

Section II: Model Disability Program

Pursuant to 29 C.F.R. § 1614.203(d)(1), agencies must ensure sufficient staff, training and resources to recruit and hire persons with disabilities and persons with targeted disabilities, administer the reasonable accommodation program and special emphasis program, and oversee any other disability hiring and advancement program the agency has in place.

A. PLAN TO PROVIDE SUFFICIENT & COMPETENT STAFFING FOR THE DISABILITY PROGRAM

1. Has the agency designated sufficient qualified personnel to implement its disability program during the reporting period? If "no", describe the agency's plan to improve the staffing for the upcoming year.

Answer: Yes

N/A

2. Identify all staff responsible for implementing the agency's disability employment program by the office, staff employment status, and responsible official.

Disability Program Task	Total Full Time	Total Part Time	Total Collateral Duty	Responsible Official (Name, Title, Office Email)
Processing reasonable accommodation requests from applicants and employees	2	0	0	Sinajo Jasmir Reasonable Accommodations Program Manager CFPB_REASONABLEACCOMMODATIONS@cf
Processing applications from PWD and PWTD	3	0	0	Department of Treasury's Bureau of the Fiscal Service (BFS), CFPB's third-party service provider, CFPBINQUIRIES@fiscal.treasury.gov
Special Emphasis Program for PWD and PWTD	1	0	0	Nykea Bolton Disability Compliance Program Manager (DCPM) CFPB_DisabilityProgram@cfpb.gov
Answering questions from the public about hiring authorities that take disability into account	3	0	0	Department of Treasury's Bureau of the Fiscal Service (BFS), CFPB's third-party service provider, CFPBINQUIRIES@fiscal.treasury.gov
Architectural Barriers Act Compliance	0	0	1	Stephanie Basham Administrative Operations CFPBFacilities@cfpb.gov
Section 508 Compliance	1	0	0	Jennifer Horan 508 Program Manager CFPB_Accessibility@cfpb.gov

3. Has the agency provided disability program staff with sufficient training to carry out their responsibilities during the reporting period? If "yes", describe the training that disability program staff have received. If "no", describe the training planned for the upcoming year.

Answer: Yes

During FY 2025, DAPS staff attended virtual trainings provided by the following: EEOC/ Federal Exchange on Employment and Disability (FEED), Small Agency 501 Regulation Working Group sessions, and the DVAAP Forum and Overview. The CFPB DAPS intends to continue to evaluate their budget and available government trainings that program staff may attend to ensure they can meet the essential functions of their duties and all statutory obligations.

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

Has the agency provided sufficient funding and other resources to successfully implement the disability program during the reporting period? If "no", describe the agency's plan to ensure all aspects of the disability program have sufficient funding and other resources.

Answer: Yes

During this reporting period, the CFPB provided sufficient funding and ensured sufficient resources were available for the Disability and Accessibility Program Section (DAPS).

Section III: Program Deficiencies In The Disability Program

Section IV: Plan to Recruit and Hire Individuals with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(i) and (ii), agencies must establish a plan to increase the recruitment and hiring of individuals with disabilities. The questions below are designed to identify outcomes of the agency's recruitment program plan for PWD and PWTD.

A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

1. Describe the programs and resources the agency uses to identify job applicants with disabilities, including individuals with targeted disabilities.

The CFPB continues to recruit PWD and PWTD using digital and social media outreach such as eQuest, LinkedIn, and CFPB's Careers page at www.consumerfinance.gov/jobs which includes a dedicated page for the Appointment of People with Disabilities.

The Selective Placement Program Coordinator (SPPC) encourages individuals with disabilities to apply under the Schedule A(u) Hiring Authority to open positions posted on USAJobs. The OHC Talent Acquisition and Staffing team also encourages hiring managers to utilize programs such as Workplace Recruitment Program (WRP) to identify, interview, and hire PWD and PWTD non-competitively without vacancy announcements when possible. The SPPC oversees outreach and recruitment of PWD and PWTD and leads internal information sessions to inform hiring managers and Resource Management Officers (RMOs) about the use of Schedule A(u) special hiring authority.

2. Pursuant to 29 C.F.R. §1614.203(a)(3), describe the agency's use of hiring authorities that take disability into account (e.g., Schedule A) to recruit PWD and PWTD for positions in the permanent workforce.

The CFPB encourages individuals with disabilities (e.g., Schedule A(u), 30 Percent or more disabled veterans, etc.) to apply for positions that are posted via vacancy announcements on USAJobs. Individuals with disabilities who meet minimum qualifications and provide the appropriate documentation as prescribed by 5 C.F.R. § 213.3102(u) are referred to hiring managers for consideration. The eligibility and qualification determinations are made by the CFPB's third-party service provider, Department of Treasury's Bureau of the Fiscal Service (BFS).

CFPB continues to leverage the sourcing candidates who self-identify as Schedule A (u) eligible through OPM's Agency Talent Portal. The SPPC monitors the timely conversions of Schedule A (u) employees from Excepted Service appointments.

3. When individuals apply for a position under a hiring authority that takes disability into account (e.g., Schedule A), explain how the agency (1) determines if the individual is eligible for appointment under such authority; and, (2) forwards the individual's application to the relevant hiring officials with an explanation of how and when the individual may be appointed.

The CFPB encourages hiring managers to use non-competitive hiring authorities. If an applicant with eligibility under a hiring authority that takes disability into account is selected, the OHC Talent Acquisition and Staffing team provides guidance to the hiring manager on how the individual may be appointed.

If the candidates with disabilities meet minimum qualifications and provide the appropriate eligibility documentation and are sourced through vacancy announcements on USAJobs, they are referred to the hiring manager for consideration. This determination is made by the CFPB's third-party service provider, Department of Treasury's Bureau of the Fiscal Service (BFS).

If a hiring manager identifies a position that they would like to fill outside of the vacancy announcement procedures, the CFPB's OHC Selective Placement Program Coordinator in partnership with the Staffing Specialists in OHC works with the hiring manager to identify eligible and qualified candidates from pre-approved disability resume databases, such as OPM's Agency Talent Portal.

When a vacancy announcement is not used, eligibility is either determined by the third-party service provider and verified by the OHC Selective Placement Program Coordinator and OHC Talent Acquisition and Staffing team or eligibility is determined by review of the medical documentation submitted by the applicant. The hiring managers for these positions are provided with an overview of the hiring authorities that take disability into account prior to and throughout the hiring process, and they are provided with resumes of eligible candidates with disabilities for consideration, if available. All eligibility documentation is collected by OHC for verification. No medical documentation is sent to or shared with the hiring manager.

4. Has the agency provided training to all hiring managers on the use of hiring authorities that take disability into account (e.g., Schedule A)? If "yes", describe the type(s) of training and frequency. If "no", describe the agency's plan to provide this training.

Answer: Yes

The OHC Talent Management team typically delivers a full 3-day CFPB Supervisory Development Seminar (SDS), which is a one-time training required of all CFPB supervisors/managers (at all levels) to take within their first year of supervisory duties at CFPB. This training covers federal hiring authorities including a section on Schedule A hiring, and meets the requirements of 5 CFR, Part 412.202-Systematic

training and development of supervisors, managers, and executives.

Following the completion of the one-time CFPB SDS, each CFPB supervisor/manager completes a 1-day CFPB SDS Refresher training course, once every three years that includes the use of hiring authorities that take disability into account.

B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

Describe the agency's efforts to establish and maintain contacts with organizations that assist PWD, including PWTD, in securing and maintaining employment.

The OHC Talent Acquisition and Staffing team has developed and maintained relationships with organizations that support and promote PWD/PWTD, including Gallaudet University, Disability Careers Magazine, and Workforce Recruitment Program. The Bureau has also engaged in public meetings and resource groups such as the Federal Exchange on Employment and Disability (FEED) and the Selective Placement Program Coordinators Community of Practice. The DAPS Section Chief, along with other CFPB stakeholders in OHC and the Office of Minority and Women Inclusion (OMWI), continue to maintain contact and work with organizations/programs that assist PWD and PWTD, such as the Job Accommodation (JAN), Employer Assistance and Resource Network on Disability Inclusion (EARN), Workforce Recruitment Program (WRP), Veterans, and Wounded Warrior programs to promote employment opportunities. OHC and OMWI (including DAPS) coordinate annually on outreach and recruitment strategies and priorities. Along with the continued use of the Schedule A(u) hiring authority, the CFPB continues to explore how to best leverage WRP through the Department of Labor and existing registries housed on www.max.gov.

C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

1. Using the goals of 12% for PWD and 2% for PWTD as the benchmarks, do triggers exist for PWD and/or PWTD among the new hires in the permanent workforce? If "yes", describe the trigger(s) below.

- a. New Hires for Permanent Workforce (PWD) Answer:
- b. New Hires for Permanent Workforce (PWTD) Answer:

New Hires	Total (Number)	Reportable Disability Permanent Workforce (Percentage)	Reportable Disability Temporary Workforce (Percentage)	Targeted Disability Permanent Workforce (Percentage)	Targeted Disability Temporary Workforce (Percentage)
% of Total Applicants					
% of Qualified Applicants					
% of New Hires					

2. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the new hires for any of the mission-critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. New Hires for MCO (PWD) Answer:
- b. New Hires for MCO (PWTD) Answer:

New Hires to Mission-Critical Occupations	Total (Number)	Reportable Disability New Hires (Percentage)	Targetable Disability New Hires (Percentage)
Numerical Goal			

3. Using the relevant applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the qualified internal applicants for any of the mission-critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Qualified Applicants for MCO (PWD)

Answer:

b. Qualified Applicants for MCO (PWTD)

Answer:

4. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among employees promoted to any of the mission- critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Promotions for MCO (PWD)

Answer:

b. Promotions for MCO (PWTD)

Answer:

Section V: Plan to Ensure Advancement Opportunities for Employees with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(iii), agencies are required to provide sufficient advancement opportunities for employees with disabilities. Such activities might include specialized training and mentoring programs, career development opportunities, awards programs, promotions, and similar programs that address advancement. In this section, agencies should identify, and provide data on programs designed to ensure advancement opportunities for employees with disabilities.

A. ADVANCEMENT PROGRAM PLAN

Describe the agency's plan to ensure PWD, including PWTD, have sufficient opportunities for advancement.

The CFPB's DAPS Section Chief and SPPC will continue to encourage PWD and PWTD to apply to opportunities, and promote reassignment, promotion, detail, and temporary promotion opportunities that become available to ensure that PWD and PWTD are aware of them. The DAPS Section Chief and SPPC will also partner with colleagues in OHC and OMWI to promote internal advancement opportunities, as appropriate and in accordance with statute.

Other advancement opportunities continue to include:

- Promoting the use of free training courses available online in efforts to improve professional development.
- Promoting the development of personal learning and development goals and helping employees to develop and implement Individual Development Plans (IDPs).
- Encouraging all employees to utilize the CFPB's Career Development Framework and other internal resources to enhance the growth and development of all employees.

B. CAREER DEVELOPMENT OPPORTUNITIES

1. Please describe the career development opportunities that the agency provides to its employees.

In FY 2025, CFPB managers leveraged internal details, temporary promotions, and reassignments to develop staff and augment work throughout the fiscal year. CFPB managers participate in mandatory management training, which includes training specifically on developing and engaging employees for their growth and development. All CFPB executives, managers and supervisors are eligible to participate in the CFPB's leadership coaching programs.

2. In the table below, please provide the data for career development opportunities that require competition and/or supervisory recommendation/approval to participate.

Career Development Opportunities	Total Participants Applicants (Percentage)	Total Participants Selectees (Percentage)	PWD Applicants (Percentage)	PWD Selectees (Percentage)	PWTD Applicants (Percentage)	PWTD Selectees (Percentage)
Detail Programs	N/A					
Fellowship Programs	N/A					
Training Programs	N/A					
Internship Programs	N/A					
Mentoring Programs	N/A					
Coaching Programs	N/A					
Other Career Development Programs	N/A					

3. Do triggers exist for PWD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Applicants (PWD)

Answer:

b. Selections (PWD)

Answer:

4. Do triggers exist for PWTD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Applicants (PWTD)

Answer:

b. Selections (PWTD)

Answer:

C. AWARDS

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for any level of the time-off awards, bonuses, or other incentives? If "yes", please describe the trigger(s) in the text box.

a. Awards, Bonuses, & Incentives (PWD)

Answer:

b. Awards, Bonuses, & Incentives (PWTD)

Answer:

Time-Off Awards	Total (Number)	Reportable Disability (Percentage)	Without Reportable Disability (Percentage)	Targeted Disability (Percentage)	Without Targeted Disability (Percentage)
Time-Off Awards 1 - 10 hours: Awards Given					
Time-Off Awards 1 - 10 Hours: Total Hours					
Time-Off Awards 1 - 10 Hours: Average Hours					
Time-Off Awards 11 - 20 hours: Awards Given					
Time-Off Awards 11 - 20 Hours: Total Hours					
Time-Off Awards 11 - 20 Hours: Average Hours					
Time-Off Awards 21 - 30 hours: Awards Given					
Time-Off Awards 21 - 30 Hours: Total Hours					
Time-Off Awards 21 - 30 Hours: Average Hours					
Time-Off Awards 31 - 40 hours: Awards Given					
Time-Off Awards 31 - 40 Hours: Total Hours					
Time-Off Awards 31 - 40 Hours: Average Hours					
Time-Off Awards 41 or more Hours: Awards Given					
Time-Off Awards 41 or more Hours: Total Hours					
Time-Off Awards 41 or more Hours: Average Hours					

Cash Awards	Total (Number)	Reportable Disability (Percentage)	Without Reportable Disability (Percentage)	Targeted Disability (Percentage)	Without Targeted Disability (Percentage)
Cash Awards \$500 and Under: Awards Given					
Cash Awards \$500 and Under: Total Amount					
Cash Awards \$500 and Under: Average Amount					
Cash Awards: \$501 - \$999: Awards Given					
Cash Awards: \$501 - \$999: Total Amount					
Cash Awards: \$501 - \$999: Average Amount					
Cash Awards: \$1000 - \$1999: Awards Given					
Cash Awards: \$1000 - \$1999: Total Amount					
Cash Awards: \$1000 - \$1999: Average Amount					
Cash Awards: \$2000 - \$2999: Awards Given					
Cash Awards: \$2000 - \$2999: Total Amount					
Cash Awards: \$2000 - \$2999: Average Amount					
Cash Awards: \$3000 - \$3999: Awards Given					
Cash Awards: \$3000 - \$3999: Total Amount					
Cash Awards: \$3000 - \$3999: Average Amount					
Cash Awards: \$4000 - \$4999: Awards Given					
Cash Awards: \$4000 - \$4999: Total Amount					
Cash Awards: \$4000 - \$4999: Average Amount					
Cash Awards: \$5000 or more: Awards Given					
Cash Awards: \$5000 or more: Total Amount					
Cash Awards: \$5000 or more: Average Amount					

2. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for quality step increases or performance-based pay increases? If "yes", describe the trigger(s) below.

a. Awards, Bonuses, & Incentives (PWTD)

Answer:

b. Pay Increases (PWTD)

Answer:

Other Awards	Total (Number)	Reportable Disability (Percentage)	Without Reportable Disability (Percentage)	Targeted Disability (Percentage)	Without Targeted Disability (Percentage)
Total Performance Based Pay Increases Awarded					

3. If the agency has other types of employee recognition programs, are PWD and/or PWTD recognized disproportionately less than employees without disabilities? (The appropriate benchmark is the inclusion rate.) If "yes", describe the employee recognition program and relevant data in the text box.

- a. Other Types of Recognition (PWD) Answer:
- b. Other Types of Recognition (PWTD) Answer:

D. PROMOTIONS

1. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. SES
 - i. Qualified Internal Applicants (PWTD) Answer:
 - ii. Internal Selections (PWTD) Answer:
- b. Grade GS-15
 - i. Qualified Internal Applicants (PWTD) Answer:
 - ii. Internal Selections (PWTD) Answer:
- c. Grade GS-14
 - i. Qualified Internal Applicants (PWTD) Answer:
 - ii. Internal Selections (PWTD) Answer:
- d. Grade GS-13
 - i. Qualified Internal Applicants (PWTD) Answer:
 - ii. Internal Selections (PWTD) Answer:

2. Does your agency have a trigger involving PWTD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. SES
 - i. Qualified Internal Applicants (PWTD) Answer:
 - ii. Internal Selections (PWTD) Answer:
- b. Grade GS-15

i. Qualified Internal Applicants (PWTD) Answer:

ii. Internal Selections (PWTD) Answer:

c. Grade GS-14

i. Qualified Internal Applicants (PWTD) Answer:

ii. Internal Selections (PWTD) Answer:

d. Grade GS-13

i. Qualified Internal Applicants (PWTD) Answer:

ii. Internal Selections (PWTD) Answer:

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires to SES (PWD) Answer:

b. New Hires to GS-15 (PWD) Answer:

c. New Hires to GS-14 (PWD) Answer:

d. New Hires to GS-13 (PWD) Answer:

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires to SES (PWTD) Answer:

b. New Hires to GS-15 (PWTD) Answer:

c. New Hires to GS-14 (PWTD) Answer:

d. New Hires to GS-13 (PWTD) Answer:

5. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Executives

i. Qualified Internal Applicants (PWD) Answer:

ii. Internal Selections (PWD) Answer:

b. Managers

i. Qualified Internal Applicants (PWD) Answer:

ii. Internal Selections (PWD) Answer:

c. Supervisors

i. Qualified Internal Applicants (PWD) Answer:

ii. Internal Selections (PWD) Answer:

6. Does your agency have a trigger involving PWTD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Executives

- i. Qualified Internal Applicants (PWTD) Answer
- ii. Internal Selections (PWTD) Answer:

b. Managers

- i. Qualified Internal Applicants (PWTD) Answer:
- ii. Internal Selections (PWTD) Answer:

c. Supervisors

- i. Qualified Internal Applicants (PWTD) Answer:
- ii. Internal Selections (PWTD) Answer:

7. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the selectees for new hires to supervisory positions? If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. New Hires for Executives (PWD) Answer:
- b. New Hires for Managers (PWD) Answer:
- c. New Hires for Supervisors (PWD) Answer:

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the selectees for new hires to supervisory positions? If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. New Hires for Executives (PWTD) Answer:
- b. New Hires for Managers (PWTD) Answer:
- c. New Hires for Supervisors (PWTD) Answer:

Section VI: Plan to Improve Retention of Persons with Disabilities

To be model employer for persons with disabilities, agencies must have policies and programs in place to retain employees with disabilities. In this section, agencies should: (1) analyze workforce separation data to identify barriers retaining employees with disabilities; (2) describe efforts to ensure accessibility of technology and facilities; and (3) provide information on the reasonable accommodation program and workplace assistance services.

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

- In this reporting period, did the agency convert all eligible Schedule A employees with a disability into the competitive service after two years of satisfactory service (5 C.F.R. § 213.3102(u)(6)(i))? If "no", please explain why the agency did not convert all eligible Schedule A employees.

Answer: Yes

N/A

- Using the inclusion rate as the benchmark, did the percentage of PWD among voluntary and involuntary separations exceed that of persons without disabilities? If "yes", describe the trigger below.

a. Voluntary Separations (PWD)

Answer:

b. Involuntary Separations (PWD)

Answer:

Separations	Total (Number)	Reportable Disabilities (Percentage)	Without Reportable Disabilities (Percentage)
Permanent Workforce: Reduction in Force			
Permanent Workforce: Removal			
Permanent Workforce: Resignation			
Permanent Workforce: Retirement			
Permanent Workforce: Other Separations			
Permanent Workforce: Total Separations			

- Using the inclusion rate as the benchmark, did the percentage of PWTD among voluntary and involuntary separations exceed that of persons without targeted disabilities? If "yes", describe the trigger(s) in the text box.

a. Voluntary Separations (PWTD)

Answer:

b. Involuntary Separations (PWTD)

Answer:

Separations	Total (Number)	Targeted Disabilities (Percentage)	Without Targeted Disabilities (Percentage)
Permanent Workforce: Reduction in Force			
Permanent Workforce: Removal			
Permanent Workforce: Resignation			
Permanent Workforce: Retirement			
Permanent Workforce: Other Separations			
Permanent Workforce: Total Separations			

- If a trigger exists involving the separation rate of PWD and/or PWTD, please explain why they left the agency using exit interview results and other data sources.

B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

Pursuant to 29 CFR §1614.203(d)(4), federal agencies are required to inform applicants and employees of their rights under Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794(b), concerning the accessibility of agency technology, and the Architectural Barriers Act of 1968 (42 U.S.C. § 4151-4157), concerning the accessibility of agency facilities. In addition, agencies are required to inform individuals where to file complaints if other agencies are responsible for a violation.

1. Please provide the internet address on the agency's public website for its notice explaining employees' and applicants' rights under Section 508 of the Rehabilitation Act, including a description of how to file a complaint.

<https://www.consumerfinance.gov/accessibility/>

<https://www.consumerfinance.gov/accessibility/file-accessibility-complaint/>

2. Please provide the internet address on the agency's public website for its notice explaining employees' and applicants' rights under the Architectural Barriers Act, including a description of how to file a complaint.

<https://www.consumerfinance.gov/accessibility/>

<https://www.consumerfinance.gov/accessibility/file-accessibility-complaint/>

3. Describe any programs, policies, or practices that the agency has undertaken, or plans on undertaking over the next fiscal year, designed to improve accessibility of agency facilities and/or technology.

In FY 2025, the CFPB's Information Technology and Accessibility Program (ITAP) team (i.e., the CFPB's 508 team), integrated the three Section 508 compliance service offerings: document accessibility, web and software accessibility, and Section 508 compliance training into the CFPB ServiceNow ticketing system. This delivers significant value to the organization in multiple ways. By centralizing these services into one streamlined platform, employees can efficiently submit, track, and manage accessibility requests. This unified process enhances workflow efficiency and ensures that accessibility services are readily available to all staff.

Also during FY 2025, the DAPS Section Chief, the 508 Program Manager, and the contracted Information Technology Accessibility Program (ITAP) team completed the CFPB's required Annual 508 Assessment report to OMB, assessing CFPB's overall 508 strength and compliance. As a result of that assessment, the 508 program implemented a 508 program workplan that outlined metrics and milestones to create CFPB-wide 508 program policies and procedures to improve the accessibility of technology for PWD and PWTD. All CFPB buildings and facilities remained compliant under the Architecture Barriers Act, maintaining equal access to buildings for PWD and PWTD.

In FY 2026, the CFPB will continue to advance its commitment to accessibility by further integrating Section 508 milestones into the technology lifecycle processes within the Office of Technology and Innovation. Building on the foundation of integrating Section 508 compliance into governance activities, CFPB will embed accessibility checkpoints throughout each stage of the technology development lifecycle from planning and design to implementation, testing, and maintenance. This ensures that accessibility is not treated as an isolated compliance activity, but as an integral component of how technology solutions are conceived, developed, and deployed across the organization.

The ITAP team also plans to continue efforts to incorporate Section 508 requirements early in project planning and governance to identify and address accessibility needs proactively, rather than reactively. This approach reduces the need to rework projects, shortens development timelines, and ensures that all digital products and services are accessible by design.

C. REASONABLE ACCOMMODATION PROGRAM

Pursuant to 29 C.F.R. § 1614.203(d)(3), agencies must adopt, post on their public website, and make available to all job applicants and employees, reasonable accommodation procedures.

1. Please provide the average time frame for processing initial requests for reasonable accommodations during the reporting period. (Please do not include previously approved requests with repetitive accommodations, such as interpreting services.)

During FY 2025, the Reasonable Accommodation program processed 52 reasonable accommodation requests, with an average processing time of 21 calendar days (measured beginning with the date the relevant request was received until the time a decision on the accommodation was communicated). CFPB's current reasonable accommodation SOP generally requires accommodations to be provided in no more than 30 days, absent extenuating circumstances (which are strictly defined in the SOP). Where extenuating circumstances exist, the CFPB will consider whether there are temporary measures that can be taken to assist the requestor and provide temporary measures where feasible.

2. Describe the effectiveness of the policies, procedures, or practices to implement the agency's reasonable accommodation program. Some examples of an effective program include timely processing requests, timely providing approved accommodations, conducting training for managers and supervisors, and monitoring accommodation requests for trends.

The CFPB remains committed to providing reasonable accommodations services to all employees and applicants for CFPB employment. Reasonable accommodations are centrally funded with a sufficient, dedicated budget and employee resources. Reasonable Accommodations (RA) and Personal Assistance Services (PAS) revised policies and procedures, approved by the EEOC on October 6, 2021, ensure that applicants and employees know their rights under the Rehabilitation Act to receive a reasonable accommodation for disability-related limitations if needed to apply for a CFPB job, perform the essential functions of a job, or enjoy equal benefits and privileges of employment at the CFPB. The CFPB's policy also explains management's responsibilities when a supervisor or manager is put on notice that an employee requires a reasonable accommodation.

In FY 2025, the CFPB also ensured that RA and PAS policy and procedures were posted on www.consumerfinance.gov, as required under the regulations. The most updated, finalized policy and procedures are available at <https://www.consumerfinance.gov/office-civil-rights/reasonable-accommodation-persons-disabilities/>. The same policy and procedures are available on the CFPB's intranet for all employees. During FY 2025, the CFPB also conducted any requested general training on the Rehabilitation Act and reasonable accommodations for staff to ensure that managers and employees understand the Rehabilitation Act and their role in the reasonable accommodation process and to learn how to respond appropriately when an individual requests a reasonable accommodation.

In providing ergonomic equipment and assistive technology accommodations in FY 2025, the CFPB spent approximately \$5,148.97 from its centralized reasonable accommodations budget, averaging \$1,029.79 per case for each request that required an expenditure. The CFPB also spent \$35,082.90 for American Sign Language Interpretation accommodations and accessibility services, the CFPB did not incur any expenses for CART Services/Closed Captioning accommodations and services in FY 2025.

D. PERSONAL ASSISTANCE SERVICES ALLOWING EMPLOYEES TO PARTICIPATE IN THE WORKPLACE

Pursuant to 29 CFR §1614.203(d)(5), federal agencies, as an aspect of affirmative action, are required to provide personal assistance services (PAS) to employees who need them because of a targeted disability, unless doing so would impose an undue hardship on the agency.

1. Describe the effectiveness of the policies, procedures, or practices to implement the PAS requirement. Some examples of an effective program include timely processing requests for PAS, timely providing approved services, conducting training for managers and supervisors, and monitoring PAS requests for trends.

The CFPB's Reasonable Accommodations and Personal Assistance Services revised policies and procedures were approved by the EEOC on October 6, 2021. The PAS SOP provides that the process for requesting PAS, the CFPB's process for determining whether such services are required, and the CFPB's determination to deny PAS requests when it would pose an undue hardship, are the same processes as the reasonable accommodation processes. The CFPB had 10 requests for PAS in FY 2025 and spent \$2,317.92 providing PAS. All PAS requests were processed timely and usage was monitored for trends. The CFPB has a contract in place to provide PAS.

Section VII: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging harassment, as compared to the governmentwide average?

Answer: No

2. During the last fiscal year, did any complaints alleging harassment based on disability status result in a finding of discrimination or a settlement agreement?

Answer: No

3. If the agency had one or more findings of discrimination alleging harassment based on disability status during the last fiscal year, please describe the corrective measures taken by the agency.

N/A

According to the EEOC's benchmark, 25.37 Percent of all formal EEO complaints filed government-wide included an allegation of harassment based on either a mental or physical disability. According to CFPB Form 462 data for FY 2025, 2 out of the 11 formal complaints filed with CFPB's Office of Civil Rights under 29 C.F.R. Part 1614 (not including complaints filed alleging violations of Executive Order 11478) alleged disability-based harassment. Thus, the CFPB percentage of such complaints is 18.18 Percent (2/11) -- below the government-wide benchmark of 25.37 Percent.

B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging failure to provide a reasonable accommodation as compared to the government-wide average?

Answer: No

2. During the last fiscal year, did any complaints alleging failure to provide reasonable accommodation result in a finding of discrimination or a settlement agreement?

Answer: No

3. If the agency had one or more findings of discrimination involving the failure to provide a reasonable accommodation during the last fiscal year, please describe the corrective measures taken by the agency.

N/A

According to the EEOC's benchmark, 47.30 Percent of all formal EEO complaints filed government-wide included an allegation of failure to accommodate based on either a mental or physical disability. According to CFPB Form 462 data for FY 2025, one out of the 11 formal complaints filed with CFPB's Office of Civil Rights under 29 C.F.R. Part 1614 (not including complaints filed alleging violations of Executive Order 11478) alleged failure to accommodate either a mental or physical disability. Thus, the CFPB percentage of such complaints is 9.09 Percent (1/15) – below the government-wide benchmark of 47.30 Percent.

Section VIII: Identification and Removal of Barriers

Element D of MD-715 requires agencies to conduct a barrier analysis when a trigger suggests that a policy, procedure, or practice may be impeding the employment opportunities of a protected EEO group.

1. Has the agency identified any barriers (policies, procedures, and/or practices) that affect employment opportunities for PWD and/or PWTD?

Answer:

2. Has the agency established a plan to correct the barrier(s) involving PWD and/or PWTD?

Answer:

3. Identify each trigger and plan to remove the barrier(s), including the identified barrier(s), objective(s), responsible official(s), planned activities, and, where applicable, accomplishments

4. Please explain the factor(s) that prevented the agency from timely completing any of the planned activities. Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.

5. For the planned activities that were completed, please describe the actual impact of those activities toward eliminating the barrier(s).

6. If the planned activities did not correct the trigger(s) and/or barrier(s), please describe how the agency intends to improve the plan for the next fiscal year.