providing reasonable accommodations to applicants for employment and employees with disabilities in both part-time and full-time positions, and, under certain circumstances, this may extend to interns and contract employees under the direction and control of DoDEA.

b. Provide a reasonable accommodation to applicants and employees with disabilities to ensure full access to equal employment opportunities unless such a reasonable accommodation will cause undue hardship to DoDEA. DoDEA will provide a reasonable accommodation to employees with a disability who is one (1) of the following:

(1) An applicant for employment who requests a reasonable accommodation to participate in the application process.

(2) An employee who requests a reasonable accommodation to enable them to perform the essential functions of the job or to gain access to the workplace.

(3) An employee who requests a reasonable accommodation to enjoy equal benefits and privileges of employment utilized by similarly situated employees (position, grade, experience, location, etc.) without disabilities.

(4) The reasonable accommodation request process is non-adversarial. All parties involved in the reasonable accommodation request process are encouraged to treat one another as
partners in finding an appropriate solution to satisfy the reasonable accommodation requestor’s, hereafter referred to in this Issuance “requestor,” accommodations need.

1.3. INFORMATION COLLECTION. This Issuance may result in the collection of information due to its policy and procedures. Any collection of information must follow all applicable Federal law and DoD and DoDEA regulations, policies, and guidance.
SECTION 2: RESPONSIBILITIES

2.1. DODEA DIRECTOR. The DoDEA Director will:

   a. Delegate the authority for oversight and implementation of the DoDEA Reasonable Accommodation Program to the DoDEA Diversity Management and Equal Opportunity (DMEO) Division Chief.

   b. Direct the DMEO Division Chief to ensure DoDEA compliance with this Issuance.

2.2. DODEA CHIEF OPERATING OFFICER. The DoDEA Chief Operating Officer (COO) will:

   a. Review this Issuance annually and ensure all subordinate DoDEA management officials review the Issuance annually to ensure compliance.

   b. Approve or deny reasonable accommodation requests that require permanent reassignment (or a temporary delegation of work) between Regions or between Regions and DoDEA HQ.

   c. Ensure DoDEA’s business functions provide timely support to DoDEA management officials and DMEO when engaged in the reasonable accommodations process.

2.3. DODEA DIRECTORS FOR STUDENT EXCELLENCE. The DoDEA Director for Student Excellence (DSE) will:

   a. Review this Issuance annually and ensure all subordinate DoDEA management officials review the Issuance annually to ensure compliance.

   b. Provide appropriate support and resources to Region Disability Program Manager (DPM) to comply with this Issuance.

   c. Ensure subordinate DoDEA management officials receive appropriate and routine training to ensure compliance with this Issuance.

   d. Report violations of this Issuance to the DoDEA Director, as appropriate.

   e. Appoint at least one (1) Informal Appeals Officer (IAO) for the Region and maintain a written record of that appointment with the DPM.

   f. Serve as the Approval or Denial Authority, as designated in Sections 2.12. and 2.13. of this Issuance.
2.4. **DODEA DIVERSITY MANAGEMENT AND EQUAL OPPORTUNITY DIVISION CHIEF.** The DoDEA DMEO Division Chief will:

   a. Provide training and policy guidance to all levels of DoDEA management officials regarding their responsibilities and obligations in accordance with this Issuance.

   b. Provide appropriate support, staffing, and resources to DPMs to comply with this Issuance.

   c. Create and maintain a training schedule, process, and content on the reasonable accommodation policies and procedures for DoDEA management officials and employees.

   d. Incorporate and provide training on this Issuance and disability related issues to DoDEA management officials and employees.

   e. Ensure this Issuance is current and reflects applicable Federal statutes and regulations.

   f. Ensure potential violations of this Issuance are reported to the Region DSE at the Region level, and to the DoDEA Director for violations occurring at the DoDEA HQ level, as appropriate, for consideration of corrective measures.

   g. Ensure each Region has at least one (1) appointed IAO and the DPM is maintaining a written record of the appointments.

   h. Ensure all delegation of authority letters are posted on the DMEO reasonable accommodation website.

   i. Makes administrative changes to this Issuance, as necessary.

2.5. **DODEA DISTRICT SUPERINTENDENTS.** The DoDEA District Superintendents will:

   a. Review this Issuance annually and ensure all subordinate DoDEA management officials review this Issuance annually.

   b. Provide appropriate support and resources to the DPMs to comply with this Issuance.

   c. Ensure DoDEA management officials receive appropriate and routine training to ensure compliance with this Issuance.

   d. Act as Approval or Denial Authority as designated in Sections 2.12. and 2.13. of this Issuance.

2.6. **DODEA COMMUNITY SUPERINTENDENTS.** The DoDEA Community Superintendents will:

   a. Review this Issuance annually and ensure all subordinate DoDEA management officials review this Issuance annually.
b. Provide appropriate support and resources to the DPMs to comply with this Issuance.

c. Ensure DoDEA management officials receive appropriate and routine training to ensure compliance with this Issuance.

d. Act as Approval or Denial Authority as designated in Sections 2.12. and 2.13. of this Issuance.

2.7. DODEA SCHOOL PRINCIPALS. The DoDEA School Principals will:

a. Review this Issuance annually and ensure all subordinate DoDEA management officials review this Issuance annually.

b. Coordinate with the DPMs to ensure requests from within their DoDEA school are processed in accordance with Section 3 of this Issuance.

c. Ensure all approved reasonable accommodation requests still in effect at the end of the school year are reviewed prior to the beginning of the next school year to ensure the reasonable accommodation requests are still necessary, effective, and do not create an undue hardship for DoDEA.

d. Act as Approval or Denial Authority as designated in Sections 2.12. and 2.13. of this Issuance.

2.8. DODEA MANAGEMENT OFFICIALS. DoDEA management officials will:

a. Review this Issuance annually and ensure all subordinate DoDEA management officials review this Issuance annually.

b. Work with the DPMs to ensure requests from Forward Integrated Support Team (FIST) or DoDEA level employees are processed in accordance with Section 3 of this Issuance.

c. Ensure DoDEA management officials receive appropriate and routine training to ensure compliance in accordance with this Issuance.

d. Act as Approval or Denial Authority as designated in Sections 2.12. and 2.13. of this Issuance.

2.9. DODEA HUMAN RESOURCES DIVISION CHIEF. The DoDEA Human Resources (HR) Division Chief will:

a. Act as Accommodations Request Approval Authority (hereinafter Approval Authority) for employment applicant reasonable accommodation requests.

b. Ensure all DoDEA vacancy announcements include the following statement in accordance with Office of Personnel Management (OPM) guidelines: “Applicants with a disability who
need a reasonable accommodation for any part of the application or hiring process should notify DoDEA HR.”

c. Ensure that employees hired under Chapter 1.b, Part 213.102 of Title 5, Code of Federal Regulations, specifically, the OPM’s Schedule A Hiring Authority for persons with targeted disabilities, colloquially referred to as “Schedule A”, are converted to competitive service in accordance with applicable Equal Employment Opportunity Commission (EEOC) guidance.

d. Ensure that onboarding employees who were offered employment under Schedule A, or other disability hiring authorities, are asked whether they need, or expect to need, a reasonable accommodation prior to reporting to duty.

e. Ensure approved reasonable accommodation requests requiring HR action are implemented without undue delay.

f. Identify a point of contact in every vacancy announcement, for reasonable accommodations purposes.

2.10. DODEA DISABILITY AND DIVERSITY BRANCH CHIEF. The Disability and Diversity Branch Chief will:

a. Ensure continuity in processing reasonable accommodation requests across the Regions.

b. Ensure confidentiality of all medical information and Personal Identifiable Information (PII) collected in the reasonable accommodation process is safeguarded in accordance with DoD Instruction 5200.48.

c. Provide training and guidance to the DPMs, to ensure the effective implementation of this Issuance and the DoDEA reasonable accommodation process.

d. Provide training and guidance to DoDEA management officials on the Disability Program and reasonable accommodations, as needed.

e. Recommend periodic updates to this Issuance to ensure compliance with the regulations cited in this Issuance.

f. Provide routine updates to the DMEO Division Chief on the status of the Reasonable Accommodation Program.

g. Will first review the Voluntary Personnel Reassignment (VPR) application to determine if reassignment is warranted.

2.11. DODEA DISABILITY PROGRAM MANAGERS. The DPMs will:

a. Serve as the DoDEA reasonable accommodation subject matter expert, under the authority of the DMEO Division Chief and the Disability and Diversity Branch Chief, responsible for reviewing, analyzing, and providing recommendations on all aspects of the reasonable
accommodation process and for coordinating, tracking, reporting, training, advising personnel on
the disability program, and ensuring deciding officials know how to arrange for the use of
DoDEA resources to provide approved accommodations.

b. Request and receive medical documentation, when necessary, and ensure the requestor
provides a signed Medical Release document. Prior to requests for medical information, DPMs
must provide the requestor’s information in accordance with Subpart 1635.8 of Title 29, CFR,
also known and referred to in this Issuance as “The Genetic Information Nondiscrimination Act
(GINA) of 2008”.

c. Maintain and safeguard medical documentation, in accordance with The Rehabilitation

d. Clarify any ambiguous requests and ensure all reasonable accommodations requests are
properly recorded, either by the requestor or by documenting the details of the request.

e. Determine the Approval Authority after examining the scope of the reasonable
accommodation request and the level of authority necessary to approve or deny the reasonable
accommodation request, in accordance with “Appendix 2: Delegation of Authority
Memorandum.”

f. Ensure employees are aware that the DPM is a neutral third-party, providing guidance on
the reasonable accommodation process, policy, and applicable regulations to both employees and
DoDEA management officials. As a neutral, the DPM will only seek guidance or input from the
DoDEA Office of the General Counsel (OGC), in coordination with the Approval Authority
and/or Disability and Diversity Branch Chief, about whether a proposed accommodation, or
denial thereof, is legally sufficient.

g. Coordinate communications between the requestor and Approval Authority during the
Interactive Process, recommends options to the Approval Authority, explains the expectations
and positions taken by the EEOC in accordance with Federal law and regulations, as explained in
the revised October 17, 2002 “EEOC’s Enforcement Guidance: Reasonable Accommodation
and Undue Hardship Under the Americans with Disabilities Act,” and coordinates with the
appropriate DoDEA offices and personnel to ensure reasonable accommodation requests are
processed correctly.

h. Ensure all approved requests are dated and include a notice that they will be reevaluated
annually to ensure the reasonable accommodation requests remain both effective and necessary.

i. When the Approval Authority recommends denial, coordinate between the Approval
Authority and Denial Authority, ensuring all documents included in the request are properly
transmitted to the Denial Authority for their consideration.

j. Consult with HR, Labor Management and Employee Relations (LMER), and other
Activity offices on a need-to-know basis in order to process reasonable accommodation requests.

k. Enter all information related to reasonable accommodation requests and case disposition
into the DoDEA Reasonable Accommodation (RA) Tracker. DoDEA will make these records
available to the EEOC upon the EEOC’s request. The DoDEA RA Tracker will record the following information:

1. The specific reasonable accommodation being requested.
2. The job (occupational series, grade level, and agency component) sought by requesting applicant or held by the employee.
3. Whether the reasonable accommodation was needed to apply for a job, perform the essential functions of a job, or to enjoy the benefits and privileges of employment.
4. Whether the reasonable accommodation request was approved or denied.
5. The identity of the deciding official.
6. The basis of the denial.
7. The number of days taken to process the reasonable accommodation request.

l. Ensure requestors receive appropriate disposition and rights notices as required by Federal law, regulation, or policy.

m. Ensure reasonable accommodation reconsideration requests and informal appeals are processed in accordance with Section 3.4. and Section 3.5. of this Issuance.

n. Coordinate interregional reasonable accommodation requests between other DPMs and DoDEA HQ, to include creating action memorandums for the DoDEA COO, when required.

o. Ensure each reasonable accommodation request is finalized according to the timelines prescribed in this Issuance, the case disposition is documented in writing, that all decisions are adequately communicated to the requestor, and that any DoDEA OGC Legal Sufficiency Reviews (LSRs) included in the record are adequately identified in the DoDEA RA Tracker as privileged documents.


q. Identify requests from contractors. Under most circumstances, DoDEA does not provide accommodations to contractors. If a contractor request is received, the DPM will notify the DoDEA Disability and Diversity Branch Chief, who will seek guidance from DoDEA OGC.
2.12. **DODEA ACCOMMODATIONS REQUEST APPROVAL AUTHORITY.** The management official delegated authority to approve a reasonable accommodation request in accordance with “Appendix 2: Delegation of Authority Memorandum” will:

a. Communicate with the requestor early in the Interactive Process and periodically throughout the process.

b. Protect and safeguard all information pertaining to nature of the reasonable accommodation process and privacy of the requestor in accordance with DoD Instruction 5200.48.

c. Consult with the DPM at the beginning of and throughout the reasonable accommodation process, and as necessary thereafter, to properly process the reasonable accommodation request in accordance with Section 3.2. of this Issuance.

d. Approve requests for reasonable accommodation in accordance with this Issuance.

e. Issue modified approvals in accordance with Section 3.3. of this Issuance.

f. Unless delegated the authority to deny requests in accordance with “Appendix 2: Delegation of Authority Memorandum,” transmit recommendations for denial to the Denial Authority in accordance with Section 3.3. of this Issuance.

   (1) If recommending denial, ensure the recommendation includes both a narrative statement explaining why a request should be denied and an LSR of their recommendation from DoDEA OGC.

   (2) Forward the denial package, to include the LSR, to the DPM who will coordinate further with the Denial Authority.

g. Ensure the requestor is notified of the decision and their appeal rights, if applicable.

2.13. **DODEA ACCOMMODATIONS REQUEST DENIAL AUTHORITY.** The DoDEA management official delegated authority to deny a reasonable accommodation request in accordance with “Appendix 2: Delegation of Authority Memorandum” will:

a. Protect and safeguard all information pertaining to the reasonable accommodation process and privacy of the requestor in accordance with DoD Instruction 5200.48.

b. Consult with the DPM throughout their part of the reasonable accommodation process, and as necessary thereafter.

   (1) If denial is appropriate, issue a denial.

   (2) If denial is inappropriate, return the request to the Approval Authority with instructions to approve the request.
(3) If denial is inappropriate, but a modified approval warranted, return the request to the Approval Authority with instructions to issue modified approval.

c. Coordinate with DoDEA OGC with questions about LSRs, as needed.

d. Act as the “reconsideration” authority in accordance with Section 3.4. of this Issuance.

2.14. DODEA INFORMAL APPEALS OFFICER. The DoDEA IAO will:

a. Act as independent, higher-level DoDEA management officials appointed by the DoDEA Director or Region DSE to reexamine denials and modified approvals of reasonable accommodation requests, as needed.

b. Approve or modify reasonable accommodation decisions or deny informal appeals in accordance with Section 3.5. of this Issuance.

c. Protect and safeguard all information pertaining to the reasonable accommodation process and privacy of the requestor in accordance with DoD Instruction 5200.48.

d. Consult with the DPM at the beginning of the informal appeal and throughout their part of the reasonable accommodation process.

e. Consider the request de novo (meaning, as if new) if new medical information is submitted as part of the appeal; otherwise, reviewing the appeal using an abuse of discretion standard.

f. Work with the DPM to ensure the requestor is notified of the decision.

2.15. DODEA ADMINISTRATIVE PERSONNEL. DoDEA Administrative Personnel are DoDEA HQ and FIST employees assigned to HR, LMER, Resource Management, Information Technology, or other personnel with administrative functions essential to processing a specific reasonable accommodation request, will:

a. Ensure the reasonable accommodation process is safeguarded and involves only those with a need-to-know to process and implement approved reasonable accommodation requests in accordance with DoD Instruction 5200.48.

b. Ensure the reasonable accommodation process is treated as time-sensitive and cooperate with reasonable accommodation requests for consultation or assistance.

c. Refrain from requesting or disclosing any information or documentation related to the underlying medical condition of the requestor, or otherwise questioning eligibility, unless having a delegated authority to do so.

d. If approached by an employee or applicant for employment with a reasonable accommodation request, or comment that may be considered a reasonable accommodation
request, forward that request to an employee’s supervisor or applicable DPM for follow-up as soon as possible.

2.16. **DODEA EMPLOYEES.** DoDEA employees will:

   a. Inform their DoDEA supervisor, or other manager in their chain of command, or the appropriate DPM, if they require a reasonable accommodation and inform new supervisors or managers in their chain of command about existing accommodations.

   b. Engage in the Interactive Process by collaborating with the Approval Authority and the DPM to identify reasonable accommodation(s) that will enable the employee to perform the essential functions of the position, participate in DoDEA activities, and/or enjoy the benefits and privileges of DoDEA employment.

   c. Provide supporting documentation, including medical information and a signed medical release document to the applicable DPM, when requested.

   d. Follow the DoDEA reasonable accommodation process and refrain from submitting requests linked to the DoD Computer/Electronic Accommodation Program (CAP.)

   e. Coordinate with the DPM if transferring or moving to a different DoDEA position under a new supervisor. Under most circumstances, changing positions will require a reexamination of an approved reasonable accommodation by the gaining organization.

   f. If needed, request an extension or modification to an approved reasonable accommodation prior to expiration. If no extension is requested and approved before the expiration date, the employee will return to the work situation (or environment) that existed prior to the reasonable accommodation.

2.17. **DODEA OFFICE OF THE GENERAL COUNSEL.** The DoDEA OGC will:

   a. Provide expert legal advice to the Disability and Diversity Branch Chief, Approval Authority, Denial Authority, and IAO concerning reasonable accommodation requests, when requested.

   b. Review denial recommendations and provide LSR for the Denial Authority’s consideration, in accordance with Section 3.3. of this Issuance. The LSR is privileged information and is not communicated to the requesting employee. The LSR does not require a specific format but should be clearly marked as “Attorney Work Product.”

   c. Review all reasonable accommodation requests that include a reassignment or relocation outside of the requestor’s local commuting area.

   d. Review any reasonable accommodation requests received by contractors.
2.18. **DODEA RECORDS MANAGEMENT OFFICERS.** The DoDEA Records Management Officers will:

a. Provide oversight and guidance to any documentation that constitutes an official record.

b. Ensure adherence to the Office of the Secretary of Defense Records Disposition Schedules (Record Group 330), DoDEA Regulation 5015.01, DoD Instruction 5015.02, and other DoD or Federal Records Management guidance and instructions.

c. Advise employees of their record and information management responsibilities and ensure the records are maintained by DMEO in a designated secure/access restricted space. DPM records must be cut off upon employee separation from the Activity or after all appeals are concluded, whichever is later, and destroyed three (3) years after cutoff.
SECTION 3: REASONABLE ACCOMMODATION PROCESS

3.1. STEP 1: REASONABLE ACCOMMODATION REQUEST INITIATION. Generally, an applicant or employee must inform the Activity of a need for an adjustment or change concerning some aspect of the application process, the job, or a benefit of employment for a reason related to a medical condition. As such, it is the obligation of a requestor to initiate a request for reasonable accommodation. Employees are encouraged to use the DMEO Electronic Request Initiation link at https://www.dodea.edu/Offices/DMEO/ReasonableAccommodations.cfm to initiate the process because the portal is designed to alert the Activity about the need for accommodation and for the employee’s convenience. However, employees may request an accommodation, verbally or in writing, to their supervisor, directly to DoDEA HQ DMEO, the DPM, any management official in an employee’s chain of command, or an HR specialist. All request templates for use in this process are available in alternative accessible formats on the DMEO website at https://www.dodea.edu/Offices/DMEO/upload/Reasonable-Accomodation-Template.pdf. Any templates provided by DoDEA are for the convenience of the requestor. Similarly, a requestor need not have a specific accommodation in mind when making a request. Further, an employee or applicant need not use particular words or phrases, such as “reasonable accommodation” to initiate a request.

a. A requestor is not required to fill out any specific instrument for the Interactive Process to begin and need not have a specific accommodation in mind before starting the Interactive Process.

b. The time limit for processing a reasonable accommodation request starts as soon as the request (oral or written) is received by DoDEA. Absent any extenuating circumstances, DoDEA will issue a decision on reasonable accommodation requests and appeals as follows:

(1) Approval, Denial, or Modified Approval will be decided within 30 days of receiving the reasonable accommodation request.

(2) Reconsideration decisions within five (5) days of receipt.

(3) Informal Appeals within 15 days of receipt.

(4) Any delays caused by requests for information from the requestor are excluded from the timeline.

(5) Delays caused by third parties outside of DoDEA are excluded.

(6) If any time limit identified cannot be met, the DPM will notify the requestor and provide an expected completion date and an explanation for the delay.

(7) DoDEA will expedite a reasonable accommodation request when necessary for an applicant’s employment interview or if the reasonable accommodation request is for an event that is scheduled to occur shortly.
(8) Failure to provide an accommodation in a prompt manner may result in a violation of the Rehabilitation Act of 1973, as amended.

c. If the reasonable accommodation request is received by a DoDEA management official, the management official must forward the request to the DPM.

d. Once the DPM receives the reasonable accommodation request:

(1) The DPM opens a file on the reasonable accommodation request within the DoDEA RA Tracker.

(2) The DPM ensures any ambiguities in the reasonable accommodation request are clarified through person-to-person communication with the requestor. The DPM will document these interactions within the DoDEA RA Tracker.

(3) The DPM determines the appropriate Approval Authority level by examining the specifics of the reasonable accommodation request and documents the interactions between the DPM and requestor, in accordance with “Appendix 2: Delegation of Authority Memorandum.”

(4) The DPM engages with the Approval Authority to ensure they understand the reasonable accommodation request and their role as the Approval Authority in the reasonable accommodation process. The DPM must document these interactions within the DoDEA RA Tracker.

(5) The DPM determines if a request for medical information is necessary or appropriate. If the DPM determines a need for medical information exists, the DPM will:

(a) Explain the need to the requestor.

(b) Provide the requestor with a medical release template that includes an instruction not to provide genetic information in the responsive medical information in accordance with the Genetic Information Nondiscrimination Act (GINA) of 2008.

(c) Ensure all medical information is protected from release in accordance with the Rehabilitation Act of 1973, as amended.

e. Approved RAs must state the effective date of the accommodation. All RAs must state, “this accommodation is effective immediately” unless special circumstances exist. For example, if a request to work remotely (as an accommodation) is approved for an employee who will have hip replacement surgery at a future date, the approval memorandum would reflect the effective date of the accommodation, post-surgery.

f. For any reasonable accommodation requests that require adaptive equipment or changes in a work environment (not immediately available), DoDEA will either:

(1) Provide the accommodation within 15 calendar days.
(2) Notify the employee of the expected implementation date and provide weekly updates, as necessary.

(3) Continue to provide any temporary accommodations provided as a stopgap measure until the accommodation is available.

g. Special situations:

(1) A new reasonable accommodation request is not necessary if the same or similar accommodation was previously approved with the understating that the accommodation would be sporadic and/or recurring. For example, if an employee has an accommodation that provides a sign-language interpreter (for training or meetings, etc.), that accommodation is considered reoccurring. The employee does not need to request a new accommodation for each instance, and the supervisor should ensure the resource is readily available when the need is reoccurring. The requestor should notify their supervisor if they anticipate the need for the resource at non-reoccurring events, to ensure the supervisor has adequate notice to make the necessary arrangements.

(2) Reasonable accommodations requests do not automatically follow employees who change positions and/or locations within the organization. Employees with existing accommodations who change positions within the organization resulting in a new supervisor, must submit a new reasonable accommodation request to the gaining supervisor. This ensures accommodations are both necessary and effective in the new position and/or at the new location.

3.2. STEP 2: THE INTERACTIVE PROCESS.

a. The Interactive Process is an informal, open, and honest discussion between the requestor and the Approval Authority. The Interactive Process is facilitated by the DPM. The Approval Authority must understand their role as the decision maker and communicate early in the Interactive Process and periodically throughout the process with the requestor. To that end, after the DPM has clarified the scope of the reasonable accommodation request with the requestor, the DPM and Approval Authority will:

(1) Ensure the Approval Authority understands their role as the decision-maker and provide DoDEA policy and EEOC expectations to the Approval Authority, as needed.

(2) Maintain early and routine communication with the Approval Authority and requestor about the status of the reasonable accommodation request.

(3) Facilitate the Interactive Process between the requestor and the Approval Authority to ensure the requestor’s reasonable accommodation needs are met.

b. Communication between the Approval Authority and requestor about the reasonable accommodation request is encouraged, and the Approval Authority should provide a record of the communication, in the original format, to the DPM for inclusion in the DoDEA RA Tracker. A summary memorandum for record (MFR) will suffice to summarize verbal communications.
c. Employee requestors may track the progress of the reasonable accommodation request through the DoDEA RA Tracker.

3.3. **STEP 3: THE DECISION.** Following the Interactive Process, the Approval Authority or Denial Authority will decide the reasonable accommodation request and issue a decision through the DPM. The DPM will notify the requestor of the final decision.

a. Decision Considerations:

   (1) In determining whether a reasonable accommodation is feasible, the Approval Authority must consider multiple factors including, but not limited to, the effectiveness and nature of the proposed accommodation and the requestor’s preference if there are multiple available options. Generally, accommodations that would have a harmful impact on the student learning environment in DoDEA schools are not considered “reasonable.”

   (2) Costs of accommodations: Individuals with disabilities should not be excluded from employment due to the anticipated cost of a requested accommodation if the resources available to the Activity as a whole (excluding those designated by statute for a specific purpose that does not include RA) would enable it to provide an effective reasonable accommodation without undue hardship. All resources available to the Activity, not just in the requestor’s unit, must be considered when determining whether a reasonable accommodation is feasible.

   (3) Information resources: In addition to using the DPM as a resource, requestors and Approval Authorities should consult other internal and external resources to ensure they are aware of different types of accommodations and resources available. In addition to the DoD CAP program, other valuable resources are the July 27, 2000 EEOC Enforcement Guidance: Disability-Related Inquiries and Medical Examinations of Employees Under the Americans With Disabilities Act and the revised October 17, 2002 EEOC Enforcement Guidance: Reasonable Accommodation and Undue Hardship Under the Americans With Disabilities Act.

b. Approval Decision: The Approval Authority will notify the DPM of the decision to approve the request. The DPM will provide written notice of the approval to the requestor, to include all the terms of the reasonable accommodation. A decision in which DoDEA provides an accommodation, but not the exact accommodation requested (or one agreed to during the Interactive Process) is called a “modified approval.” If any part of an approved reasonable accommodation request requires implementation, the DPM will follow the steps in accordance with Section 3.1(f) of this Issuance. If the accommodation cannot be provided immediately, DoDEA must implement temporary accommodations that allow the requestor to perform some or all the essential functions of their job, absent undue hardship.

c. Denial Decision: If the Approval Authority recommends denial of any form of accommodation for the requestor, further coordination may be required before a denial decision is issued.

   (1) All denial recommendations must be reviewed for legal sufficiency by DoDEA OGC for the Denial Authority’s consideration. The DPM will initiate the request for review on behalf of the Approval Authority.
(2) If the Approval Authority is also the Denial Authority in accordance with “Appendix 2: Delegation of Authority Memorandum,” there is no need to coordinate the denial with a higher authority prior to issuing a decision.

(3) If the Approval Authority is not also the Denial Authority, the Approval Authority recommends a denial to the Denial Authority, who then issues a decision.

(4) The Denial Authority may concur or non-concur with the Approval Authority’s recommendation.

(a) If the Denial Authority non-concurs with the denial recommendation, the DPM will return the reasonable accommodation request to the Approval Authority for additional action, as instructed by the Denial Authority.

(b) If the Denial Authority concurs with the denial recommendation after considering the LSR, the DPM will issue the denial notice under the signature of the Denial Authority. The denial notification must include the requestor’s right to initiate an Equal Employment Commission (EEO) complaint.

(5) In support of the denial decision process, the DPM will:

(a) Forward the denial recommendation and LSR to the Denial Authority.

(b) Provide guidance to the Denial Authority, as needed.

(c) Ensure the Denial Authority is aware of the timelines in Section 3.1.b. of this Issuance.

(d) Provide status updates to the requestor, as appropriate.

(e) Ensure non-concurrence decisions are communicated to the Approval Authority.

(f) Ensure approved denials are communicated to the requestor and Approval Authority.

d. Reconsideration request option: An employee who disagrees with the resolution of their request may request reconsideration in accordance with Section 3.4. of this Issuance. Requesting reconsideration does not extend the time limits for initiating an administrative claim.

e. Employees who are denied accommodations and wish to pursue an administrative claim or file a grievance under the applicable collective-bargaining agreement may select one (1) of the following steps:

(1) For an EEO complaint pursuant to Section 1614 of Title 29, Code of Federal Regulations, contact an EEO counselor in the DoDEA DMEO within 45 calendar days from the date of receipt of a written or verbal notification of a denial (whichever comes first).
(2) For a grievance, initiate it in accordance with the provisions of the applicable collective-bargaining agreement.

(3) For adverse actions over which the Merit Systems Protection Board (MSPB) has jurisdiction, initiate an appeal to the MSPB within 30 calendar days of an appealable adverse action as defined in Section 1201.3 of Title 5, Code of Federal Regulations.

3.4. DENIAL RECONSIDERATION.

a. Requests for reconsideration are voluntary and not required before a requestor can file an EEO complaint, MSPB appeal, or participate in any other administrative process.

b. Individuals requesting reconsideration may present additional (or new) information in support of their reasonable accommodation request. New information should be submitted as separate documents.

c. Reconsideration requests must be submitted to the DPM within five (5) business days of the denial unless granted an extension by the appropriate authority.

   (1) The Denial Authority can extend the reconsideration period for an additional five (5) business days if extenuating circumstances exist, such as the need to obtain new medical records.

   (2) The Denial Authority should only grant extensions that are initially requested within five (5) business days.

d. Reconsiderations must be concise and should not exceed 250 words. There is no standard format, but reconsideration requests should include the following:

   (1) The requestor’s name, work location, duty title, and contact information.

   (2) The specific reason the requestor believes the request was wrongly decided or why new information should change the outcome.

   (3) The specific outcome the requestor is seeking (if it differs from the original request).

e. The DPM will forward the relevant portions of the case file to the Denial Authority.

f. The Denial Authority should respond within five (5) business days of receiving the reconsideration request. The Denial Authority should communicate any delays in the reconsideration process to the requestor through the DPM, to include the reason for the delay.

g. If the reconsideration request is approved:

   (1) The Denial Authority informs the DPM, who, in turn, notifies the Approval Authority and requestor, in writing, of the decision.

   (2) The DPM will prepare the reasonable accommodation approval notification on behalf of the Denial Authority and provide it to the requestor.
(3) The DPM will work with the Approval Authority to ensure the approved reasonable accommodation is implemented in accordance with the decision.

h. If the reconsideration request is denied or changed to a modified approval:

(1) The Denial Authority informs the DPM, who, in turn, notifies the Approval Authority and requestor, in writing, of the decision.

(2) The DPM will provide the requestor with written notice about the Informal Appeals Process (IAP).

i. Requesting reconsideration is voluntary and does not toll the of the timelines EEO or MSPB processes or create an independent cause of action.

3.5. INFORMAL APPEALS PROCESS. If a reconsideration request is denied, the requestor may choose to participate in the IAP. Only requestors who participate in the reconsideration process are eligible for the IAP.

a. The requestor should submit the informal appeal to the DPM within five (5) business days of being notified of a reconsideration denial. The IAO has the discretion to accept appeals outside of the five (5) business day timeframe on a case-by-case basis.

(1) Appeals must be concise and should not exceed 250 words.

(2) The appeal, any new medical information, or other information submitted to support the appeal, should be submitted to the DPM as separate documents.

(3) The DPM will forward the relevant portions of the case file to the IAO.

(4) There is no standard format, but appeals should include the following:

(a) The requestor’s name, work location, duty title, and contact information.

(b) The specific reason the requestor believes the request was wrongly decided or why any new information submitted as part of the appeal should change the outcome.

(c) The specific outcome the requestor is seeking (if it differs from the original request.)

b. The DPM will provide the informal appeal request and supporting documentation to the IAO. A requestor may submit additional (or new) information with their informal appeal request.

c. The IAO may approve an informal appeal, affirm a denial, or grant a modified approval. The IAO may not deny an approved modified approval but may alter the terms with the consent of the requestor.

(1) The IAO may request additional information from any party during the IAP.
(2) In light of new evidence, the IAO should view the request “de novo.”

(3) If no new evidence exists, the IAO will apply an “abuse of discretion” standard. The “abuse of discretion” standard means the IAO should ensure the original denial or approval of a modified approval was reasonable under the weight of the evidence and totality of the circumstances.

d. Following an IAP decision, the IAO shall notify the DPM. The DPM provides the requestor notice on behalf of the IAO.

e. Participating in the IAP is voluntary and does not toll the timelines of the EEO or MSPB processes and does not create an independent course of action.

3.6. SAFEGUARDING OF MEDICAL INFORMATION. DoDEA may utilize a third-party Neutral Medical Provider (NMP) to review medical information or, if authorized, have the NMP communicate directly with requestor’s medical providers to better understand the need for accommodation and limitations a particular medical condition might have on the employee’s ability to perform the essential functions of their position.

a. Pursuant to Subpart 1614.203 of Title 29, Code of Federal Regulations, also known as “The Equal Employment Opportunity Commission Final Rule on Affirmative Action for People with Disabilities in the Federal Employment, DoDEA will only request medical information to the extent that it is necessary to explain the nature of the individual’s disability, the need for a reasonable accommodation, and how the requested accommodation will assist the individual in applying for a job, perform the essential functions of a job, or enjoy the benefits and privileges of the workplace. Additional medical information may be requested when the information already submitted is insufficient to document the disability and/or the functional limitations it causes.

b. All medical information obtained in connection with the reasonable accommodation process shall be kept safeguarded and only shared on a need-to-know basis. DoDEA will not disclose safeguarded medical information except, when necessary, in the furtherance of processing a reasonable accommodation request. Accordingly, all medical information obtained in connection with the reasonable accommodation process shall be securely kept by the DPM in files separate from the individual’s personnel file. Whenever medical information is disclosed, the individual disclosing the information shall inform the recipient(s) of the information that they are strictly bound by the requirements of the Rehabilitation Act of 1973, as amended, and Section 552a of Title 5, United States Code. Individuals and organizations to which information may be disclosed can include, but are not limited to:

(1) DoDEA management officials who need to know about necessary restrictions on the work or duties of the employee’s position, or the position for which the applicant has applied, and about the reasonable accommodation(s).

(2) Emergency Preparedness, First Aid, and Occupational Health and Safety personnel, if the disability may require emergency treatment or assistance with building evacuation during emergencies.
(3) Federal Government officials who need the information to determine DoDEA’s compliance with applicable laws, regulations, and policies.
SECTION 4: REASSIGNMENT AS A REASONABLE ACCOMMODATION

4.1. REQUESTS SUBMITTED THROUGH THE REASONABLE ACCOMMODATIONS PROCESS.

a. Reassignment is an umbrella term to include all permanent position changes and permanent geographic changes. DoDEA considers reassignment as an “accommodation of last resort” and should only be entertained when an employee with a disability cannot be reasonably and effectively accommodated in their current position or location. Reassignment is not available to applicants as an accommodation.

b. Although an employee may identify any specific position (or type of position) they believe would accommodate their disability, DoDEA must first assess whether the employee can be accommodated in their current position.

c. If an employee cannot be accommodated in their current position, the DPM will notify the employee that their reasonable accommodation request has been conditionally approved, pending the outcome of an Activity-wide search for positions in accordance with Section 4.3. of this Issuance. DoDEA will only place an employee into a position they are qualified for, and that can effectively accommodate the employee’s disability.

   (1) If an employee cannot be accommodated in their current position and another suitable position is not found, they may face a removal action under Chapter 75, Title 5, United States Code.

   (2) Employees in this situation retain all due process rights to challenge the removal action.

d. Prior to conducting an Activity-wide search, DoDEA must also determine if an employee can remain in their current position temporarily while the search occurs.

   (1) When possible, an employee should be allowed to remain in their current position until the search is completed or the situation changes.

   (2) Alternatively, DoDEA must conduct a “direct threat” analysis to determine whether an employee’s disability may prohibit them from remaining in their current position, even temporarily, to ensure the safety of the employee or others.

       (a) The determination that an employee poses a “direct threat” shall be based on an individualized assessment of their current ability to perform the essential functions of the job safely.

       (b) The individualized assessment shall be based on a reasonable medical judgment that relies on the most current medical knowledge and/or the best available objective evidence. To determine whether an employee would pose a “direct threat,” consider the following factors:

           1. The duration of the risk.

           2. The nature and severity of the potential harm.
3. The likelihood that the potential harm will occur.

4. The imminence of the potential harm.

(3) Absent undue hardship, DoDEA must explore options to provide the employee with an interim accommodation that allows the requestor to remain in their position to perform some or all the essential functions of their job until the search is completed.

(4) If DoDEA determines the employee’s disability is such that remaining in their current position, even temporarily, is not a viable option, DoDEA will provide one (1) of the following two (2) options.

(a) Allowing the employee to use Annual Leave, Sick Leave, Family Medical Leave Act (FMLA), Leave Without Pay (LWOP), or a combination of these options, until the search is completed.

(b) If the position is suitable for temporary remote work, assigning the employee to an Alternate Duty Location, such as their residence, until the search is completed.

e. DoDEA should initiate the search and determine whether available options exist within ten (10) business days.

4.2. REQUESTS INITIATED THROUGH THE DODEA VOLUNTARY REASSIGNMENT PROGRAM.

a. DoDEA maintains a Voluntary Personnel Reassignment (VPR) Program based on an employee’s documented significant personal need or hardship that can only be relieved by reassignment, established by DoDEA Administrative Instruction 1404.01.

(1) The DPM will perform a preliminary analysis of the reassignment request to determine if it will likely result in reassignment/relocation under the “accommodation of last resort” analysis. The DPM will communicate the determination to the Disability and Diversity Branch Chief for decision on processing the request.

(2) If the Branch Chief determines that processing the VPR application as a reasonable accommodation request is warranted, it will be processed in accordance with Section 4 of this Issuance. The DPM will instruct the VPR Program Manager to hold the employee’s request in abeyance until receipt of confirmation from the DPM that the reasonable accommodation process is complete.

(3) If the Disability and Diversity Branch Chief determines that reassignment is not warranted under the Rehabilitation Act of 1973, as amended, the request is returned to the appropriate VPR Program Manager for processing in accordance with DoDEA Administrative Instruction 1404.01. The DPM will work with the requesting employee to ensure any local accommodations needs are addressed in accordance with Section 3.1. of this Issuance.
b. If an employee initiates a request for reassignment related to their personal medical needs under the VPR Program, the DMEO Diversity and Disability Branch Chief will first review the VPR application to determine if reassignment is warranted as an accommodation under the Rehabilitation Act of 1973, as amended instead of the VPR Program.

4.3. REASSIGNMENT SEARCH CONSIDERATIONS.

a. DoDEA should attempt to reassign the employee non-competitively to a vacant, funded, equivalent position for which the employee is qualified, that meets their restrictions, and which reassignment would not cause an undue hardship.

b. DoDEA is not required to provide training to ensure an employee is qualified for a vacant position and will not reassign an otherwise unqualified employee to hold open a position for which the employee is not qualified or create a position for an employee.

c. The search for a vacant, equivalent, funded position should include vacancies not yet announced, vacancies anticipated within sixty (60) calendar days, and positions that have been published, if a selection to fill the position has not yet been made. Absent special circumstances, the search for interregional reassignments will be limited to contiguous United States (CONUS) vacancies.

d. The DPM will ensure all the initially identified vacant positions are held open until resolved in accordance with Section 4.3(e)(5)(b) of this Issuance.

e. The reassignment process should be coordinated between the DPM, the NMP, and HR Staffing Office to identify:

   (1) All vacant, funded positions within the Region where the employee is currently located or equivalent positions that will become vacant within sixty (60) calendar days for which the employee is qualified.

   (2) All such positions outside the employee's local commuting area for which the employee is qualified, including Activity-wide, if the employee is willing to relocate.

   (3) If one (1) or more suitable vacancies are identified, the DPM should coordinate with the NMP to determine if the locations have suitable medical facilities to ensure the requestor’s medical needs can be met.

   (4) If the employee works at the DoDEA school level, the DPM and HR will work closely with the District Superintendent to determine if any special considerations for the vacancy(ies) exist that could impact suitability. For example, if heavy lifting is required and the requestor has mobility issues or if the DoDEA school or position has other intangible factors that could impact the employee’s ability to succeed.

   (a) The DPM must coordinate with the District Superintendent and District Chief of Staff to ensure suitability before discussing the position with the requesting employee.
(b) For reassignments crossing Regions, the Region DSE must make a recommendation to the DoDEA COO before the DPM forwards the request for a final decision, in accordance with “Appendix 2: Delegation of Authority Memorandum.”

(5) For all positions, the DPM and HR must work closely with the appropriate supervision chain to ensure the requestor has the proper certifications, experience, and background necessary to be successful in the position.

(a) The DPM will annotate in the record any factors used to determine that a position is not suitable for an employee.

(b) The DPM will ensure any unsuitable positions are released back to HR.

(6) The DPM must ask the requestor for a geographic preference or locations they would not accept reassignment. This allows the Activity to conduct a more efficient search.

(7) If more than one position is identified as “suitable,” and no clear preference was identified by the requestor, the Activity may offer the requestor their choice of positions or the position that best serves the needs of the Activity.

(8) If a decision is made that an employee must be reassigned because they cannot be accommodated in their current position, and the employee declines the reassignment, the Approval Authority should consult with LMER and DoDEA OGC regarding possible administrative action.

f. The search consideration process should initially focus on positions equivalent to the employee’s current job in terms of pay, status, distance from current duty station, and other relevant factors. If there is no vacant equivalent position, with the employee’s consent, the search consideration process should expand to vacant, funded lower-level positions for which the employee is qualified.

g. If the employee identifies vacant, advertised positions for which they believe they are qualified, the search consideration process should also include those positions.

h. The DMEO Division Chief or the Disability and Diversity Branch Chief will alert the appropriate Chief of Staff (DoDEA HQ or Region, as the situation warrants) in advance of any final action by the HR Director or his/her designate to process a reasonable accommodation reassignment to ensure proper communication flow with the gaining organization.

4.4. APPROVED REASSIGNMENT CONSIDERATIONS.

a. The reasonable accommodation process is initiated at the employee’s request. When the employee accepts a reasonable accommodation offer of a lower-graded position reassignment, the employee is not entitled to pay retention.

b. If a suitable position is located, the employee will be administratively reassigned to that position by a Management Directed Reassignment (MDR).
c. DoDEA does not pay relocation expenses for reassignments approved through the reasonable accommodations program. However, if the reassignment requires relocation from outside the contiguous United States (OCONUS) to a CONUS position, the employee may use their transportation agreement to fund their move. If the employee has not met the time requirements of their OCONUS transportation agreement, the employee may apply for a waiver from DoDEA Director. The totality of the circumstances will be considered when reviewing a waiver request, and waivers are approved or denied on a case-by-case basis.
SECTION 5: PERSONAL ASSISTANCE SERVICES AND SERVICE ANIMALS

5.1. PERSONAL ASSISTANCE SERVICES. Personal Assistance Services (PAS) are provided in accordance with the Final Rule for EEOC Subpart 1614.203 of Title 29, Code of Federal Regulations, also known as “The Equal Employment Opportunity Commission Final Rule on Affirmative Action for People with Disabilities in the Federal Employment, requiring Federal Agencies to provide PAS to employees who, because of targeted disabilities, require such assistance during work hours or to participate in job-related travel.

   a. PAS is defined as “[A]ssistance with performing activities of daily living that an individual would typically perform if he or she did not have a disability, and that is not otherwise required as a reasonable accommodation, including, for example, assistance with removing and putting on clothing, eating, and using the restroom.” PAS are non-medical services and thus do not include such assistance as medication administration or blood pressure monitoring.

   b. Although PAS differ from services that help an employee with a disability to perform job-related tasks, the process for requesting PAS, determining whether such services are required, and DoDEA’s right to deny such requests based on undue hardship are the same as those for reasonable accommodation, as set forth in this Issuance.

   c. PAS must be provided by a Personal Assistance Service Provider (PASP), an employee or independent contractor whose primary position responsibilities include the provision of PAS. Under most circumstances, a PASP will be a contract employee because the scope of work can vary significantly between employees.

   d. DoDEA may require PASPs to provide PAS to more than one (1) employee or perform tasks unrelated to PAS, but only to the extent that doing so does not result in failure to provide PAS.

5.2. SERVICE ANIMALS. In accordance with the Department of Justice guidance implementing Section 12101 of Title 42, United States Code, also known as, “The Americans with Disability Act of 1990, as amended,” a service animal is any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. As such, the terms “service animal” and “dog” are used interchangeably, depending on context.

   a. A request by an employee with a disability to use a service animal at work is also a request for reasonable accommodation. Therefore, the requestor must receive advanced permission to bring a service animal into the workplace. As part of the request, the requestor must proffer or demonstrate how the work or tasks performed by the service animal is directly related to their disability and ability to perform their duties in the workplace.

   b. All requests for service animals are closely scrutinized to ensure for the safety and welfare of DoDEA students and other DoDEA employees. As such, a requestor may be asked about the dog’s health, disposition, or known behavioral issues.
c. The requestor must demonstrate that the dog has all required vaccinations before a request can be considered for approval and on an annual basis thereinafter if the request is approved.

d. The DPM must coordinate the request with the DoDEA Safety and Occupational Health Division Chief to ensure approval would not violate provisions of DoDEA Administrative Instruction 6055.01. Although each request is considered on a case-by-case basis, any request that conflicts with provisions in DoDEA Administrative Instruction 6055.01, may be considered an undue burden on the Activity.

e. Requests for service animals are handled on a case-by-case basis and include considerations such as duty location, the requestor’s position, and other pertinent issues that may arise during a request. The Approval Authority can propose alternative accommodations that are equally reasonable and effective.

f. If the requestor works in a school setting, the Approval Authority may also consider known allergies or other medical conditions amongst the students who will be exposed to the dog on a daily basis.

g. All approved accommodations for service animals will require a “Rules of Behavior” memorandum agreement between the requestor and the Activity.
SECTION 6: DISSEMINATION, EDUCATION, AND INQUIRIES

6.1. DISSEMINATION.

a. An informational pamphlet on requesting reasonable accommodation will be distributed to all new employees as part of orientation within seven (7) calendar days of reporting for work. Current employees may request the pamphlet from the DPM.

b. The procedures found in this Issuance may be provided in alternative formats, including accessible formats, when requested by an employee or applicant for employment.

c. The informational pamphlet will be available digitally on the DMEO external web pages. Hard copies of the informational pamphlet should be placed in convenient locations, such as break rooms and administrative offices, throughout DoDEA. More guidance on how and where to obtain and place informational pamphlets may be obtained by contacting the Region or DoDEA DPM’s office.

6.2. EDUCATION AND AWARENESS.

a. DMEO will provide training on this Issuance for all employees.

b. DoDEA management officials must participate in reasonable accommodation policies and procedure training within ninety (90) calendar days of being appointed to a supervisory role and annually thereafter. The Region DPM will maintain a record of DoDEA management officials who have received the training initially and annually.

c. DoDEA management officials should consult with their respective DPM to ensure they are aware of subordinates’ existing approved reasonable accommodations and pending requests.

6.3. INQUIRIES. Any individual seeking additional information concerning the reasonable accommodation program should contact the applicable DoDEA DPM.
# GLOSSARY

## G.1. ACRONYMS.

<table>
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<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>ADA</td>
<td>Americans with Disabilities Act</td>
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<tr>
<td>CAP</td>
<td>Computer/Electronics Accommodation Program</td>
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<td>CONUS</td>
<td>Contiguous United States</td>
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<td>COO</td>
<td>Chief Operating Officer</td>
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<td>DMEO</td>
<td>Diversity Management and Equal Opportunity</td>
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<td>DPM</td>
<td>Disability Program Manager</td>
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<td>DSE</td>
<td>Director for Student Excellence</td>
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<td>EEO</td>
<td>Equal Employment Opportunity</td>
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<td>EEOC</td>
<td>Equal Employment Opportunity Commission</td>
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<td>FIST</td>
<td>Forward Integrated Support Team</td>
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<td>Family Medical Leave Act</td>
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<td>FTR</td>
<td>Federal Travel Regulation</td>
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<td>GINA</td>
<td>Genetic Information Nondiscrimination Act</td>
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<td>HQ</td>
<td>Headquarters</td>
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<td>HR</td>
<td>Human Resources</td>
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<td>IAO</td>
<td>Informal Appeals Officer</td>
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<td>IAP</td>
<td>Informal Appeals Process</td>
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<td>LMER</td>
<td>Labor Management and Employee Relations</td>
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<td>Legal Sufficiency Review</td>
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<td>MA</td>
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<td>MDR</td>
<td>Management Directed Reassignment</td>
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<td>MFR</td>
<td>Memorandum for Record</td>
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<td>MSPB</td>
<td>Merit Systems Protection Board</td>
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<td>NMP</td>
<td>Neutral Medical Provider</td>
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<td>OCONUS</td>
<td>Outside the Contiguous United States</td>
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<td>OGC</td>
<td>Office of General Counsel</td>
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<td>OPM</td>
<td>Office of Personnel Management</td>
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<td>PAS</td>
<td>Personal Assistance Services</td>
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<td>PASP</td>
<td>Personal Assistance Services Provider</td>
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PII  Personally Identifiable Information
RA  Reasonable Accommodation
VPR Voluntary Personnel Reassignment
VR  Voluntary Reassignment

G.2. DEFINITIONS. Unless otherwise noted, these terms and their definitions are for the purpose of this Issuance only.

applicant. All individuals who have applied to positions within DoDEA HQ or any DoDEA Region, including those who have been selected to interview.

approval. A decision from the Approval Authority granting a reasonable accommodation request without modification or substitution.

approval authority. The individual delegated authority to approve a reasonable accommodation request in accordance with “Appendix 2: Delegation of Authority Memorandum.” The Approval Authority may consult with other DoDEA management officials who have a need-to-know before approving a reasonable accommodation request. In that, an Approval Authority may need to coordinate with other agency officials to ensure proper coordination prior to approving a request. Example: A DoDEA School Principal can approve a request for assistive technology but must first coordinate with the Information Technology Division Chief to ensure the equipment is obtainable and compatible with DoDEA systems.

days. Calendar day, unless otherwise noted.

denial. A decision denying an accommodation request in toto (in its entirety). Or a decision in which a specific reasonable accommodation request was denied but a reasonable accommodation was approved with some modification or substitution to that specific request, but not agreed upon during the Interactive Process (see modified approval.)

denial authority. The individual delegated authority to deny a reasonable accommodation request in accordance with “Appendix 2: Delegation of Authority Memorandum.”

de novo. As if new.

direct threat. A significant risk of substantial harm to the health or safety of the individual or others that cannot be eliminated or reduced by a reasonable accommodation.

disability. A physical or mental impairment that substantially limits one (1) or more major life activities of an individual or a record of such an impairment. The determination of whether a person is an individual with a disability must be based on their conditions at the time of the request or a record of a disability.
employee. All officers and employees of DoDEA subject to the supervision, jurisdiction, and control of the DoDEA Director or a Region DSE. Volunteers are not DoDEA employees. Under normal circumstances, DoDEA does not provide RAs to contractors or volunteers. If a reasonable accommodation request is submitted by a contractor, DoDEA OGC must be consulted.

essential functions. The essential functions of a job are the occupational duties that are fundamental to the position to the extent that the individual cannot do the job without being able to perform them. A function can be “essential” if, among other things, the position exists specifically to perform that function, a limited number of other employees can perform the function if given the assignment, or the function is specialized, and the incumbent is hired based on their ability to perform it.

Forward Integrated Support Team. Reinforce schools and districts with expertise and “boots on the ground” assistance in areas such as transportation, human resources, safety and security, and facilities management.

informal appeals officer. The individual in a Region, District, or DoDEA HQ who hears informal appeals of denied reasonable accommodation requests or modified approvals originating in their respective offices. Each IAO must be a DoDEA management official with significant seniority and stature within the Activity to review and potentially overturn denials of accommodations requests from other managers.

information appeals process. The IAP allows an individual seeking a reasonable accommodation the opportunity to appeal a denial decision to a higher authority. Neither the reconsideration process nor the IAP tolls the 45-day deadline for contacting the DMEO staff to initiate an EEO complaint concerning the denial.

in writing. Includes electronic mail unless otherwise specified.

interactive process. An informal, open, and honest discussion between an employee making a reasonable accommodation request, the Approval Authority, and any other DoDEA management officials necessary to process the reasonable accommodation request. The Interactive Process should serve to identify the precise limitations resulting from the disability and potential accommodations that could overcome those limitations. During the Interactive Process, all parties will thoughtfully consider the reasonable accommodation request and how it relates to the essential functions of the job (or the application process or benefits and privileges of employment), the needs and preferences of the individual making the request, the effectiveness or feasibility of alternative RAs, and the overall requirements of DoDEA.

last resort. Last resort is a precondition to be considered for a non-competitive reassignment to a new position under the reasonable accommodation Program. The term indicates that the Interactive Process has failed to identify sufficient reasonable and effective means by which an employee with a disability may be accommodated in performing the job’s essential functions and is no longer a “qualified employee” in their current position.
**local commuting area.** The area within the permanent duty station limits, the surrounding metropolitan area served by the local public transit systems, and the separate cities, towns, or military installations among which the public commutes on a daily basis. In accordance with the Joint Travel Regulation, an arbitrary distance radius must not be defined for the local commuting area. However, the Federal Travel Regulations (FTR) states the geographic location should not be more than “50 miles from where the employee regularly performs his or her duties.” See Section 300-3.1 of Title 41, Code of Federal Regulations.

**major life activity.** Activities that an average person can perform with little or no difficulty. Examples include, but are not limited to: Caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, interacting with others, and working; and the operation of a primary bodily function, including functions of the immune system, special sense organs and skin; normal cell growth; and digestive, genitourinary, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, hemic, lymphatic, musculoskeletal, and reproductive functions. The operation of a major bodily function includes the operation of an individual organ within a body system.

**management official.** A DoDEA employee whose job function includes supervisory responsibilities.

**modified approval.** A decision made by the Approval Authority wherein a part of a reasonable accommodation request is approved, or an effective reasonable accommodation that differs from the reasonable accommodation requested or agreed upon during the Interactive Process.

**official record.** Any information that would be subject to the requirements of Section 522 of Title 5, United States Code, also known as “The Freedom of Information Act,” when maintained by an Activity in any format, including an electronic format.

**personal assistance services.** Federal Agencies are required to provide PAS to employees who need them because of certain disabilities, specifically, targeted disabilities in accordance with the EEOC and as listed on Standard Form 256, “Self-Identification of Disability.” PAS is defined as: “[A]ssistance with performing activities of daily living that an individual would typically perform if he or she did not have a disability, and that is not otherwise required as a reasonable accommodation, including, for example, assistance with removing and putting on clothing, eating, and using the restroom.” This definition does not attempt to list every activity that might constitute PAS. For example, someone providing PAS might push a wheelchair or assist someone with getting into or out of a vehicle at the worksite.

**personal assistance service provider.** An employee or independent contractor whose primary job functions include the provision of personal assistance services.

**provider.** A licensed medical treatment or rehabilitative professional with direct knowledge of the employee’s disability, including, but not limited to, a treating or attending physician, psychiatrist, psychological counselor, nurse, rehabilitation therapist or a non-treating independent medical professional who has examined relevant medical records.
qualified individual with a disability. An employee or applicant for employment with a disability, or a record of a disability, who satisfies the requisite skill, experience, education, and other job-related requirements of the employment position and who, with or without a reasonable accommodation, can perform the essential functions of such position.

reasonable accommodation. Any modification or adjustment to a job application process or the work environment (or in the way work is customarily accomplished) that enables a qualified individual with a disability to apply for a job, perform the essential functions of their job or enjoy equal benefits and privileges of employment. RAs may include, where appropriate: Making existing facilities used by employees readily accessible to, and usable by, individuals with disabilities; job restructuring; part-time or modified work schedules; reassignment to a vacant position; acquisition or modifications of equipment or devices; appropriate adjustment or modifications of examinations, training materials, or policies; the provision of qualified readers or interpreters; and other similar accommodations for individuals with disabilities.

reassignment. Changing jobs, assignments, or DoDEA management officials within a DoDEA school or physical location (i.e., Mark Center, District, DoDEA HQ) within 50 miles of an employee’s “official station” as in accordance with Section 300-3.1 of the FTR.

reconsideration process. A voluntary process wherein the requestor asks the original deciding official (Approval Authority or Denial Authority) to alter the original determination in whole or in part.

relocation. Changing the physical duty location outside of 50 miles of an employee’s “official station” as defined in the FTR.

request. A communication from an employee with a disability to a DoDEA management official (typically the first-line supervisor in an employee’s chain of command) or from an applicant for employment to any DoDEA employee connected with the reasonable accommodation request process, expressing the need for any change in the work environment (or in the way things are usually done) to help the individual apply for a job, perform the duties of a job, or enjoy the benefits and privileges of employment.

requestor. A qualified employee or applicant for employment with a disability, or an individual acting on their behalf, who has submitted a reasonable accommodation request.

schedule A. The “Schedule A” Hiring Authority for people with disabilities is an exception to the competitive hiring process under Part 213.102 of Title 5, Code of Federal Regulations. “Schedule A” streamlines the hiring process for persons with disabilities, and, in some instances, hiring officials may select solely from a list of qualified “Schedule A” applicants.

service animal. A dog that has been individually trained to work or perform tasks for an individual with a disability. The task(s) performed by the service animal must be directly related to the person’s disability. The allowance of service animals will be processed as a reasonable accommodation request in accordance with this Issuance.
**targeted disability.** Targeted disabilities are a subset of the larger disability category. The Federal Government has recognized that qualified individuals with certain disabilities, particularly manifest disabilities, face significant barriers to employment, above and beyond the barriers faced by people with the broader range of disabilities. These barriers are often due to myths, fears, and stereotypes about such disabilities.

**undue hardship.** A significant difficulty or expense incurred or anticipated by DoDEA in providing a specific accommodation. Undue hardship refers not only to financial difficulty but to accommodations that are unduly extensive, substantial, or disruptive, or that would fundamentally alter the nature of operations or otherwise undermine the DoDEA’s ability to serve its mission.
REFERENCES

Code of Federal Regulations, Title 5, Part 213.102, Chapter 1.b (also known as “The Identification of Positions in Schedule A, B, C, or D”)

Code of Federal Regulations, Title 5, Section 1201.3

Code of Federal Regulations, Title 29, Section 1614


Code of Federal Regulations, Title 29, Subpart 1635.8 (also known as “The Genetic Information Nondiscrimination Act (GINA) of 2008”)


DoD Instruction 5200.48, “Controlled Unclassified Information (CUI),” March 6, 2020

DoDEA Administrative Instruction 1404.01, “Voluntary Personnel Reassignment Program,” August 12, 2020

DoDEA Administrative Instruction 5015.01, “Records Management Program,” December 19, 2017

DoDEA Administrative Instruction 6055.01, “DoDEA Safety Program,” November 27, 2017

DoDEA DMEO Website, “Request Initiation,” located at https://www.dodea.edu/Offices/DMEO/ReasonableAccommodations.cfm


Executive Order 13164, “Requiring Federal Agencies to Establish Procedures to Facilitate the Provision of Reasonable Accommodation,” July 26, 2000

Joint Travel Regulations, current edition


Office of the Secretary of Defense, Records Disposition Scheduled, current edition
United States Code, Title 5, Section 552 (also known as “The Freedom of Information Act of 1967, as amended”)

United States Code, Title 5, Section 552a (also known as “The Privacy Act of 1974, as amended”)

United States Code, Title 29, Section 701 (also known as “The Rehabilitation Act of 1973, as amended”)

United States Code, Title 42, Section 12101 et seq. (also known as “The Americans with Disabilities Act (ADA) of 1990, as amended”)

United States Code, Title 5, Chapter 75
**APPENDIX 1: DPM INTERNAL CONTROLS EVALUATION CHECKLIST**

<table>
<thead>
<tr>
<th>CHECKLIST ITEM</th>
<th>YES/NO/NA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INITIAL REQUEST</strong></td>
<td>Initial Request</td>
</tr>
<tr>
<td>Did the employee or applicant express – either oral or written – a need for a reasonable accommodation?</td>
<td></td>
</tr>
<tr>
<td>Is the requestor a DoDEA employee or applicant for employment?</td>
<td></td>
</tr>
<tr>
<td>Does the employee or applicant for employment have a disability as defined by the United States Code, Section 12101 of Title 42, United States Code et seq., also known as “The Americans with Disabilities Act (ADA) of 1990, as amended”)?</td>
<td></td>
</tr>
<tr>
<td>If the requestor is an applicant for employment, has the reasonable accommodation request been provided to the appropriate HR specialist for consideration? If yes, proceed to the next question. If no, ensure appropriate action is taken.</td>
<td></td>
</tr>
<tr>
<td>Was the RA request received by a DoDEA management official?</td>
<td></td>
</tr>
<tr>
<td>If yes, has the RA request been forwarded to the DPM?</td>
<td></td>
</tr>
<tr>
<td>Was a file created for the reasonable accommodation request? If yes, proceed to the next question. If no, ensure appropriate action is taken.</td>
<td></td>
</tr>
<tr>
<td>Has the DPM opened a case file in the DoDEA RA Tracker?</td>
<td></td>
</tr>
<tr>
<td>Has the DPM discussed the reasonable accommodation request with the employee or applicant for employment? If yes, proceed to the next question. If no, have the discussion.</td>
<td></td>
</tr>
<tr>
<td>Has the DPM discussed the facts of the reasonable accommodation request with the DoDEA Approval Authority? If yes, proceed to the next question. If no, have the discussion.</td>
<td></td>
</tr>
<tr>
<td>Does this reasonable accommodation request require medical information?</td>
<td></td>
</tr>
<tr>
<td>If yes, has the DPM explained the need and provided the employee with a medical release template?</td>
<td></td>
</tr>
<tr>
<td>If so, has the DPM received a signed medical release?</td>
<td></td>
</tr>
<tr>
<td>If so, has the DPM requested medical information?</td>
<td></td>
</tr>
<tr>
<td>If so, has the DPM consulted with an NMP?</td>
<td></td>
</tr>
<tr>
<td>If so, has the DPM communicated the NMP opinion to the Approval Authority?</td>
<td></td>
</tr>
<tr>
<td><strong>APPENDIX 1: DPM INTERNAL CONTROLS EVALUATION CHECKLIST</strong></td>
<td></td>
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<tr>
<td>---</td>
<td></td>
</tr>
<tr>
<td><strong>Does the RA request require adaptive equipment or changes in a work environment?</strong></td>
<td></td>
</tr>
<tr>
<td>If yes, has the DPM ensured either of the following: 1) provided accommodations within 15 days, 2) notify the employee of the expected implementation, or 3) continue to provide a temporary accommodation as a stopgap measure?</td>
<td></td>
</tr>
<tr>
<td><strong>INTERACTIVE PROCESS</strong></td>
<td></td>
</tr>
<tr>
<td>Has the DPM facilitated the Interactive Process between the DoDEA management official and the employee? If yes, proceed to the next question. If no, facilitate the Interactive Process.</td>
<td></td>
</tr>
<tr>
<td>Have the Approval Authority and requestor been communicating throughout the process?</td>
<td></td>
</tr>
<tr>
<td>Has the DPM ensured that the Approval Authority understand their role as the decision-maker?</td>
<td></td>
</tr>
<tr>
<td>Has the Approval Authority provided the DPM a record of their communication with the requestor (original format or MFR)?</td>
<td></td>
</tr>
<tr>
<td>Has the DPM included the Approval Authority communication recorded in the DoDEA RA Tracker?</td>
<td></td>
</tr>
<tr>
<td>Can the requestor track the progress of the RA request in the DoDEA RA Tracker?</td>
<td></td>
</tr>
<tr>
<td><strong>DECISION</strong></td>
<td></td>
</tr>
<tr>
<td>Does the record contain sufficient information to determine whether the specific reasonable accommodation request, if approved, would allow the employee to perform the essential function of their job impacted by their disability? If yes, proceed to the next question. If no, informed the employee and if necessary, request additional medical documentation.</td>
<td></td>
</tr>
<tr>
<td>Are there alternatives to the employee’s specific reasonable accommodation request that would also allow the employee to perform the essential functions of their job?</td>
<td></td>
</tr>
<tr>
<td>If yes, has the DPM discussed those options with both the DoDEA management official and the requesting individual? If yes, proceed to the next question. If no, have the discussion.</td>
<td></td>
</tr>
<tr>
<td>Has the DoDEA management official and employee agreed upon the terms that DoDEA will provide as an RA? If yes, proceed past the next three (3) questions.</td>
<td></td>
</tr>
<tr>
<td>If no, is that because the DoDEA management official is recommending denial or a modified approval? If yes, proceed to the next question. If no, continue the interactive discussion.</td>
<td></td>
</tr>
<tr>
<td>If yes, has there been an OGC LSR? If yes, proceed to the next question. If no, request a legal sufficiency review.</td>
<td></td>
</tr>
<tr>
<td>If yes, have you identified the appropriate level Denial Authority and forwarded the reasonable accommodation request package for action? If yes, proceed to the next question. If no, identify the appropriate authority.</td>
<td></td>
</tr>
</tbody>
</table>
## APPENDIX 1: DPM INTERNAL CONTROLS EVALUATION CHECKLIST

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the RA request approved or denied?</td>
<td></td>
</tr>
<tr>
<td>Has the Approval Authority notified and provided a written notice of approval of the RA request to the DPM?</td>
<td></td>
</tr>
<tr>
<td>Has the DPM issued the decision notification to the employee?</td>
<td></td>
</tr>
<tr>
<td>If the decision is an approval, have you followed up with the DoDEA divisions (or taken an action) necessary to ensure the reasonable accommodation is implemented? Has the DPM followed the steps in Sections 3.1.(f) and 3.3.a.(1-5) of this Issuance?</td>
<td></td>
</tr>
<tr>
<td>If the decision is a denial or modified approval, has the DPM provided the notice to the employee?</td>
<td></td>
</tr>
<tr>
<td>When RA is denied, has the DPM followed the steps in Section 3.3.b.(1-5) of this Issuance?</td>
<td></td>
</tr>
<tr>
<td>Is the decision closed out in the DoDEA RA Tracker?</td>
<td></td>
</tr>
<tr>
<td><strong>RECONSIDERATION REQUEST</strong></td>
<td></td>
</tr>
<tr>
<td>Did the requestor ask for a reconsideration from the Denial Authority?</td>
<td></td>
</tr>
<tr>
<td>Was the request for reconsideration submitted within five (5) business days of the denial?</td>
<td></td>
</tr>
<tr>
<td>Has the employee submitted a timely reconsideration request or informal appeal? If yes, skip the next question.</td>
<td></td>
</tr>
<tr>
<td>If the employee’s reconsideration request or informal appeal is untimely, have you informed the reconsideration authority and the IAO they can waive the time requirements for good cause?</td>
<td></td>
</tr>
<tr>
<td>Has the Denial Authority responded within five (5) business days of receiving the reconsideration request?</td>
<td></td>
</tr>
<tr>
<td>If there is a delay in responding to the reconsideration request, has the DPM notated the reason(s) for the delay?</td>
<td></td>
</tr>
<tr>
<td>Has the DPM provided the reconsideration authority and the IAO with the reasonable accommodation request and policy and process guidance?</td>
<td></td>
</tr>
<tr>
<td>Has the DPM informed the requestor of the decision, to include any additional rights?</td>
<td></td>
</tr>
<tr>
<td>If a reconsideration request or informal appeal was successful, has the DPM followed up with the DoDEA divisions (or taken action) necessary to ensure the reasonable accommodation is implemented?</td>
<td></td>
</tr>
<tr>
<td>If the reconsideration request in approved, has the Denial Authority and DPM followed the steps in Section 3.4.e.(1-3) of this Issuance?</td>
<td></td>
</tr>
<tr>
<td>If the reconsideration request is denied, has the Denial Authority and DPM followed the steps in Section 3.4.f.(1-3) of this Issuance?</td>
<td></td>
</tr>
<tr>
<td>Has the reasonable accommodation request been appropriately closed out with a written decision and posted in the DoDEA RA Tracker?</td>
<td></td>
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</tbody>
</table>
## INFORMAL APPEALS

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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</thead>
<tbody>
<tr>
<td>Was the request for reconsideration denied?</td>
<td></td>
</tr>
<tr>
<td>Did the requestor submit the informal appeal to the DPM within five (5) business days of a reconsideration denial?</td>
<td></td>
</tr>
<tr>
<td>Has the DPM provided the informal appeal request and supporting documentation to the IAO?</td>
<td></td>
</tr>
<tr>
<td>Has the IAO notified the DPM of their decision whether to approve an informal appeal, affirm a denial, or grant a modified approval?</td>
<td></td>
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</table>

## REASSIGNMENT REQUEST AS A RA

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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</thead>
<tbody>
<tr>
<td>Did the employee request for a reassignment as a RA?</td>
<td></td>
</tr>
<tr>
<td>If an employee cannot be accommodated in their current position, has the DPM notified the employee that their RA request has been conditionally approved, pending the outcome of an Activity-wide search for positions in accordance with Section 5.3. of this Issuance?</td>
<td></td>
</tr>
<tr>
<td>Prior to conducting an Activity-wide search, has DoDEA determined if the employee can remain in their current position temporarily while the search occurs using the assessment criteria in Section 4.1.d.(1-4) of this Issuance?</td>
<td></td>
</tr>
<tr>
<td>Has DoDEA initiated the search and determine whether available options exist within ten (10) business days?</td>
<td></td>
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</tbody>
</table>

## REASSIGNMENT REQUEST THROUGH THE VOLUNTARY REASSIGNMENT PROGRAM (VRP)

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>Did the employee request for a reassignment through the VRP?</td>
<td></td>
</tr>
<tr>
<td>Is the VRP request determined to warrant the same “accommodation of last resort” standard?</td>
<td></td>
</tr>
<tr>
<td>Has the Diversity and Disability Branch Chief concurred with the “accommodation of last resort” analysis?</td>
<td></td>
</tr>
<tr>
<td>Has the DPM instructed the Voluntary Reassignment (VR) Program Manager to hold the VR request in abeyance until the reasonable accommodation process is completed?</td>
<td></td>
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</tbody>
</table>

## REASSIGNMENT SEARCH CONSIDERATION

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has the DPM considered the steps in Section 4.3.d.(1-8) of this Issuance?</td>
<td></td>
</tr>
<tr>
<td>Has the employee identified a vacant, advertised positions to which they believe they are qualified?</td>
<td></td>
</tr>
<tr>
<td>Has the DMEO Division Chief or Diversity and Disability Branch Chief alert the appropriate Chief of Staff (DoDEA HQ or Region, as the situation warrants) in advance of any final action by HR?</td>
<td></td>
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</tbody>
</table>
### PERSONAL ASSISTANCE SERVICES

<table>
<thead>
<tr>
<th>Question</th>
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<tbody>
<tr>
<td>Did the employee request for a PAS?</td>
</tr>
<tr>
<td>Has the DPM coordinated with the offices and DoDEA management official(s) according to Section 5.1.b. of this Issuance?</td>
</tr>
</tbody>
</table>

### SERVICE ANIMALS

<table>
<thead>
<tr>
<th>Question</th>
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<tbody>
<tr>
<td>Did the employee request for a service animal?</td>
</tr>
<tr>
<td>Has the request been coordinated with DoDEA Safety and Occupational Health?</td>
</tr>
<tr>
<td>Has the requestor demonstrated or proffered a nexus between their disability and the specific tasks or service the service animal is expected to provide?</td>
</tr>
<tr>
<td>Has the service animal been certified by a licensed veterinarian to be in good health?</td>
</tr>
<tr>
<td>Did the requestor provide a written statement attesting to the service animal’s suitable disposition to be around DoDEA students and staff?</td>
</tr>
<tr>
<td>Do any of the students who will be exposed to the service animal on a daily basis in the classroom, have any known allergies or other medical conditions which would expose them to harm or risk if service animal is introduced into the classroom?</td>
</tr>
<tr>
<td>Will the service animal have adequate access to a relief area?</td>
</tr>
<tr>
<td>Has the requestor signed a Rules of Behavior memorandum agreement concerning their obligations of maintaining the service animal in the workplace?</td>
</tr>
<tr>
<td>Has the Approval Authority reviewed the service animal request to ensure the request is reasonable and would not create an undue hardship on DoDEA students or staff, such as creating a persistent distraction?</td>
</tr>
</tbody>
</table>

### PROCESS CONTROL

<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Was the RA request completed within 30 days?</td>
</tr>
</tbody>
</table>

### RECORDS MANAGEMENT

<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are the RA request records maintained in accordance with DoDEA Regulation 5015.01?</td>
</tr>
</tbody>
</table>
APPENDIX 2: DELEGERATION OF AUTHORITY MEMORANDUM

MEMORANDUM FOR CHIEF, DIVERSITY MANAGEMENT AND EQUAL OPPORTUNITY

SUBJECT: Delegation of Authority to Approve or Deny Reasonable Accommodation Requests

References: (a) 29 CFR § 1614
(b) Executive Order 13164
(c) EEOC Management Directive 715

In accordance with References (a), (b), and (c), I am delegating approval authority for reasonable accommodation, as follows:

Approval/Denial authority for Reassignments:

1. Chief Operation Officer: For permanent reassignments across Regions, between the Regions and Headquarters Divisions, between Headquarters Divisions and temporary details to the DoDEA Virtual School (DVS).

2. Directors of Student Excellence (DSE): permanent or temporary reassignment between Districts within their Region, or temporary work performed from a different Region.

3. District Superintendents: permanent or temporary reassignment between schools within their District.

Reassignment requests that are denied at any level will be reexamined for possible local accommodations.

Approval authority for all other requests is the first-line supervisor, except where noted:

- Region or District level: Region or District Chief of Staff
- HQ Direct Reports and Division Chiefs: HQ Chief of Staff
- Applicants: Chief, HR

Denial authority for all requests is the second-line supervisor, or at the GS-15 or higher level. Reconsiderations are decided by the management official who initially issued the initial decision. The delegation of authority remains in effect until superseded or cancelled.

Thomas M. Brady
Director
Figure 1: Reasonable Accommodation Flow Process

Reasonable Accommodation (RA) Request submitted to DPM or 1st line supervisor. (HR for applicants)

DPM: Starts file, analyzes request, and identifies the AA DA

Interactive Process (IP) 15 Days

DA Action
Denial
Notice (Includes Rights)

Request Reconsideration (Y/N) 5 Days

Denial
Notice (Includes Rights)

Request Informal Appeals Process (IAP) (Y/N) 5 Days

End of Process

Reconsider Decision* Approved

Reconsider Decision* Approved

Implementation

AA Action
Approval
Notice

Decision Detail
Approval Authority (AA): Authorized to approve RA or recommend denial to the ARDA
Denial Authority (DA): Authorized to deny an RA Request

DPM Action 5 Days

End of Process