



# Defense Logistics Agency **INSTRUCTION**

DLAI 1440.01  
Effective August 7, 2015

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DLA DO

**SUBJECT:** Procedures for Requesting Reasonable Accommodations for Individuals with Disabilities

**References:** Refer to Enclosure 1.

1. **PURPOSE.** This Instruction reissues DLAI 7409 (Reference (a)) to update policy and procedures as required by Executive Order 13164 (Reference (d)). Further, this Instruction supports agency compliance with Title 29 of the Code of Federal Regulations (CFR), Part 1614.203(b) (Reference (e)).
2. **APPLICABILITY.** This Instruction applies to all DLA activities. Any provision in a collective bargaining agreement (CBA) that conflicts with this Instruction will take precedence and shall be enforced for employees covered by the applicable CBA.
3. **DEFINITIONS.** See Glossary.
4. **POLICY.** It is DLA policy to grant qualified applicants and employees with disabilities equal employment opportunity and equal access to all agency programs, processes, and services.
5. **RESPONSIBILITIES.** Refer to Enclosure 2.
6. **PROCEDURES.** Refer to Enclosure 3.
7. **INFORMATION REQUIREMENTS.** There are three reporting forms:
  - a. DLA Form 1887, "Confirmation of Request for Reasonable Accommodation" may be used to request reasonable accommodations.

b. DLA Form 1887-2, “Reasonable Accommodation Information Reporting Form.”

c. DLA Form 1887-1, “Denial of a Reasonable Accommodation.”

d. These forms are available on the DLA Forms Management Program website at <http://www.dla.mil/officialforms/Pages/default.aspx>.

8. INTERNAL CONTROLS.

a. DLA Headquarters Office of Equal Employment Opportunity (EEO) and Diversity (DO) may audit Agency Reasonable Accommodation files to ensure requests are processed in compliance with federal law.

b. Primary Level Field Activities (PLFAs) may develop Standard Operating Procedures (SOP) to support local operations; however, the SOP must align with this Instruction and require DLA DO approval.

c. DLA DO will update this Instruction, as necessary.

9. RELEASEABILITY. UNLIMITED. This Instruction is approved for public release and is available on the Internet from the DLA Issuances Internet Website. This Instruction will be provided in alternative formats when requested from the Disability Program Coordinator (DPC) by, or on behalf of, any DLA employee.

10. EFFECTIVE DATE. This Instruction:

a. Is effective on August 7, 2015.

b. Must be reissued, cancelled, or certified current within 5 years of its publication in accordance with DLAI 5025.01, DLA Issuance Program. If not, it will expire effective August 7, 2025 and be removed from the DLA Issuances Website.

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## ENCLOSURE 1: REFERENCES

- (a) DLAI 7409, Procedures for Requesting Reasonable Accommodations for Individuals with Disabilities, 2009 (hereby cancelled)
- (b) Rehabilitation Act of 1973, as amended
- (c) Americans with Disabilities Act Amendments Act of 2008 (ADAA)
- (d) Executive Order 13164, dated July 26, 2000
- (e) Title 29, CFR, Part 1614.203(b): Federal Sector Equal Employment Opportunity
- (f) Title 29, CFR, Part 1630: Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act (ADA)
- (g) Privacy Act of 1974, as amended
- (h) Architectural Barriers Act of 1968, as amended in 42 U.S.C. §§ 4151 et.seq.
- (i) Executive Order 13347: Emergency Preparedness for People with Disabilities, dated July 26, 2004
- (j) DLA Records Disposition Schedule, current edition

ENCLOSURE 2

RESPONSIBILITIES

1. DIRECTOR, DEFENSE LOGISTICS AGENCY. The DLA Director must:

- a. Ensure non-discrimination in all areas of DLA programs, processes, and services.
- b. Allocate sufficient resources in support of DLA Equal Employment Opportunity and Diversity Programs.

2. DIRECTOR, DLA HEADQUARTERS OFFICE OF EQUAL EMPLOYMENT OPPORTUNITY AND DIVERSITY (DO), UNDER THE AUTHORITY, DIRECTION, AND CONTROL OF THE DIRECTOR, DLA. The DO must:

- a. Ensure agency-wide compliance with federal laws, regulations, executive orders and guidance related to equal employment opportunity (EEO), including Reasonable Accommodation and the employment of persons with disabilities.
- b. Allocate sufficient resources to provide corporate-level program support.
- c. Appoint a full-time Disability Program Manager (DPM).
- d. Ensure agency-wide compliance with federal requirements, identify and address barriers to the employment of persons with disabilities, and improve the effectiveness of the DLA Reasonable Accommodation Program.
- e. Actively monitor program effectiveness; audit case files and conduct a comprehensive annual review of the Reasonable Accommodations Program, and develop a consolidated year-end Reasonable Accommodation report.
- f. Provide technical assistance to local Equal Employment Managers (EEMs) and Disability Program Coordinators (DPCs).
- g. Train EEO practitioners and the DLA workforce on agency Reasonable Accommodation procedures.

3. DIRECTOR, DLA INFORMATION OPERATIONS (J6). The J6 must:

- a. Appoint a Section 508 Coordinator to ensure agency compliance with the Rehabilitation Act. The primary duty of the Section 508 Coordinator will be to ensure DLA's Information Technology systems are useable by all employees, regardless of any disabilities.
- b. Participate in the Reasonable Accommodation process by conducting a technology review and providing written advice in support of all requests involving assistive technology

and/or agency computer systems. (See Appendix 3 to Enclosure 3 – Requesting Information Technology Review in Support of a Reasonable Accommodation.)

4. DLA HQ AND PLFA DIRECTORS/COMMANDERS. The DLA HQ and PLFA Directors/Commanders must:

a. Demonstrate and convey a commitment to providing Reasonable Accommodation for eligible persons with disabilities, and ensure equal opportunity in all agency programs, employment practices, and services.

b. Allocate sufficient resources to support the Reasonable Accommodation Program efforts.

5. DLA HQ/PLFA EQUAL EMPLOYMENT MANAGERS (EEMs). The HQ/PLFA EEMs must:

a. Administer daily operations of the agency EEO programs, including the Reasonable Accommodation process at the respective site and/or facilities.

b. Work collaboratively with the DLA DO to ensure agency-wide compliance with Federal requirements, identify and address barriers to the employment of persons with disabilities, and improve the efficiency of the DLA Reasonable Accommodation Process.

c. Educate managers, supervisors, and employees about Federal requirements, and the DLA Reasonable Accommodation Program.

d. Provide DLA DO with quarterly Reasonable Accommodation activity and status reports.

e. Engage appropriate agency stakeholders (human resources, medical personnel, installation support, general counsel, information operations, etc.) in the Reasonable Accommodation process.

6. DISABILITY PROGRAM COORDINATOR (DPC). The DPC must:

a. Under the authority, direction, and control of the PLFA EEM manage all facets of the Reasonable Accommodation process for the respective site.

b. Help managers, supervisors, applicants, human resources (HR) staff and employees identify accommodation options.

c. Call upon and coordinate with other DLA staff, such as J6 or Installation Services, in order to review the employee's need, and determine the best solution.

d. Gather and maintain medical documentation in support of reasonable accommodation requests and make recommendations to the decision-maker regarding accommodations. (See Appendix 6 to Enclosure 3 – Authorization and Informed Consent for Disclosure of Health

Information.) Refer requests that fall outside the authority of the EEO and Diversity mission such as parking, facilities, etc. to the appropriate official.

e. Educate the workforce about the agency Reasonable Accommodation process and train managers, supervisors, and union representatives.

f. Maintain comprehensive reasonable accommodation files that include medical information in secured confidential files. (See Appendix 1 to Enclosure 3 – Reasonable Accommodation Request File Management.)

g. Attend annual training to maintain subject matter expertise.

7. DIRECTOR, DLA HUMAN RESOURCES (J1). The J1 must:

a. Show commitment to ensuring equal opportunity, and specifically support the DLA Reasonable Accommodation process for applicants and employees, agency-wide.

b. Ensure that DLA Human Resource Services and DLA Training develop and implement an effective process to support the Reasonable Accommodation efforts. (See Appendix 4 to Enclosure 3 – Requesting Reasonable Accommodation for Scheduled Training Events.)

8. HUMAN RESOURCE SERVICES CUSTOMER ACCOUNT MANAGERS AND EMPLOYEE RELATIONS MANAGEMENT SPECIALISTS. The Human Resource Services Customer Account Managers and Employee Relations Specialists must:

a. Participate in the DLA Reasonable Accommodation process at the PLFA, as appropriate.

b. Work closely with the DPC to respond to applicant request for accommodation during the recruitment, application and pre-employment phase.

c. In Reasonable Accommodation cases involving reassignments, search for vacant DLA positions for which the employee is qualified. (See Appendix 5 to Enclosure 3 – Reassignment as a Reasonable Accommodation.)

9. DLA GENERAL COUNSEL (DG): The DG must conduct legal sufficiency review of all Reasonable Accommodation denials.

10. DECISION-MAKER (DM).

a. In the case of DLA employees who request Reasonable Accommodation, the first line supervisor or his/her designee serves as the decision-maker (DM) and approves or denies employee's request for Reasonable Accommodation.

b. In the case of applicants for employment who request Reasonable Accommodation, the appointed Human Resources (HR) representative will work with the DPC to consider and grant or deny applicant's request for Reasonable Accommodation.

c. The DM must consult with the DPC upon receipt of a Reasonable Accommodation request. The DPC will coordinate with other DLA staff, such as J6, HR or Installation Services, in order to review the employee's need, and determine the best solution.

d. In the case where a denial of accommodation is being considered, the DM will engage DG and HR.

11. DLA EMPLOYEE: The DLA employee must:

a. Request Reasonable Accommodations from his/her immediate supervisor, another supervisor or manager in his/her chain of command, or the DPC.

b. Collaborate with his/her DM and DPC to identify reasonable accommodations that would enable him/her to perform the essential functions of his/her job, enable him/her to participate in DLA activities, and/or enjoy the benefits and privileges of DLA employment.

c. Provide information from his/her health care professional, if requested.

12. APPLICANT:

a. Applicants with disabilities (including targeted disabilities) or their representative shall request a Reasonable Accommodation by contacting the point of contact identified in the position vacancy, the DPC, or any Human Resources Office representative.

b. Applicants with targeted disabilities shall comply with instructions on Job Vacancy Announcements and provide documentation needed for eligibility under Schedule A (5 CFR 213.3102(u) - Appointment of Persons with Intellectual Disabilities, Severe Physical Disabilities, or Psychiatric Disabilities), as appropriate.

c. The Applicant shall provide information from his/her health care professional, if requested.

ENCLOSURE 3

PROCEDURES

1. INITIATING A REQUEST FOR REASONABLE ACCOMMODATION

a. DLA Employees

(1) Request a Reasonable Accommodation, orally or in writing, from his/her immediate supervisor, another supervisor, or manager in his/her chain of command, or the DPC.

(2) Complete a Reasonable Accommodation Request form (DLA Form 1887) in support of agency record keeping efforts.

(3) Employee is not required to fill out a DLA Form 1887 or use words such as “Reasonable Accommodation,” “disability,” or “Rehabilitation Act” in the request. An employee may request a Reasonable Accommodation whenever he/she chooses, even if he/she has not previously disclosed the existence of a disability.

(4) An individual representing the employee (with their approval) may request a Reasonable Accommodation on behalf of the employee.

b. Applicants

(1) Requests for Reasonable Accommodation can be made, orally or in writing, by contacting the point of contact identified in the Job Opportunity Announcement, the DPC, or any Human Resources Office Representative with whom the applicant has had contact.

(2) Applicant is not required to fill out a DLA Form 1887 or use words such as “Reasonable Accommodation,” “disability,” or “Rehabilitation Act” in the request. An applicant may request a Reasonable Accommodation whenever he/she chooses, even if he/she has not previously disclosed the existence of a disability.

(3) An individual representing the applicant (with their approval) may request a Reasonable Accommodation on behalf of the applicant.

2. DOCUMENTING THE REQUEST

a. DLA employees. The DM should acknowledge receipt of a request for accommodation, in writing, via email, memorandum or letter, to the employee within five (5) workdays of receipt and forward a copy of the acknowledgement to the DPC. This acknowledgement should be sent even if the applicant/employee did not document his/her request in writing or on DLA Form 1887.

b. Applicants. Upon receipt of request for accommodation by an applicant, the HR Specialist will complete DLA Form 1887 and should forward it to the DPC within five (5) work days of receipt of request.

### 3. INTERACTIVE PROCESS

a. The process should begin within five (5) workdays of the request. The interactive process is the communication between the DM, DPC, and the employee or applicant that is intended to be interactive and ongoing. The DM and DPC will explain the reasonable accommodation process to the employee. During the process, an individualized assessment will be conducted to review the employee's functional limitations and identify all possible accommodations. The DM, in consultation with the DPC, will determine how best to respond to the employee's request.

b. Communication and cooperation are important and should be documented. Especially when a specific limitation, problem, or barrier is unclear or when the disability or an effective accommodation is not obvious.

### 4. MEDICAL DOCUMENTATION

a. If an applicant or employee's disability and/or need for accommodation are not obvious or already known, DLA (specifically the DPC) may request medical documentation showing that the requestor has a covered disability that requires accommodation. A disability is obvious or already known when it is clearly visible or the individual previously provided medical information showing that the condition met the Rehabilitation Act definition. It is the responsibility of the applicant/employee to provide appropriate medical information requested by DLA where the disability and/or need for accommodation are not obvious or already known. The DPC may give the individual a list of questions to give to the health care professional. Requests for medical documentation are limited to:

(1) Past, present, and future nature, severity, and duration of the impairment. For example, functional limitations, symptoms, side effects of treatments;

(2) Major life activities the impairment limits;

(3) Severity of the limitation(s) and;

(4) Why the individual requires an accommodation and how the accommodation would assist them to apply for a job, perform the essential functions of the job, or enjoy a benefit or privilege of the workplace (whichever is appropriate).

b. Normally, the DPC may determine whether medical documentation is needed and, if so, may request such documentation from the requestor and/or the appropriate health care professional. Even if medical documentation is needed to process a request, the DPC does not necessarily have to request medical documentation from a health care professional; in some instances the requestor may be able to provide sufficient information that can substantiate the

existence of a disability and/or need for a reasonable accommodation. If an individual has already submitted medical documentation in connection with a previous request for accommodation, the individual should immediately inform the DPC of this fact. The DPC will then determine whether additional medical documentation is needed to process the current request.

c. If the initial documentation provided by the health professional or volunteered by the requestor is insufficient to enable the DPC to determine whether the individual has a “disability” and/or that an accommodation is needed, the DPC will explain what additional information is needed.

d. If sufficient medical documentation is not provided by the individual requesting the accommodation after several attempts, the DPC may ask the requestor to sign a limited release permitting the DPC to contact the health care professional for additional information. The DPC may have the medical information reviewed by a doctor of the agency’s choosing, at the agency’s expense.

e. A temporary or interim workplace modification may be considered pending the receipt of medical documentation. If medical documentation is not received within 45 days, the requestor will be notified that the processing of the reasonable accommodation request will cease, the interim workplace modification will be discontinued, and the case closed.

## 5. TEMPORARY WORKPLACE MODIFICATION

a. In the case of a delay in providing an approved accommodation, the DM must investigate whether to employ temporary measures to assist the employee. This could mean providing an alternate accommodation on a temporary basis. In addition, the DM may provide a workplace adjustment that is not considered a reasonable accommodation (for example, temporary removal of an essential function) if it does not interfere with the operations of the Agency and the employee is clearly informed it is only temporary.

b. If the delay is attributable to obtaining or evaluating medical documentation, and DLA has not determined that the individual is entitled to an accommodation, the Agency may provide a temporary workplace adjustment. In such a case, the DM will notify the individual in writing that DLA is providing the modification on a temporary basis pending a decision on the request.

c. DM’s should clearly document the terms of temporary adjustments.

## 6. EXPEDITED PROCESSING. In certain circumstances, a request for Reasonable Accommodation may require a more an expeditious decision. For example:

a. An applicant for a job. There may be a need to expedite a decision on a request for Reasonable Accommodation to ensure that an applicant with a disability has an equal opportunity to apply for a job. Accordingly, the HR Specialist must work with the DPC to make a decision quickly, and, if appropriate, provide a Reasonable Accommodation.

b. A recurring accommodation for a deaf employee attending a scheduled meeting. An employee may need a sign language interpreter for a meeting. (See Appendix 2 of this enclosure for scheduling sign language interpreters.)

## 7. EVALUATING AND GRANTING A REASONABLE ACCOMMODATION

a. The DM and DPC shall review the employee's request for Reasonable Accommodation and research accommodations options. The DM and DPC will engage the employee to identify an effective accommodation.

b. In a case where the request involves assistive technology or non-standard equipment/systems such as fax machines, printers, large monitors, the DPC will forward a request for review to the J6 Chief Technology Office at [ChiefTechnologyOfficer@dla.mil](mailto:ChiefTechnologyOfficer@dla.mil). The J6 CTO will oversee a technical review of the request and provide a written response identifying a technical solution to the DPC. In this role, the J6 CTO is not serving as the DM, but is responsible for identifying the best technical solution. (See Appendix 3 of this enclosure for requesting Information Technology (IT) review in support of a reasonable accommodation.)

c. In cases where it is determined that no Reasonable Accommodation is available that will allow an employee to perform the essential functions of the job, a reassignment to another position for which the employees is qualified, at equal or lower grade must be considered.

d. DLA is required to provide an effective accommodation, however, it does not have to be the exact accommodation requested by the applicant or employee.

e. When an accommodation is approved, the decision-maker should notify the employee, in writing, complete the DLA 1887-2 form within 10 workdays of the decision and forward it to the local DPC.

f. When an accommodation is approved for an applicant, the HR Specialist, with the assistance of the DPC, prepares a written decision and should notify the applicant, within 5 workdays of the decision.

8. DENIAL OF REASONABLE ACCOMODATION REQUEST. The DM, after consultation with the DPC and DG, may deny an accommodation request:

a. Denial of Employee Request. Once the DM makes a decision, he/she should notify the employee of the denial, using DLA Form 1887-1 within three (3) workdays of the decision. The DM should provide a copy of the denial form to the DPC.

b. Denial of Applicant Request. The HR Specialist should notify the applicant of the denial, using DLA Form 1887-1 within five (5) workdays of the initial request. The HR Specialist should provide a copy of the denial form to the DPC.

9. RECONSIDERATION OF A DENIAL. Employees/Applicants may request reconsideration of a DM's denial of reasonable accommodation at any time by:

a. Initiating a request for reconsideration, in writing, to the DM. If it is again denied, the employee may elevate the request to the DM's supervisor.

b. The DM should acknowledge receipt of the request within three (3) workdays.

c. The DM should review documentation, engage all parties (including DG, HR Specialist, and DPC), and should issue a decision within ten (10) workdays.

d. Pursuing reconsideration will not affect the time limits for initiating an EEO complaint in accordance with 29 C.F.R. § 1614.105. If an applicant or employee is dissatisfied with the outcome of the reconsideration decision, the individual may file an EEO complaint in accordance with 29 C.F.R. § 1614.105 or union grievance, as appropriate. If an individual chooses to file an EEO complaint, he or she must contact a DLA EEO Counselor within **forty-five (45) calendar days** from the date of receipt of the written notice of denial (initial or reconsideration). Failure to file a timely EEO complaint may result in a loss of rights to participate in the EEO complaint process.

#### 10. RE-EVALUATION OF PREVIOUSLY GRANTED REASONABLE ACCOMMODATION

The re-evaluation process is intended to allow the agency to ensure that a previously granted accommodation is effective, still appropriate, and not causing an undue burden to the overall operation of the agency and operating components. The DPC is responsible for facilitating re-evaluations of previously granted accommodations. Re-evaluations, whether requested by the employee, the DPC, or another management official, will follow the policy and procedures set forth within this DLA Instruction for requesting reasonable accommodation. In cases where managers or supervisors are requesting a re-evaluation of an employee's accommodation, the employee should be notified, in writing, within ten (10) workdays of the request for re-evaluation. Possible reasons a re-evaluation of a previously granted accommodation may occur are:

- (1) a change in the work environment;
- (2) a change in business systems, operations, and mission;
- (3) a change in the essential function of the position held;
- (4) a change in the employee's medical condition;
- (5) new IT technology and/or device that can meet the need.

#### 11. CONFIDENTIALITY AND DISCLOSURE

a. DLA must keep medical information obtained in connection with the Reasonable Accommodation process confidential. All medical information that DLA obtains in connection with a request for Reasonable Accommodation must be kept in a secure file separate from an individual's personnel file. Any DLA employee who obtains or receives this information is strictly bound by confidentiality requirements.

b. Individuals who have access to information necessary to make a decision about whether to grant a request for accommodation may not disclose the information, except as follows:

(1) In the event of medical emergency, individuals may inform first aid and safety personnel of an employee's disability if it impacts emergency treatment;

(2) DLA and other government officials may be given information necessary to investigate DLA's compliance with the Rehabilitation Act;

(3) The information may be disclosed to workers' compensation and disability retirement offices, and Department EEO officials to maintain records and evaluate and report DLA's performance in processing Reasonable Accommodation requests;

(4) The DG will be given medical information to provide legal advice to DPC's and management officials on Reasonable Accommodation requests and associated questions. Medical information will also be given to DG to defend DLA in legal proceedings.

c. The DPC should inform the DM and all parties involved in the accommodation process about confidentiality requirements.

d. Individuals who receive medical information or Reasonable Accommodation information must not share this information with co-workers or other employees. Supervisors can respond to inquiries by curious employees about another employee by explaining that many workplace issues confronted by employees are personal and it is DLA's policy to respect employee privacy.

## 12. TRACKING AND MONITORING

a. DPCs are responsible for retaining the records of individuals who requested Reasonable Accommodation for the duration of an employee's time at DLA. Records include documentation of the individual's disability or need for Reasonable Accommodation as well as information about the disposition of that individual's accommodation request. If an individual transfers to another organization within DLA, the record(s) should go to the DPC in the new organization. Destroy these records three (3) years after the individual separates from DLA, in accordance with the DLA Records Disposition Schedule.

b. DPCs are responsible for tracking all Reasonable Accommodation requests and maintaining associated records.

c. EEM's or designee will submit quarterly reports to HQ DLA. The reports will include the following:

(1) The number of accommodations, by type, that have been requested for the application process and whether those requests have been granted, or denied;

(2) The cost of any accommodations funded by the facility or staff offices or whether the costs were funded by the DoD Computer Accommodation Electronics Program (CAP);

(3) The jobs (occupational series, grade level, and agency component) for which Reasonable Accommodations have been requested;

(4) The number of accommodations that have been approved, and the number of accommodations, by type, that have been denied;

(5) The number of requests for reasonable accommodation, by type that relate to the benefits and privileges of employment, and whether those requests have been granted or denied;

(6) The amount of time it took to process Reasonable Accommodation requests;

(7) The reason for each denial of an accommodation request; and

(8) The sources of technical assistance used to identify possible Reasonable Accommodations.

d. Retain reports for at least three (3) years to track DLA performance and assess whether accommodation requests are being processed adequately.

### 13. DLA-DoD PARTNERSHIP REGARDING THE COMPUTER/ELECTRONIC ACCOMMODATIONS PROGRAM (CAP)

a. DLA has a partnership agreement with DoD CAP that provides assistive technology for Federal employees and individuals with disabilities participating in the Workforce Recruitment Program. This includes individuals who are blind, have low vision, are deaf, hard of hearing, or have dexterity, communication, cognitive, or learning disabilities. CAP covers the cost of installation, integration, and training on assistive technology. CAP does not cover office furniture, lighting, sign language interpreters, readers, or other non-IT related accommodations.

b. Responsibility to accommodate DLA employees and applicants rests with DLA, not the CAP office. The CAP is simply a way to obtain approved accommodations. However, if CAP cannot provide the approved accommodation, then DLA is responsible for budgeting and funding approved accommodations.

c. The DPC having oversight of the approved accommodation will be the Point of Contact for DLA when dealing with CAP. The DPC will call upon and coordinate with other DLA staff, such as J6 or Installation Support, in order to work through technical issues associated with assistive technology and to ensure it will work in the DLA environment. Individuals and supervisors are not authorized to negotiate with CAP to obtain assistive technology without going through their DPC and the reasonable accommodation process.

## APPENDIX 1

### REASONABLE ACCOMMODATION REQUEST FILE MANAGEMENT

At a minimum, all DLA Reasonable Accommodation files maintained by the DPC should include:

- The initial date of request for accommodation, whether received verbally or in writing;
- The date the request for reasonable accommodation was acknowledged by the decision-maker;
- Clear, documented evidence of engagement in an interactive process to include a communication log highlighting dates, times, and details of telephone calls and related meetings; copies of email correspondence between the employee or applicant and the decision-maker or Disability Program Coordinator; and the RA decision(s);
- A list of all accommodations options considered (i.e. assistive technology, products, services) as well as copies of research conducted regarding the disability and related functional limitations; and accommodation options;
- The names, position/title and contact information for all DLA partners, stakeholders engaged during the interactive Reasonable Accommodation process (i.e. Human Resources, Information Operations; Facilities);
- If software or Information Technology (IT) equipment was requested as an accommodation, the DPC's will coordinate with J6 to determine the best technical solution to meet the needs outlined by the request;
- Evidence of procurement of equipment or assistive technology made through the DoD Computer Accommodations Electronics Program (CAP) or outside vendor;
- If medical documentation was necessary, a dated copy of all correspondence requesting medical documentation;
- Medical documentation, if acquired;
- The date a response was issued to the employee or applicant, and a copy of the response issued.

## APPENDIX 2

### SIGN LANGUAGE INTERPRETING SERVICES

1. VIDEO REMOTE INTERPRETING (VRI) SERVICES. VRI services may be available to all deaf employees and supervisors across DLA. VRI allows a deaf employee or supervisor to use a mobile computing device to contact a VRI service via the internet, and have interpretive services available anytime, anywhere, to conduct normal business.

2. INTERPRETER SERVICES. An individual/office scheduling an event requiring services (for example staff meeting, training, office function, etc.) should request interpreter services; however, any employee may submit a request, by contacting a PLFA DPC or the local EEO Office. Interpreter services should be requested immediately upon confirmation of date and time of meeting and/or activity. Failure to do so may result in the inability to participate or the rescheduling of the activity/meeting. Interpreting for official DLA business takes priority over interpreting for non-official matters.

Utilize certified professional sign language interpreters wherever available within the activity's area or region. However, if none are available, a qualified non-certified sign language interpreter may be used as long as the accommodation or communication is effective. If the interpreter was ineffective, find a replacement for future events. An employee who knows sign language or who is taking a sign language class is not an acceptable substitute for a DLA staff or contracted sign language interpreter.

3. WORK EVENTS OUTSIDE THE WORKPLACE. DLA will provide an interpreter for a deaf or hard-of-hearing employee, who, as part of his/her job, attends a meeting or event outside of the workplace if the meeting or event is sponsored by DLA. If an outside organization or vendor is sponsoring a conference or training program, DLA will engage to ensure that the sponsoring organization or vendor shows commitment to accommodating persons with disabilities in compliance with federal statutes and regulations.

4. INTERPRETING PHONE CALLS. Employees who are deaf or hard of hearing should schedule an interpreter when services are needed to interpret business-related phone calls.

### APPENDIX 3

#### REQUESTING INFORMATION TECHNOLOGY (IT) REVIEW IN SUPPORT OF A REASONABLE ACCOMMODATION

The DPC will request J6 conduct an IT review in support of the reasonable accommodation process in cases where Reasonable Accommodation request involves assistive technology.

The DPC will send the request for IT review to the J6 Chief Technology Officer (CTO) at [ChiefTechnologyOfficer@dla.mil](mailto:ChiefTechnologyOfficer@dla.mil). The CTO will review and identify an IT solution.

Reasonable Accommodations that involve IT software, equipment, and/or resources will be reviewed annually. The intent of this review is to reassess the employee's needs against new technologies and capabilities that may have not been available when the original request was submitted, but now offer a better solution.

The CTO will coordinate with the CAP office to identify any new IT equipment or capabilities they offer, and assess if and how they can be integrated into the approved DLA accommodation solutions. The CTO will also identify when these or other new IT technologies should be used to replace existing solutions provided to employees.

## APPENDIX 4

### REQUESTING REASONABLE ACCOMMODATION FOR SCHEDULED TRAINING EVENTS

Arrangement of Reasonable Accommodation for training events is a coordinated effort between training coordinators, employees, supervisors, and DLA Training. This will ensure selected training facilities are accessible to employees with disabilities and do not discriminate in the admission or treatment of attendees.

Employees requiring Reasonable Accommodation during a scheduled training event are required to request the Reasonable Accommodation in advance of the event. Initiation of the request with Disability Program Coordinators (DPC) is the responsibility of the employee/supervisor and training coordinator within the organization.

To assist the agency in identifying Reasonable Accommodation requests, DLA employees are required to annotate a "Y (Yes) or N" (No) in Block 11 of the SF-182 "Authorization, Agreement and Certification of Training" if Special Accommodation is needed. This is a mandatory field in the electronic and hardcopy SF-182.

Training coordinators are responsible for checking with the students/attendees within their organizations to determine if there are any accommodations necessary and coordinate the need for accommodation with their local EEO offices and the DLA Training Forward Presence.

Commanders and Directors of DLA organizations or their respective EEO offices will budget for expenses to make training accessible to employees with disabilities, to include providing interpreters for hearing-impaired employees, readers for visually impaired, and/or other suitable adaptive devices.

In support, DLA Human Resource Services, DLA Training will:

Ensure that training/course announcements include a statement advising employees requiring accommodations to contact their local training coordinators upon enrollment of the training course/event. A questionnaire will also be included with specific guidance for the employee to complete and return to their local training coordinator and DPC.

DLA Training Forward Presence will monitor Block 11 of the SF-182s.

- If Block 11 of the SF-182 is annotated with a "Y" (Yes) for needing special accommodations, the employee will receive a questionnaire for completion and forwarding to the EEO DPC for assistance. DLA Training Forward Presence will perform two follow-ups with employee two (2) weeks prior to training start date to ensure arrangements have been made for their special accommodations. DLA Training Forward Presence will confirm the SF 182 for offsite courses will be provided by the vendor.
- If Block 11 on the hard copy SF-182 is not annotated with a Y or N, DLA Training Forward Presence will return the hardcopy SF-182 to the organization for the employee to complete.

- If Block 11 on the electronic/LMS SF-182 is not annotated with a Y or N, the LMS will not allow further processing of the form for approval.

## APPENDIX 5

### REASSIGNMENT AS A REASONABLE ACCOMMODATION

Role and responsibilities of the HR/Personnel Specialist in the Reasonable Accommodation reassignment process:

- Review employee resume and provide the DPC a list of all the vacant positions across DLA for which the employee is minimally qualified;
- Prepare a written, tentative offer to the employee for the vacant position;
- Provide the DPC documentation of the employee's acceptance or declination of the offer.

## APPENDIX 6

### AUTHORIZATION AND INFORMED CONSENT FOR DISCLOSURE OF HEALTH INFORMATION

#### **PRIVACY ACT STATEMENT FOR MEDICAL ACCOMMODATION REQUESTS**

This statement is needed to comply with the provisions of the Privacy Act of 1974 (PL 93-579), as codified at 5 U.S.C. 552a, which requires Federal agencies to inform individuals who are asked to furnish information about themselves as to certain facts regarding the information requested.

**AUTHORITY.** DLA's Reasonable Accommodation Process is authorized by the Rehabilitation Act of 1973.

**PRINCIPAL PURPOSE.** DLA needs the information on the attached forms to establish your rights under the reasonable accommodation process and to process your request for accommodations.

**ROUTINE USES.** The information may be disclosed to only the appropriate agency officials processing or otherwise responding to the request for reasonable accommodation and/or decisions related to such request; an appropriate government agency, domestic or foreign, for law enforcement purposes; where pertinent, in a legal proceeding to which DLA is a party or has an interest; to a government agency in order to obtain information relevant to DLA decision(s) concerning reasonable accommodation; to a congressional office in order to obtain information relevant to DLA decision(s) concerning reasonable accommodation; to an expert, consultant or other person under contract with the DLA to fulfill an agency function; to an investigator, administrative judge or complaints examiner appointed for the investigation of a formal EEO complaint under 29 CFR 1614; to the Merit Systems Protection Board or Office of Special Counsel for proceedings or investigations involving personnel practices and other matters within their jurisdiction; to a labor organization as required by the Federal Labor Management Relations Act; to the Office of Personnel Management in making determinations related to disability retirement and benefit entitlement; to officials of the Office of Workers' Compensation Programs; to the Defense Logistics Agency; to an employee's private treating physician and to medical personnel retained by the DLA to provide medical services in connection with an employee's health or physical condition related to employment; and to the Occupational Safety and Health officials when needed to perform their duties.

**MANDATORY OR VOLUNTARY DISCLOSURE.** The information you provide is voluntary. DLA will protect the information in accordance with the policies, procedures, and safeguards adopted under the Privacy Act. If you do not fill in the forms completely there will be no adverse consequences to you; however, it could limit action that could have been taken to respond to your request.

## GLOSSARY

### PART I. ABBREVIATIONS AND ACRONYMS

ADA	Americans with Disabilities Act
ADAAA	Americans with Disabilities Act Amendments Act of 2008
CAP	Computer/Electronic Accommodations Program
CFR	Code of Federal Regulations
DG	Office of General Counsel
DLA	Defense Logistics Agency
DO	Equal Employment Opportunity and Diversity Office
DoD	Department of Defense
DM	Decision-Maker
DPC	Disability Program Coordinator
EEO	Equal Employment Opportunity
HQ	Headquarters
HRMO	Human Resources Management Official
IT	Information Technology
PLFA	Primary Level Field Activity
SOP	Standard Operating Procedure
U.S.C.	United States Code

## PART II. DEFINITIONS

Assistive Technology. Electronic equipment, software programs, or electronic systems manufactured to improve the functional capabilities of individuals with disabilities. Examples include Tandberg's, voice activated software, screen reading software, text telephones, keyboards, etc.

CAP. A DoD centrally funded reasonable accommodation's program that provides assistive technology and services to people with disabilities, federal managers, supervisors, and Information Technology professionals. CAP's mission is to ensure that people with disabilities and wounded Service members have equal access to the information environment and opportunities in the Department of Defense (DoD) and throughout the Federal government.

Individual with a Disability. An individual who has (1) a mental or physical impairment that substantially limits one or more major life activities; (2) a record of such impairment; or (3) is regarded as having such impairment. Individuals who are solely regarded as having a disability are not entitled to reasonable accommodation. 42 USC 12102(1).

Physical or Mental Impairment. Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculoskeletal, special sense organs, cardiovascular, reproductive, digestive, respiratory, genitourinary, hemic and lymphatic, skin and endocrine; or any mental or psychological disorder such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities. 29 CFR 1630.2(h).

"Qualified" Individual with a Disability. An individual who satisfies the requisite skill, experience, education, and other job-related requirements of the position and who with or without reasonable accommodation can perform the essential functions of the position. 29 CFR 1630.2(m).

Reasonable Accommodation. A change in the work environment or the way things are customarily done that would enable an individual with a disability to enjoy equal employment opportunities. Examples include:

Modifications or adjustments to the application process to permit an individual with a disability to be considered for a job (such as providing application forms in alternative formats, e.g., large print, Braille);

Modifications or adjustments necessary to enable a qualified individual with a disability to perform the essential functions of the job, e.g., providing a sign language interpreter;

Modifications or adjustments to enable individuals with disabilities to enjoy equal benefits and privileges of employment, e.g., removing physical barriers in buildings. 29 CFR 1630.2(o) (1).