



DEFENSE CONTRACT AUDIT AGENCY

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DE

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DCAA INSTRUCTION
NO. 1440.2

DCAA REASONABLE ACCOMMODATION OF DISABILITIES PROGRAM

Reference: See [Enclosure 1](#).

1. PURPOSE.

a. This instruction establishes policy and assigns responsibilities for the implementation of the Defense Contract Audit Agency's (DCAA) Reasonable Accommodation of Disabilities Program.

b. This instruction supersedes DCAAM 1400.1, Chapter 69, Reasonable Accommodation of Disabilities, dated October 2007, and all Regional supplements associated with this policy.

2. APPLICABILITY.

a. Executive Order 13164 requires all Federal Agencies to establish procedures for handling requests for reasonable accommodation.

b. This instruction applies to all DCAA employees and all applicants for employment with the Agency and fully complies with the requirements of the Rehabilitation Act of 1973. It does not apply to foreign nationals employed outside the United States. Supplements and waivers to this policy and procedures contained in this Instruction are not authorized unless issued and approved by the Office of Primary Responsibility (OPR).

c. The DCAA Reasonable Accommodation of Disabilities Program, as outlined in this instruction, includes coverage of reasonable accommodation of disabilities as defined by the Americans with Disabilities Act (ADA) as amended by the Americans with Disabilities Act Amendment Act (ADAAA) and fully complies with the requirements of the Rehabilitation Act of 1973.

d. The OPR for this instruction is the Director, Equal Employment Opportunity.

3. POLICY. It is the policy of the DCAA to provide reasonable accommodations for disabilities of qualified employees and applicants for employment. DCAA will adhere to all applicable federal laws, regulations, and guidelines with respect to providing reasonable accommodations to afford equal employment opportunity to qualified individuals with disabilities. A flexible, interactive process that involves both the qualified individual with a disability and Agency officials will be used to identify the appropriate reasonable accommodation. Where possible and appropriate, reasonable accommodations shall be provided in a timely and effective manner.

4. RESPONSIBILITIES. See [Enclosure 3](#).

5. INFORMATION COLLECTION REQUIREMENTS. See [Enclosure 5](#).

6. RELEASABILITY. Unlimited. This instruction is approved for public release.

7. EFFECTIVE DATE. This instruction is effective immediately.



Anita F. Bales
Director

Enclosures:

1. References
2. Responsibilities
3. Confidentiality and Records
4. Program Administration
5. Information Tracking and Reporting
6. Selected Reasonable Accommodation Resources
7. Instructions for Use of Forms

Glossary

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ENCLOSURE 1

REFERENCES

- (a) 29 C.F.R. Part 1630.
- (b) 29 C.F.R. § 1614.203.
- (c) Executive Order 13164: Establishing Procedures to Facilitate the Provision of Reasonable Accommodation, July 26, 2000.
- (d) The Rehabilitation Act of 1973, P.L. No. 93-112, 87 STAT. 355 (September 26, 1973); codified at 29 U.S.C. §791).
- (e) Americans with Disabilities Act of 1990 (ADA), P.L. No. 101-336, 104 STAT. 327 (July 26, 1990), codified at 42 U.S.C. §12101, et. al.).
- (f) Americans with Disabilities Act Amendments Act of 2008 (ADAAA), P.L. No. 110-325, 122 STAT. 3553 (September 25, 2008).
- (g) The Genetic Information Nondiscrimination Act of 2008 (GINA), P.L. NO. 110-233, 122 STAT. 881 (May 21, 2008), codified 42 U.S.C. §2000ff, et. al.).

ENCLOSURE 2RESPONSIBILITIES

1. Regional Directors, Corporate Audit Directors, and Headquarter Assistant Directors will ensure their managers and employees are educated regarding their roles and responsibilities in the reasonable accommodation instruction, and to make sure copies of this reasonable accommodation instruction readily available to all employees.

2. The Agency Equal Employment Director will:
 - a. Designate an individual in the Equal Employment Opportunity Office to serve as the Agency Reasonable Accommodation Manager with oversight of the Agency wide reasonable accommodation program.

 - b. Issue Agency wide reasonable accommodation program guidance.

 - c. Make copies of this reasonable accommodation procedure readily available to all employees and ensure that this procedure is posted on the Agency's internal and external websites.

 - d. Answer questions concerning this instruction and be available to consult with employees, management, and Reasonable Accommodation Manager with respect to reasonable accommodation requests.

 - e. Make changes to this instruction as necessary.

3. Agency Reasonable Accommodation Manager will:
 - a. Provide guidance and assistance to employees and management regarding reasonable accommodation requests and consult with Federal Occupational Health (FOH) doctors, resource professionals, and legal advisors, as needed.

 - b. Assist in determining the Deciding Official for the request.

 - c. Assist in processing reasonable accommodation requests and track completion.

 - d. Maintain documents, including medical documents, collected during the processing of reasonable accommodation requests. When the decision is rendered and the interactive process has ended, forward all medical documents to Human Resources to be maintained in accordance with their record retention schedule in the employee's medical file. It is noted that if the medical documentation does not need to be maintained for the entire retention period, it may be returned to the requestor or destroyed when no longer necessary.

- e. Review and provide feedback on all decisions of requests for reasonable accommodations.
- f. Receive DCAA Form 1469-2, Reasonable Accommodation Information Reporting Form, from the Deciding Official and maintain copies, prepare reports using information from these forms, and maintain records on the processing of requests for accommodation.
- g. Prepare all necessary reports on Agency wide accommodation program and provide feedback of the program's effectiveness to the Agency Equal Employment Director.
- h. Prepare training on reasonable accommodations to the Agency workforce.

4. Individuals Requesting Reasonable Accommodation will:

- a. Request reasonable accommodation from their supervisor, their Reasonable Accommodation Manager, or any Agency official reasonably associated with the Reasonable Accommodation process. Requests can be verbal or in writing. If the request is verbal, the individual may confirm the request in writing, preferably using DCAA Form 1469-3, Confirmation of Request for Reasonable Accommodation. If the request is in writing and DCAA Form 1469-3 is not used, the written request should include the information requested on that form.
- b. Work with appropriate Agency officials to identify specific, appropriate reasonable accommodation.
- c. If asked, provide appropriate, reasonable medical or other supporting documentation relating to the claimed disability and the requested accommodation.
- d. Engage in an interactive process with management which may include additional discussions, research, and/or trial periods to determine what accommodation is reasonable and effective.

5. Immediate Supervisors and Other Agency Officials Who Receive Reasonable Accommodation Requests will:

- a. Acknowledge in writing within 3 business days the receipt of the request for reasonable accommodation to the individual requesting the accommodation.
- b. Consult with the Reasonable Accommodation Manager to identify the appropriate Deciding Official.
- c. If the request was made verbally and the requestor has not confirmed the request in writing, then the immediate supervisor or other Agency official reasonably associated with the

process will document the request using DCAA Form 1469-3, Confirmation of Request for Reasonable Accommodation.

d. When appropriate, serve as the Deciding Official.

e. When not serving as the Deciding Official:

(1) Advise the Deciding Official and the Reasonable Accommodation Manager of receipt of the request as soon as possible, but not later than 5 business days after the request is made, whether the request is made verbally or in writing.

(2) Consult with the Deciding Official regarding the request as appropriate.

6. Deciding Officials will:

a. In accordance with EEOC guidance to eliminate unnecessary levels of review, the Deciding Official will, at a minimum, be the Field Audit Office (FAO) Manager or their equivalent in non FAO organizations. When the requestor is at the FAO Manager level or above, the Deciding Official will be the immediate supervisor.

b. Communicate with the employee or applicant to identify the appropriate reasonable accommodation and, if needed, work with the Reasonable Accommodation Manager to request medical or other supporting documentation related to the reasonable accommodation request.

c. Consult with the Reasonable Accommodation Manager for technical assistance and, where appropriate, consult with other individuals/organizations for specific assistance.

d. Decide, on a case-by-case basis, whether to grant the requested accommodation, offer alternative reasonable accommodation(s), or deny the request. Consult with the Reasonable Accommodation Manager before granting or denying any request for reasonable accommodation. When the request for accommodation is denied, complete DCAA Form 1469-1, Denial of Reasonable Accommodation Request, in coordination with the Reasonable Accommodation Manager. Provide a copy of the completed form to the individual who requested the reasonable accommodation and to the Reasonable Accommodation Manager.

e. Inform the individual requesting the reasonable accommodation in writing of the decision, within 20 business days of the request, unless an extension is granted.

f. Complete the necessary paperwork relating to the reasonable accommodation request and decision and forward that paperwork to the Reasonable Accommodation Manager.

g. Complete DCAA Form 1469-2, Reasonable Accommodation Information Reporting Form, and forward it, along with enclosures, to the Reasonable Accommodation Manager, and if applicable to the requestor's supervisor, within 10 business days of the decision.

7. Human Resources Personnel will:

- a. Act as the Deciding Official on requests for accommodation in the application for employment and/or interview process.
- b. Forward reasonable accommodation requests (either written or verbal) to the Reasonable Accommodation Manager.
- c. Advise and assist the Deciding Official in obtaining Human Resources related information needed to process requests for accommodation. Examples include but are not limited to requests involving job restructuring, telework, a list of vacant positions that an employee may be reassigned to, or qualification requirements for potential reassignment.
- d. Assist Reasonable Accommodation Manager in instructing supervisors on their roles and responsibilities for providing reasonable accommodation to employees.

8. Resources Division will expedite requests for equipment needed for reasonable accommodations, ensuring that requests are normally submitted into the procurement system within 48 hours of notification, and appropriately monitor request workflow to ensure timely procurement of the equipment. DCAA Form 1469-2, Reasonable Accommodation Information Reporting Form will be used as justification for the procurement. No medical documentation will be used nor attached to any procurement action.

9. Facilities Division Representative will assist Deciding Officials in researching appropriate accommodation alternatives based on facility nuances and requirements. If necessary, DCAA Form 1469-2, Reasonable Accommodation Information Reporting Form will be used as justification for any facilities related action.

10. Information Technology Division will:

- a. Assist Deciding Officials in researching appropriate information technology accommodation alternatives.
- b. Coordinate procurement and implementation of information technology based reasonable accommodations to include but not limited to computer programs and hardware. If necessary, DCAA Form 1469-2, Reasonable Accommodation Information Reporting Form will be used as justification for any procurement. No medical documentation will be used nor attached to any procurement action.

ENCLOSURE 3CONFIDENTIALITY AND RECORDS

1. Under the Rehabilitation Act, medical information obtained in connection with the reasonable accommodation process must be kept confidential. The Agency will not use information concerning requests for reasonable accommodation, the medical condition, the functional limitations, or the medical history of its applicants or employees for any purpose prohibited by regulation or other authority. This includes medical information that an individual voluntarily provides to his/her supervisor or manager, whether or not a reasonable accommodation is requested.

2. Individuals who have access to or knowledge of medical information necessary to make a decision about whether to grant a requested accommodation may not disclose this information except as follows:
 - a. Supervisors and managers who need to know may be told about necessary restrictions on the work or duties of the employee and about the necessary accommodation(s), but medical information should be disclosed only if strictly necessary and after coordination with Reasonable Accommodation Manager.

 - b. First aid and safety personnel may be informed, when appropriate, if the disability might require emergency treatment.

 - c. Government officials may be given information necessary to investigate the Agency's compliance with the Rehabilitation Act.

 - d. The information may, in certain circumstances, be disclosed to workers' compensation offices or insurance carriers.

 - e. Agency EEO officials may be given the information to maintain records and evaluate and report on the Agency's performance in processing reasonable accommodation requests.

3. Whenever medical information is disclosed, the individual disclosing the information must inform the recipients of the information about the confidentiality requirements that attach to it.

4. All medical and other information, including information about functional limitations and reasonable accommodation needs, obtained in connection with a request for reasonable accommodation must be kept in files separate from the individual's personnel file and will be maintained in accordance with the Privacy Act and other statutory and regulatory requirements.

5. The Human Resources Management Division will maintain custody of medical records obtained or created during the processing of a request for reasonable accommodation, and will respond to requests for disclosure of the records. These records will be kept in the employee's medical file, in a secure location in the Human Resources Management Division, and will be maintained for no more than two years and should be returned to the individual who provided the medical documentation or destroyed when it is no longer necessary, see page 6.

6. The Deciding Official may maintain information and documentation related to the request only until a decision is made. If the Deciding Official keeps such records, s/he will keep them in a secure location to which no other employee has access. After a decision on the accommodation request is made, all information and documentation related to the request will be forwarded to the Reasonable Accommodation Manager.

7. The FAO or equivalent non FAO organization will maintain the Reasonable Accommodation decision documented in DCAA Form 1469-2 in an employee file. This information will not be maintained in the employee's Official Personnel File (OPF). Maintaining this information in a local employee file will ensure new supervisors are alerted to the employee's accommodation. If the employee transfers to another duty station, the file will be provided to the employee for their use at their new duty station. This file should only contain a copy of Reasonable Accommodation Information Reporting Form, DCAA Form 1469-2. No medical documentation or other records concerning the request for accommodation or the nature of the employee's disability will be kept at the FAO or equivalent non FAO organization.

8. The Reasonable Accommodation Manager will receive the Reasonable Accommodation Information Reporting Form (DCAA Form 1469-2) and all documents used in the Reasonable Accommodation process. These records will be maintained as follows:

a. Individual records will be maintained in a secure location in the Reasonable Accommodation Manager's office. The records will be used for both aggregate information reporting and for consistency purposes.

b. The records will be maintained as reference material regarding reasonable accommodations provided. These individual records are subject to the confidentiality restrictions and will be maintained for no less than 5 years from the date of the pertinent DCAA Form 1469-2.

ENCLOSURE 4PROGRAM ADMINISTRATION1. Requesting Reasonable Accommodation.

a. The reasonable accommodation process begins as soon as the request for accommodation is made, whether the request is made verbally or in writing. Individuals who receive such requests should immediately begin the process.

b. An applicant for employment may request a reasonable accommodation verbally or in writing from any DCAA employee with whom the applicant has contact in connection with the application process. The cognizant Human Resources Management Division is responsible for training staff that is involved in the employment application process to recognize requests for reasonable accommodation and to handle them appropriately and for ensuring that all staff having contact with applicants know how to recognize and handle requests for reasonable accommodations.

c. A family member, friend, health professional, or other representative may request reasonable accommodation on behalf of a DCAA employee or applicant for employment. However, the employee/applicant may refuse an accommodation which s/he believes is not needed.

2. Written Requests for Record Keeping Purposes.

a. The DCAA Form 1469-3, Confirmation of Request for Reasonable Accommodation, should be used for this purpose.

b. Where an employee has requested a type of reasonable accommodation that s/he is likely to need on a repeated basis (e.g., the assistance of sign language interpreters or readers) and that request has been approved, a written confirmation is not required each time the employee needs that accommodation. The written confirmation is required only for the first request. The employee must, however, give adequate notice to an appropriate individual each time the accommodation is needed.

3. The Interactive Process.

a. As soon as possible after receipt of a request for accommodation, the individual requesting the accommodation and the Deciding Official will engage in an interactive process to identify what the individual needs and discuss possible reasonable and effective accommodation options. The discussions will include the request, the process for determining whether an accommodation will be provided, and potential accommodations. Discussions may be held via e-mail if it is more expeditious or is otherwise advantageous to do so. These discussions are

particularly important where the specific limitation, problem, or barrier is unclear; where an effective accommodation is not obvious; or where a choice must be made between different possible reasonable accommodations. These discussions may not be necessary where the nature and existence of the disability, the need for accommodation, and the type of effective accommodation are clear. If desired, the Deciding Official may make a written record of this conversation.

b. At the end of the interactive process, the Deciding Official has the principal responsibility for identifying reasonable and effective accommodations. The Deciding Official must consult with appropriate resources, including the Reasonable Accommodation Manager, for assistance. Some of the resources that are available to help both the Deciding Official and the individual requesting the accommodation to identify possible accommodations are listed in [Enclosure 6](#).

c. When a request for accommodation is made by a third party, the Deciding Official should, if possible, confirm with the applicant or employee with a disability that s/he, in fact, wants a reasonable accommodation before proceeding. It may not be possible to confirm the request if the employee has, for example, been hospitalized in an acute condition. In this situation, the third party's request will be processed and the individual needing the accommodation will be consulted as soon as it is practicable.

d. On-going communication is particularly important where the specific limitation, problem, or barrier is unclear; where an effective accommodation is not obvious; or where the parties are considering different possible reasonable accommodations.

e. The Deciding Official, or any other Agency official who receives information in connection with a request for reasonable accommodation, may share information connected with that request with other Agency officials only when those Agency official(s) need to know the information in order to make determinations or advise on a reasonable accommodation request. For example, DoD's Computer/Electronic Accommodations Program or the Information Technology Division may be consulted in connection with requests for adaptive equipment for computers. However, these offices have no need to know any information about the medical condition of the person seeking the accommodation. They need to know the person's functional limitations only insofar as these limitations affect technology needs.

4. Reassignment as a Reasonable Accommodation.

a. Reassignment is a last resort accommodation that will be considered if the Agency determines that there are no effective accommodations that would enable the employee with a disability to perform his or her current job, or if all other possible accommodations would cause undue hardship.

b. Reassignment may be made only to a vacant DCAA position at the employee's current grade level. The employee must be qualified for the position. The employee will be qualified if s/he:

(1) Satisfies the requisite skill, experience, education, and other job-related requirements of the position; and

(2) Can perform the essential functions of the position with or without reasonable accommodation.

c. In considering whether there are positions available for reassignment, the Deciding Official will work with the Reasonable Accommodation Manager, the Human Resources Management Division, and the employee requesting the accommodation to identify:

(1) Whether the employee wishes to place any limits on the Agency's search for a position into which s/he could be reassigned (e.g., position type, geographic location, etc.). Any such limits must be documented in writing.

(2) All vacant positions within DCAA for which the employee may be qualified, with or without reasonable accommodation, which fall within any search limitations identified by the employee.

(3) All DCAA positions which the Human Resources Management Division has reason to believe will become vacant over the next 60 calendar days, for which the employee may be qualified, and which fall within any search limitations identified by the employee.

(4) Whether the employee would need a reasonable accommodation to perform the essential functions of a new position.

d. The Human Resources Management Division is responsible for conducting the search for available vacant positions or positions that might become vacant.

(1) The search will first focus on positions within the employee's commuting area which are equivalent to the employee's current job in terms of pay, status, and other relevant factors.

(2) If there is no vacant, equivalent position, the search will be expanded to include vacant lower-level positions or, when appropriate, a position outside of the employee's commuting area.

e. Reassignment may be made to a vacant position outside of the employee's commuting area, if the employee is willing to relocate. As with other transfers not required by management, DCAA will not pay for the employee's relocation costs.

5. Requesting Medical Information.

a. DCAA is entitled to know that an employee or applicant has a covered disability that requires a reasonable accommodation. In some cases the disability and need for accommodation will be obvious or otherwise already known to the Deciding Official (e.g., the employee uses a wheelchair and cannot navigate the workplace). In these cases, DCAA will not seek any further

medical information. However, when a disability and/or need for reasonable accommodation is not obvious or otherwise already known to the Deciding Official (e.g., the employee has a stress-related condition), DCAA may require that the individual provide reasonable documentation about the disability and his or her functional limitations, see d. below.

b. DCAA may not request medical information where:

- (1) both the disability and the need for reasonable accommodation are obvious; or
- (2) the individual has already provided the Agency with sufficient information to document the existence of the disability and his/her functional limitations.

c. The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, DCAA instructs that employees and applicants do not provide any genetic information when responding to requests for medical information. ‘Genetic information,’ as defined by GINA, includes an individual’s family medical history, the results of an individual’s or family member’s genetic tests, the fact that an individual or an individual’s family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual’s family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

d. If the Deciding Official believes that medical information is necessary in order to evaluate a request for reasonable accommodation, s/he will consult with the Reasonable Accommodation Manager about obtaining such information. If it is determined that medical information is necessary, the Reasonable Accommodation Manager will request the necessary medical information in writing. All medical documentation will be submitted to the Reasonable Accommodation Manager who will advise the Deciding Official of its completeness.

e. If a determination to seek medical information is made, the Agency will request information sufficient to substantiate that the individual has a Rehabilitation Act disability and needs the reasonable accommodation requested, but will not ask for medical documentation unrelated to the specific accommodation requests.

f. The Reasonable Accommodation Manager may ask the individual to obtain such information from an appropriate professional, such as a doctor, social worker, or rehabilitation counselor. In order to get the most helpful information possible, requests for information should describe the nature of the job, the essential functions the individual is expected to perform, and any other relevant information. The Reasonable Accommodation Manager should work with the Deciding Official in developing the request for medical information.

g. DCAA’s requests for medical information will follow the requirements set forth in the U.S. Equal Employment Opportunity Commission’s (EEOC) Enforcement Guidance: Disability-Related Inquiries and Medical Examinations of Employees Under the Americans with

Disabilities Act (<http://www.eeoc.gov/policy/docs/guidance-inquiries.html>). Information or documentation may be requested regarding the following:

(1) A detailed description of the exact medical condition(s) for which the individual seeks accommodation (including the nature, severity, and duration of your condition) and the medical basis(es) for such a finding;

(2) A detailed explanation of the impact and limitations of the medical condition(s) on the individual's major life activity. Major life activity is defined as basic activities that the average person in the general population can perform with little or no difficulty, and includes but is not limited to activities such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working. Also included are the operation of major bodily functions, such as: 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; or the operation of an individual organ within a body system functions of the immune system,

(3) A detailed explanation of the specific duties of the individual's current position description that they are unable to perform as a result of the disability; and

(4) A recommendation by the individual's healthcare provider as to the precise accommodation(s) that would reasonably meet the individual's needs, including the basis of the recommendation and an explanation of how the proposed accommodation will allow the individual to perform the particular job duty(ies) at issue.

h. Once the medical documentation is received, it may be shared, as necessary, with individuals involved in determining whether to grant a reasonable accommodation (e.g., the Deciding Official, the Reasonable Accommodation Manager, a DCAA-chosen physician).

i. If the information provided by the health professional (or the information volunteered by the individual requesting the accommodation) is insufficient to enable the Agency to determine whether an accommodation is appropriate, the Reasonable Accommodation Manager may ask for additional information. If this is necessary, the Reasonable Accommodation Manager will explain to the individual seeking the accommodation, in specific terms, why the information which has been provided is insufficient, what additional information is needed, and why it is necessary for a determination of the reasonable accommodation request. The individual may then ask the health care or other appropriate professional to provide the missing information.

j. Alternatively, the Reasonable Accommodation Manager and the individual requesting the accommodation may agree that the individual will sign a limited release and that the Agency, or the Agency-chosen doctor, may thereafter submit a list of specific questions to, or otherwise contact, the individual's health care professional to obtain necessary information.

k. If, after a reasonable period of time, there is still not sufficient information to demonstrate that the individual has a disability and needs a reasonable accommodation, the Reasonable

Accommodation Manager may request that the individual be examined by a physician chosen by DCAA.

l. In some cases, the individual requesting the accommodation will supply medical information directly to the Deciding Official without being asked. In these cases, the Deciding Official will forward the documentation to the Reasonable Accommodation Manager. The documentation will be reviewed and if additional information is needed, it will be sought in accordance with the guidance herein.

m. Failure to provide appropriate medical documentation or to cooperate in DCAA's efforts to obtain such documentation can result in the denial of the reasonable accommodation request. Sometimes the Agency may have a record of the medical condition, but may still require updated medical documentation.

6. Timeframes for Processing Requests and Providing Reasonable Accommodation.

a. DCAA will process requests for reasonable accommodation and provide accommodations, where they are appropriate, in as short a time frame as reasonably possible. The time necessary to process a request will depend on the nature of the accommodation requested and whether it is necessary to obtain supporting information.

b. In certain circumstances, a request for reasonable accommodation requires an expedited review and decision in a time frame that is shorter than the 20 business days discussed below. The following are examples of situations where a reasonable accommodation would be needed in less than 20 business days:

(1) to enable an applicant to apply for a job. Depending on the timetable for receiving applications, conducting interviews, taking tests, and making hiring decisions, there may be a need to expedite a request for reasonable accommodation in order to ensure that an applicant with a disability has an equal opportunity to apply for a job. Therefore, the Deciding Official (usually the Human Resources Specialist involved in the hiring processes) needs to make a decision without delay and, if appropriate, provide a reasonable accommodation.

(2) to enable an employee to attend a meeting or training scheduled to occur shortly. For example, an employee may need a sign language interpreter for a meeting scheduled to take place in 5 days.

c. If no supporting medical information is required, and no extenuating circumstances apply, the request shall be processed and the accommodation decision issued in no more than 20 business days from the date the Deciding Official receives the request, and sooner, if possible. Since Deciding Officials may require time to engage in the interactive process and collect all relevant information about possible accommodations, they should not delay beginning this process. Failure to meet this time frame solely because a Deciding Official delayed processing the request is not an extenuating circumstance.

d. If the Deciding Official believes that it is necessary to obtain medical information to determine whether the requesting individual has a disability and/or to identify the individual's functional limitations, the Deciding Official will request the Reasonable Accommodation Manager to request the medical documentation as soon as possible after his or her receipt of the request for accommodation, but before the expiration of the 20 day period. The Agency recognizes that the need for documentation may not become apparent until after the interactive process has begun. If the Reasonable Accommodation Manager deems that there is no further need for medical documentation because the disability is obvious or the Agency already has sufficient medical documentation, then the Reasonable Accommodation Manager will inform the Deciding Official that the documentation is not necessary. The Deciding Official will then move forward with the interactive process.

e. If the Deciding Official requests medical documentation, the accommodation decision will be provided within 20 business days from the date the Reasonable Accommodation Manager receives all of the necessary medical documentation, absent extenuating circumstances. If the medical documentation must go to an Agency physician for evaluation, the accommodation decision will be provided within 20 business days from the date the Agency physician provides relevant information to the Reasonable Accommodation Manager.

7. Extensions to Timeframes.

a. When extenuating circumstances are present, the time for processing a request for reasonable accommodation and providing the accommodation will be extended as reasonably necessary. It is DCAA's policy that extensions based on extenuating circumstances should be limited to circumstances where they are strictly necessary, and that the circumstances requiring an extension be documented. All Agency staff is expected to act as quickly as reasonably possible in processing requests and providing accommodations. The following are examples of extenuating circumstances that justify an extension:

(1) There is an outstanding initial or follow-up request for medical information, or the Agency physician is evaluating medical information which has been provided.

(2) The purchase of equipment may take longer than 20 business days because of requirements under the Federal Acquisition Regulation and Agency acquisition policies and procedures.

(3) For equipment procured through DoD's Computer/Electronic Accommodation Program (CAP), CAP is unable to provide the equipment within the required timeframe.

(4) Equipment must be back-ordered, the vendor typically used for goods or services has unexpectedly gone out of business, or the vendor cannot promptly supply the needed goods or services and another vendor is not immediately available.

(5) The employee with a disability needs to try working with equipment on a trial basis to ensure that it is effective before DCAA purchases the equipment.

(6) Special services, such as sign language interpreters, which need to be contracted.

(7) An accommodation involves the removal of architectural barriers.

(8) An accommodation requires coordination with the host agency/company or the owner of the building.

b. “Extenuating circumstances” covers limited situations in which unforeseen or unavoidable events prevent prompt processing and delivery of an accommodation. For example, DCAA may not delay processing or providing an accommodation because a particular staff member is unavailable. When the Deciding Official is unavailable, the decision will be made by an alternate Deciding Official.

c. Where extenuating circumstances are present, the Deciding Official must notify the individual of the reason for the delay, and the approximate date on which a decision, or provision of the reasonable accommodation, is expected. Any further developments or changes should also be promptly communicated to the individual.

d. If there is a delay in providing an approved accommodation, the Deciding Official must explore whether temporary measures can be taken to assist the employee. This could include:

(1) Providing a less effective form of accommodation, on a temporary basis.

(2) Providing measures that are not reasonable accommodations within the meaning of the law (e.g., temporary removal of an essential function), if they do not interfere with the operations of the Agency. If this is done, the employee must be clearly informed, in writing, that this is being provided only on a temporary basis, and is not considered to be a reasonable accommodation.

e. If a delay is attributable to the need to obtain or evaluate medical documentation and the Agency has not yet determined that the individual is entitled to an accommodation, an accommodation may be provided on a temporary basis. In such a case, the Deciding Official will notify the individual, in writing, that the accommodation is being provided on a temporary basis pending a decision on the accommodation request.

f. Deciding officials who approve such temporary measures are responsible for assuring that they are properly documented, that they do not take the place of a permanent accommodation, and that all necessary steps to secure the permanent accommodation are being taken.

8. Granting a Reasonable Accommodation Request.

a. As soon as the Deciding Official determines that a reasonable accommodation will be provided, that decision must be coordinated with Reasonable Accommodation Manager. Upon

coordination, the decision will be immediately communicated to the individual. This notice must be in writing.

b. If the accommodation cannot be provided immediately, the Deciding Official must inform the individual of the projected time frame for providing the accommodation, and if possible provide a temporary accommodation until the permanent accommodation is available.

c. A Deciding Official is not limited to only providing the specific requested accommodation. The Deciding Official may determine an alternate accommodation that is reasonable and effective. In such cases the Deciding Official must submit to the requestor a written decision granting the accommodation and the reasons why the Deciding Official believes the accommodation is reasonable and effective. In such a case this is NOT considered a denial of accommodation, even if the requesting employee does not agree to it.

9. Denying a Reasonable Accommodation Request.

a. If the Deciding Official believes the request for accommodation will be denied, s/he must coordinate any denial with the Reasonable Accommodation Manager. The Deciding Official will not issue a denial without input from the Reasonable Accommodation Manager. Please note that offering an alternate accommodation is not a denial of reasonable accommodation.

b. When a final decision is made to deny the request for reasonable accommodation, the Deciding Official must complete DCAA Form 1469-1, Denial of Reasonable Accommodation Request, and give it to the individual who requested the accommodation. A copy of this form must be provided to the Reasonable Accommodation Manager.

c. The explanation for the denial should be written in plain language, clearly stating the specific reasons for the denial, e.g., why the accommodation would not be effective or why it would result in undue hardship.

d. Reasons for the denial of a request for reasonable accommodation may include the following:

(1) Providing the requested accommodation would result in undue hardship. Before reaching this determination, the Deciding Official must have explored whether other effective accommodations that would not impose an undue hardship exist and, therefore, can be provided. A determination of undue hardship means that the Agency finds that a specific accommodation would result in significant difficulty or expense, or would fundamentally alter the nature of DCAA's operations. When evaluating budgetary or administrative concerns to determine if undue hardship exists, the Agency will follow the standards enunciated in the regulations and in the EEOC's Enforcement Guidance on Reasonable Accommodation and Undue Hardship Under the Americans with Disabilities Act (which can be found at: <http://www.eeoc.gov/docs/accommodation.html>).

(2) Medical documentation is inadequate to establish that the individual has a disability and/or needs a reasonable accommodation.

(3) The requested accommodation would require the removal of an essential function.

(4) The requested accommodation would require the lowering of a performance or production standard.

(5) The disability cannot be accommodated without posing a direct threat to either the employee, applicant, or other fellow employees.

e. The written notice of denial, DCAA Form 1469-1, informs the individual that s/he has the right to pursue an EEO complaint and may have rights to pursue MSPB and union grievance procedures. The notice also explains DCAA's procedures available for informal dispute resolution.

10. Request for Reconsideration of Denial.

a. Individuals with disabilities can request prompt reconsideration of a denial of reasonable accommodation.

b. If an individual wishes reconsideration, s/he should first ask the Deciding Official to reconsider the decision. The individual may present additional information in support of his/her request at this time. The Deciding Official, or an alternate Deciding Official if the original Deciding Official is unavailable, should respond to the request for reconsideration in writing within 5 business days.

c. If the Deciding Official does not reverse his/her decision, the individual can ask the Agency official designated on the DCAA Form 1469-1, Denial of Reasonable Accommodation Request, to do so. This designated official, or alternate if s/he is unavailable, should respond to the request in writing within 10 business days.

d. Pursuing either of the Request for Reconsideration of Denial procedures identified above, i.e., seeking reconsideration from the Deciding Official and/or appealing to the designated Agency official, does not affect the time limits for initiating EEOC or MSPB claims. An individual's participation in any of these informal dispute resolution processes does not satisfy the requirements for bringing a claim under EEOC or MSPB procedures.

ENCLOSURE 5INFORMATION TRACKING AND REPORTING

1. Completing and Submitting the Information Reporting Form. This Instruction prescribes DCAA Form 1469-1, Denial of Reasonable Accommodation Request; DCAA Form 1469-2, Reasonable Accommodation Information Reporting Form; DCAA Form 1469-3, Confirmation of Request for Reasonable Accommodation.

a. DCAA is required to track the processing of requests for reasonable accommodation. In order to do so, the Deciding Official shall complete the attached Reasonable Accommodation Information Reporting Form, DCAA Form 1469-2, for reasonable accommodation requests s/he processes. [Enclosure 7](#) contains a copy of DCAA Form 1469-2 and instructions for its use.

b. The DCAA Form 1469-2 shall be submitted to the Reasonable Accommodation Manager, within 10 business days of the date of the decision. The Deciding Official must attach to the DCAA Form 1469-2 copies of any of the following documents that are applicable:

- (1) the written request for accommodation;
- (2) DCAA Form 1469-3, Confirmation of Request for Reasonable Accommodation;
- (3) DCAA Form 1469-1, Denial of Reasonable Accommodation Request; and/or
- (4) the written approval of request.

2. Reporting Requirements.

a. The Agency Reasonable Accommodation Manager will prepare an annual aggregate report, which will be sent to the Agency Director, Deputy Director, Regional Directors, and Headquarters Principal Staff Elements. The report will contain information such as:

- (1) the types of accommodations that have been requested;
- (2) the jobs for which reasonable accommodations have been requested;
- (3) how long it takes to respond to reasonable accommodation requests;
- (4) the number of reasonable accommodations that have been approved;
- (5) whether there are particular types of reasonable accommodations that the Agency has been unable to provide;

(6) whether there are Agency components that have not granted requests for reasonable accommodations; and

(7) the reasons for denial of requests for reasonable accommodation.

b. When appropriate, the Agency Equal Employment Director will make recommendations for improvements in the reasonable accommodation process based on information collected as a result of these reporting requirements.

ENCLOSURE 6SELECTED REASONABLE ACCOMMODATION RESOURCES

1. The EEOC's Publication Center has many free documents on the Title I employment provisions of the ADA, including both the statute, 42 U.S.C.12101 et seq. (1994), and the regulations, 29 C.F.R.1630 (1997). In addition, the EEOC has published a significant amount of basic information about reasonable accommodation and undue hardship. The two main sources of interpretive information are: (1) the Interpretive Guidance accompanying the Title I regulations (also known as the "Appendix" to the regulations), 29 C.F.R. pt.1630 app.1630.2(o), (p), 1630.9 (1997), and (2) A Technical Assistance Manual on the Employment Provisions (Title I) of the Americans with Disabilities Act III, 8 FEP Manual (BNA) 405:6981, 6998-7018 (1992). The Manual includes a 200-page Resource Directory, including federal and state agencies, and disability organizations that can provide assistance in identifying and locating reasonable accommodations.

2. The EEOC also has discussed issues involving reasonable accommodation in the following guidance and documents:

a. Enforcement Guidance: Pre-employment Disability-Related Questions and Medical Examinations at 5, 6-8, 20, 21-22, 8 FEP Manual (BNA) 405:7191, 7192-94, 7201 (1995).

b. Enforcement Guidance: Workers' Compensation and the ADA at 15-20, 8 FEP Manual (BNA) 405:7391, 7398-7401 (1996).

c. Enforcement Guidance: The Americans with Disabilities Act and Psychiatric Disabilities at 19-28, 8 FEP Manual (BNA) 405:7461, 7470-76 (1997).

d. Fact Sheet on the Family and Medical Leave Act, the Americans with Disabilities Act, and Title VII of the Civil Rights Act of 1964 at 6-9, 8 FEP Manual (BNA) 405:7371, 7374-76 (1996).

e. Enforcement Guidance: Disability-Related Inquiries and Medical Examinations of Employees Under the Americans with Disabilities Act at 20, 22, 23, 24-5, 8 FEP Manual (BNA) 405:7701, 7711, 7712-14, 7715-16 (2000).

f. EEOC Policy Guidance on Executive Order 13164: Establishing Procedures to Facilitate the Provision of Reasonable Accommodation; EEOC Notice No.915.002, issued October 10, 2000.

3. All of the above-listed documents, with the exception of the ADA Technical Assistance Manual and Resource Directory, are also available through the Internet at <http://www.eeoc.gov>.

Table 1. EEOC Contact Information.

U.S. Equal Employment Opportunity Commission	1-800-669-3362 (Voice) 1-800-800-3302 (TT)	http://www.eeoc.gov
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4. The Computer/Electronic Accommodations Program (CAP) provides assistive technology accommodations and services to persons with disabilities at the Department of Defense (DoD), at no cost to individual activities. CAP's mission is to ensure people with disabilities have equal access to the information environment and opportunities in the Federal Government.

Table 2. CAP Contact Information.

DoD Computer/Electronic Accommodations Program (CAP)	703-614-8416 (Voice) 571-384-5629 (Video Phone)	http://www.cap.mil/
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5. A service of the President's Committee on Employment of People with Disabilities, Job Accommodation Network (JAN) can provide information, free-of-charge, about many types of reasonable accommodations.

Table 3. JAN Contact Information.

Job Accommodation Network (JAN)	1-800-526-7234 (Voice) 1-877-781-9403 (TTY)	https://askjan.org/
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6. The ADA National Network consists of 10 regional centers and an ADA Knowledge Translation Center. The regional centers are distributed throughout the United States to provide local assistance and foster implementation of the ADA. Each regional center also focuses on the specific needs of the residents who reside within its service area. The ADA National Network can make referrals to local sources of expertise in reasonable accommodations.

Table 4. ADA Contact Information.

ADA National Network	1-800-949-4232 (Voice/TTY)	https://adata.org/
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7. The Registry of Interpreters for the Deaf, Inc. (RID), a national membership organization, plays a leading role in advocating for excellence in the delivery of interpretation and

transliteration services between people who use sign language and people who use spoken language. In collaboration with the Deaf community, RID supports our members and encourages the growth of the profession through the establishment of a national standard for qualified sign language interpreters and translators, ongoing professional development and adherence to a code of professional conduct.

Table 5. RID Contact Information.

Registry of Interpreters for the Deaf (RID)	(301) 608-0050 (Voice/TT)	http://www.rid.org/
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8. The Rehabilitation Engineering and Assistive Technology Society of North America (RESNA), can refer individuals to projects in all 50 states and the six territories offering technical assistance on technology-related services for individuals with disabilities.

Table 6. RESNA Contact Information.

RESNA Technical Assistance Project	(703) 524-6686 (Voice) (703) 524-6630 (Fax)	http://www.resna.org/
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ENCLOSURE 7INSTRUCTIONS FOR USE OF FORMS1. DCAA Form 1469-3 (EF), Confirmation of Request for Reasonable Accommodation.

a. This form may be used by individuals requesting a reasonable accommodation. Once completed, the form may be submitted to an Agency official reasonably associated with the Reasonable Accommodation process, such as his/her immediate supervisor, another supervisor or manager in his/her immediate chain of command, the Reasonable Accommodation Manager, or a member of the Human Resources Management Division Staff.

b. If the request is made verbally to an Agency official reasonably associated with the Reasonable Accommodation process, then the requestor should use this form to document the verbal request within 3 business days and provide it to the Agency official to whom the request was made.

c. If an individual requests assistance with completing this form, the person to whom the request for accommodation is made should provide this assistance. The Reasonable Accommodation Manager may also provide this assistance in filling out this form.

d. If the requestor does not complete this form within 3 business days, then the Agency official who received the verbal request must complete the form.

e. The Agency official who receives the form (or completes it on behalf of the requestor) should provide a copy to the Reasonable Accommodation Manager and the Deciding Official, if known.

2. DCAA Form 1469-1 (EF) Denial of Reasonable Accommodation Request.

a. This form is to be completed by the individual who made the decision to deny the request for reasonable accommodation (the Deciding Official). The Deciding Official must consult with the Reasonable Accommodation Manager prior to denying a request for reasonable accommodation. The Reasonable Accommodation Manager may assist the Deciding Official in completing the form.

b. The completed form is to be provided to the individual who requested the accommodation, typically within 20 business days of receipt of the request.

3. DCAA Form 1469-2 (EF), Reasonable Accommodation Information Reporting Form.

a. This form is to be completed by the Deciding Official and submitted to the Reasonable Accommodation Manager within 10 business days of the date of the decision. The Deciding

Official must attach to the DCAA Form 1469-2 copies of any of the following documents that are applicable:

- (1) The written request for accommodation;
- (2) DCAA Form 1469-3, Confirmation of Request for Reasonable Accommodation;
- (3) DCAA Form 1469-1, Denial of Reasonable Accommodation Request; and/or
- (4) the written approval of request.

b. When the expenditure of funds are required for items such as furniture or equipment, then DCAA Form 1469-2 (EF), Reasonable Accommodation Information Reporting Form must be used as supporting documentation for the purchase request. No other documentation obtained during the interactive process may be used as supporting documentation for the purchase request.

Figure 2. Reasonable Accommodations Information Reporting Form.

REASONABLE ACCOMMODATION INFORMATION REPORTING FORM	
Name of Individual requesting reasonable accommodation: _____	
Office of Requesting Individual (if applicant, so state): _____	
Requesting Individual's job title/series/grade (if applicant, job desired): _____	
1. Reasonable accommodation: (check one)	
<input type="checkbox"/> Approved <input type="checkbox"/> Denied (If denied, attach copy of the written denial letter/memo/form)	
2. Date reasonable accommodation requested: _____	
Who received request: _____	
3. Date reasonable accommodation request referred to deciding official: _____	
Name of deciding official: _____	
4. Date reasonable accommodation approved or denied: _____	
5. Date reasonable accommodation provided (if different from date approved): _____	
6. If time frames outlined in the Reasonable Accommodation Procedures were not met, please explain why.	
7. Reasonable accommodation needed for: (check one)	
<input type="checkbox"/> Application Process <input type="checkbox"/> Performing Job Functions or Accessing the Work Environment <input type="checkbox"/> Accessing a Benefit or Privilege of Employment (e.g., attending a training program or social event)	
8. Type(s) of reasonable accommodation requested (e.g., adaptive equipment, staff assistant, removal of architectural barrier):	
9. Type(s) of reasonable accommodation provided (if different from what was requested):	
10. Was medical information required to process this request? If yes, explain why.	
11. Sources of technical assistance, if any, consulted in trying to identify possible reasonable accommodations (e.g., Job Accommodation Network, disability organization, DoD CAP):	
12. Comments:	
Submitted by: _____ Phone: _____	
Attach copies of request confirmation, and denial (or approval, if in writing) and submit form to the Agency EEO Officer.	

DCAA Form 1469-2
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Figure 3. Denial of Reasonable Accommodation Request.

DENIAL OF REASONABLE ACCOMMODATION REQUEST	
(Must complete numbers 1-4; complete number 5, if applies. May attach additional sheets, if necessary)	
1. Name of Individual requesting reasonable accommodation: _____	
2. Type(s) of reasonable accommodation requested: _____	
3. Request for reasonable accommodation denied because: (may check more than one box)	
<input type="checkbox"/> Accommodation Ineffective <input type="checkbox"/> Accommodation Would Cause Undue Hardship <input type="checkbox"/> Medical Documentation Inadequate <input type="checkbox"/> Accommodation Would Require Removal of an Essential Function <input type="checkbox"/> Accommodation Would Require Lowering of Performance or Production Standard <input type="checkbox"/> Other (Please identify) _____	
4. Detailed reason(s) for the denial of reasonable accommodation (must be specific, e.g., why accommodation is ineffective or causes undue hardship): _____	
5. If the individual proposed one type of reasonable accommodation which is being denied, but rejected an offer of a different type of reasonable accommodation, explain both the reasons for denial of the requested accommodation and why you believe the chosen accommodation would be effective. _____	
6. If an individual wishes to request reconsideration of this decision, she/he may take the following steps:	
<ul style="list-style-type: none"> ● First, ask the deciding official to reconsider his/her denial. Additional information may be presented to support this request. ● If the deciding official does not reverse the denial, the individual may ask the following Agency official to reconsider the denial: Agency Official: _____ 	
7. If an individual wishes to file an EEO complaint, or pursue MSPB and union grievance procedures, she/he must take the following steps:	
<ul style="list-style-type: none"> ● For an EEO complaint pursuant to 29 C.F.R. § 1614, contact your EEO Manager to request counseling <i>within 45 days</i> from the date of this notice of denial of reasonable accommodation; or ● For a collective bargaining claim, file a grievance in accordance with the provisions of the Collective Bargaining Agreement; or ● For an appealable action, initiate an appeal to the Merit Systems Protection Board <i>within 30 days</i> of an adverse action as defined in 5 C.F.R. § 1201.3. 	
_____ Name of Deciding Official	_____ Signature of Deciding Official
Date reasonable accommodation denied: _____	

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GLOSSARY

Deciding Official. The Deciding Official is the individual who will make a decision on whether to grant or deny an individual's request for reasonable accommodation and is someone in the employee's chain of command. At a minimum the Field Audit Office (FAO) Manager or their equivalent in non FAO organizations will serve as the Deciding Official. When the requestor is at the FAO Manager or above, the Deciding Official will be the immediate supervisor. The designation of a Deciding Official will be dependent upon the nature of the accommodation requested and the level of authority necessary to approve the request. Guidance will be issued on Deciding Officials from the Agency Equal Employment Director or his/her designee, for various types of accommodations. When the requestor is an applicant, the servicing Human Resources Specialist will serve as the deciding official.

Disability and/or Physical or Mental Impairment. Physical or mental impairment that substantially limits one or more major life activities (sometimes referred to in the regulations as an "actual disability"); or

1. record of a physical or mental impairment that substantially limited a major life activity ("record of"); or

2. when management takes an action prohibited by the ADA because of an actual or perceived impairment ("regarded as")

Essential Functions. Those job duties which are so fundamental to the position 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; there are a limited number of other employees who could perform the function; or the function is specialized and the individual is hired based on his/her ability to perform it. Determination of the essential functions of a position must be done on a case-by-case basis so that it reflects the job as actually performed, and not simply the components of a generic position description.

Extenuating Circumstances. Factors that could not reasonably have been anticipated or avoided in advance of the request for accommodation. When extenuating circumstances are present, the time for processing a request for reasonable accommodation and/or providing the accommodation will be extended as reasonably necessary.

Functional Limitations. The impact a disability has on an individual's ability to perform at home, at work, or in other settings.

Individual with a Disability. An employee or applicant for employment who has (1) a physical or mental impairment which substantially limits one or more of that person's major life activities, (2) has a record of such an impairment, or (3) is regarded as having such an impairment. Current illegal use of drugs and certain sexual and behavioral disorders are excluded from this definition.

Known Disability. A disability which is either obvious or, where it is not obvious, the employee has informed the Agency of the disability.

Major Life Activities. Basic activities that the average person in the general population can perform with little or no difficulty. Includes activities such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

Medical Documentation. Documentation relating to the claimed disability which substantiates that an individual is a qualified individual with a disability and assists in the identification of appropriate, reasonable accommodations. Documentation may include: the nature, severity, and duration of the impairment (i.e., diagnosis and prognosis); a statement of the activity or activities that the impairment limits and the extent to which these activities are limited (i.e., functional limitations); a statement on why the individual requires reasonable accommodation or the particular accommodation requested; a statement on how the accommodation will assist the individual to apply for a job, perform the essential functions of the job, or enjoy a benefit of the workplace; and recommendations regarding appropriate accommodations.

Qualified Individual with a Disability. With respect to employment, an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the position in question without endangering the health or safety of the individual or others and who meets the requisite skill, experience, education, and other job-related requirements of the position.

Reasonable Accommodation. Any change or adjustment to a job or work environment that permits a qualified applicant or employee with disability(ies) to participate in the job application process, to perform the essential functions of a job, or to enjoy benefits and privileges of employment equal to those enjoyed by employees without disabilities. This may include, but shall not be limited to: (1) making, or where appropriate requesting, facilities readily accessible to and usable by individuals with disabilities, and (2) job restructuring, part-time or modified work schedules, telework, acquisition or modification of equipment and devices, appropriate adjustment or modification of examinations, the provision of readers and interpreters, and other similar actions. This does not include purchasing of personal items including, but not limited to, eyeglasses, watches, and hearing aids. A reasonable accommodation is not a lowering of performance or production standards, whether qualitative or quantitative, to enable an individual with a disability to perform an essential function. A reasonable accommodation must be provided to a qualified individual with a disability, unless provision of that accommodation would pose an undue hardship for the Agency. If a particular accommodation would pose an undue hardship, Agency officials must consider whether there are any alternative reasonable accommodations that would not impose an undue hardship.

Reasonable Accommodation Manager. Individual in the DCAA EEO Office who will advise on reasonable accommodation matters and oversees the Agency wide process. This individual will be designated by the Agency Equal Employment Director.

Reassignment. Reassignment is a form of reasonable accommodation that, absent undue hardship, is provided to employees (not applicants) who, because of a disability, can no longer

perform the essential functions of their job, with or without a reasonable accommodation.

Reassignment is a last resort accommodation that must be considered if there are no effective accommodations that would enable the employee to perform the essential functions of his/her current job, or if all other possible accommodations would impose undue hardship.

Reassignments are made only to vacant positions at the same grade level, and to employees who are qualified for the new position. The employee does not have to compete for a reassignment made as a reasonable accommodation.

Substantially Limits. The term substantially limits means: (1) unable to perform a major life activity that the average person in the general population can perform; or (2) significantly restricted as to the condition, manner, or duration under which an individual can perform a particular major life activity as compared to the condition, manner, or duration under which the average person in the general population can perform that same major life activity.

Undue Hardship. An undue hardship means that a specific accommodation would impose significant difficulty or expense on the Agency. Undue hardship refers not only to financial difficulty, but also to reasonable accommodations that are unduly extensive, substantial, or disruptive, or those that would fundamentally alter the nature or operation of DCAA.