



## DIA INSTRUCTION 1020.001

### REASONABLE ACCOMMODATION PROGRAM

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<b>Office of Primary Responsibility:</b>	Equal Opportunity Office
<b>Effective Date:</b>	September 7, 2022
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<b>Releasability:</b>	Cleared for NIPRNET, SIPRNET, JWICS.
<b>Incorporates and Cancels:</b>	DIA Instruction 1020.002, "Reasonable Accommodations of Qualified Individuals with Disabilities," May 19, 2015
<b>Approved by:</b>	Sharon Y. Harrington Staples Chief, Equal Opportunity Office
<b>Enclosures:</b>	1 - Definitions; 2 - References; 3 - Revision Log

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**Purpose:** Establishes procedures and defines responsibilities for the Agency's Reasonable Accommodation Program in accordance with (IAW) higher guidance.

#### Applicability:

Applies to DIA civilian employees, to include DIA civilians at combatant commands, applicants for employment, and all qualified individuals with a disability (to include the pre-deployment, deployment, and temporary duty process) that support DIA roles and missions (hereafter referred to as "individual").

Applies to contract employees whereby government contract firms work through corresponding Contracting Officer Representatives (CORs) to ensure employees requiring reasonable accommodations can perform contracted statements of work (see Section 2.14).

Does not apply to military service members. Military Service Members should follow the guidance outlined by their respective Military Service policies and direct any questions to DIA's Military Equal Opportunity Officer.

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## 1. Overview

A reasonable accommodation is a change or adjustment to a job, work environment, or in the way things are customarily done to permit a qualified individual with a disability to participate in the application process, perform essential functions of a job, and enjoy the benefits and privileges of the workplace afforded to all.

There are three categories of reasonable accommodations:

- (1) Modifications or adjustments to a job application process to permit an individual with a disability to be considered for a job (such as providing application forms in alternative formats like large print or Braille);
- (2) Modifications or adjustments necessary to enable a qualified individual with a disability to perform the essential functions of the job (such as providing sign language interpreters or reassignment); and
- (3) Modifications or adjustments that enable individuals with disabilities to enjoy the benefits and privileges of the workplace afforded to all individuals (such as removing physical barriers in an office or a cafeteria).

Section 501 of the Rehabilitation Act of 1973 requires federal agencies to provide reasonable accommodation for qualified individuals or applicants with disabilities. DIA is committed to providing reasonable accommodations to individuals with disabilities to ensure they enjoy equal access to all employment opportunities. This guidance and all forms applicable to the reasonable accommodation process are available in written and alternative formats accessible to individuals with disabilities (see Section 12.1. to request additional formats for DIA's accommodation procedures).

DIA manages and administers a formal reasonable accommodation program that responds to the needs of individuals with disabilities. Individuals submitting a reasonable accommodation request are not required to include special words, such as "reasonable accommodation," "disability," or "Rehabilitation Act" in their request, but are required to submit their request to the Equal Opportunity Office (EO) to be formally addressed by DIA. Requests are communications in which an individual asks or states a need for DIA to provide or modify working conditions because of an approved disability IAW the Americans with Disabilities Act (ADA). An individual does not have to specify a particular accommodation, though it is helpful to suggest one. It is sufficient for the individual requesting the accommodation to state that some sort of change or assistance is required.

While there are some things that are not considered reasonable accommodations (e.g., removal of an essential job function or provision of personal use items such as a hearing aid that is needed on and off the job), reasonable accommodations can enable an individual to apply for a job, perform a job, or have equal access to the workplace and individual benefits, including office common areas, parking lots, office events, travel, and training. The below table highlights, but is not limited to, possible accommodations DIA may be able to offer an individual with a disability:

Common Types of Reasonable Accommodations	
Modifying work schedules or supervisory methods	Equipment or specially designed furniture
Altering how or when job duties are performed	Providing a reader or other staff assistant to enable individuals to perform their job functions
Removing and/or substituting a marginal function	Removing an architectural barrier, including reconfiguring workspaces
Moving to a different office space	Providing accessible parking if the agency provides on-site parking
Telework	Providing materials in alternative formats (e.g., Braille, large print)
Making changes in workplace policies (e.g., granting breaks or providing leave)	Providing a reassignment to another job
Providing assistive technology, including information technology and communications	Providing Personal Assistance Services (PAS)

## 2. Roles

### 2.1. Chief, EO:

- 2.1.1. Provides an effective Reasonable Accommodation Program that supports and reflects DIA's commitment to being a model employer of people with disabilities.
- 2.1.2. Oversees the Agency's final decision-making process for all requests for reconsideration of any denial of reasonable accommodation.
- 2.1.3. Ensures adequate funding to secure items necessary to fulfill requests for reasonable accommodations.
- 2.1.4. Periodically reviews the program and issues written reports regarding the status of the Agency's reasonable accommodation procedures, including recommendations for improvement.
- 2.1.5. Disseminates all written reports to Agency senior leaders.

### 2.2. Senior Deciding Official:

- 2.2.1. Collaborates with the DIA Reasonable Accommodation Coordinator (RAC), supervisors, and managers when higher level decisions are necessary.

- 2.2.2. Conducts all reasonable accommodation activities with due regard for personal privacy rights, to include treating medical records confidentially IAW pertinent statutes, regulations, and policies.
- 2.3. Disability Program Manager (DPM):
  - 2.3.1. Advises reasonable accommodation program managers DIA-wide.
  - 2.3.2. Works with applicants with disabilities who need accommodation to apply or interview for a job.
  - 2.3.3. Educates and trains managers, supervisors, and individuals on DIA's reasonable accommodation policy and procedures.
  - 2.3.4. Serves as chair to the Reasonable Accommodation Steering Committee (RASC).
  - 2.3.5. Administers a budget that covers all costs associated with providing DIA civilian employees with reasonable accommodations.
- 2.4. RAC:
  - 2.4.1. Administers the reasonable accommodation program by:
    - 2.4.1.1. Reviewing requests from employees and applicants for completeness.
    - 2.4.1.2. Assessing requests to determine whether the individual meets the definition of a qualified individual with a disability and requires the requested accommodation.
    - 2.4.1.3. Initiating the Interactive Accommodation Process (IAP) with the requesting employee and appropriate officials.
    - 2.4.1.4. Issuing timely decisions granting or denying accommodation requests.
    - 2.4.1.5. Implementing granted accommodations.
  - 2.4.2. Provides technical guidance, written information, and documentation to managers and supervisors to make effective reasonable accommodation decisions in compliance with applicable laws, regulations, and codes, including those related to workforce deployment procedures.
  - 2.4.3. Compiles and maintains files regarding DIA's reasonable accommodation activity for reporting requirements to the Equal Employment Opportunity Commission (EEOC) and other reporting authorities.
  - 2.4.4. Engages all relevant DIA offices to provide a comprehensive IAP and to ensure compliance with all relevant guidance.
  - 2.4.5. Ensures, to the extent possible, that the IAP is completed within 15 business days of the initial request, to allow the supervisor or management officials to approve or deny a request for reasonable accommodation within 45-calendar days from receipt of the request.

- 2.4.6. Obtains and evaluates documentation supporting an accommodation request (such as medical documentation) when the disability and/or need for accommodation is not obvious; and
- 2.4.7. Works with the employee's supervisor to ensure that any accommodation, if appropriate, meets the individual's disability-related needs, does not entail eliminating essential functions of the position, is feasible, and does not pose an undue hardship.
- 2.4.8. Documents the accommodation decision and distributes to necessary parties.
- 2.5. The Office of the Chief Information Officer (CIO):
  - 2.5.1. Prioritizes Information and Communication Technology (ICT) service requests associated with requests for reasonable accommodations.
  - 2.5.2. Leads DIA efforts to plan, budget, provide resources, and ensure ICT systems are accessible to individuals with disabilities.
  - 2.5.3. Provides expertise in solving ICT problems using software, hardware, and other assistive technology.
  - 2.5.4. Ensures that all ICT is compliant with section 508 standards, IAW Reference (a).
  - 2.5.5. Participates in the deliberations of RASC, as required.
  - 2.5.6. Supports all reasonable accommodation activities with due regard for personal privacy rights, to include treating medical records confidentially IAW pertinent statutes, regulations, and policies.
- 2.6. The Office of General Counsel (OGC) provides advice and guidance to EO staff regarding requests for reasonable accommodations.
- 2.7. The Office of Corporate Communications (OCC) ensures DIA produced multimedia is captioned for individuals with a disability.
- 2.8. The Office of Human Resources (OHR):
  - 2.8.1. Assists EO in ensuring that supervisors and managers have considered all effective accommodations.
  - 2.8.2. Assists coordination with all relevant DIA offices to provide reasonable accommodations to employment applicants.
  - 2.8.3. Ensures applicants with disabilities have knowledge of DIA's commitment to providing reasonable accommodations.
  - 2.8.4. Compiles and reports data to the Chief, EO, of requests for reasonable accommodations from employment applicants.
  - 2.8.5. Ensures staff members involved in the application process are trained to recognize requests for reasonable accommodation and handle them appropriately.

- 2.8.6. Designates a staffing specialist to assist in expeditiously processing requests for reassignment and other personnel related processes.
- 2.8.7. Participates in the deliberations of the RASC, as required.
- 2.8.8. Conducts all reasonable accommodation activities with due regard for personal privacy rights, to include treating medical records confidentially IAW all pertinent statutes, regulations, and policies.
- 2.9. The Office of Facilities and Services:
  - 2.9.1. Makes every reasonable attempt to identify physical or facility accessibility barriers and provide access to people with disabilities.
  - 2.9.2. Assists in providing reasonable accommodations, when requested.
  - 2.9.3. Participates in the deliberations of the RASC, as required.
  - 2.9.4. Conducts all reasonable accommodation activities with due regard for personal privacy rights, to include treating medical records confidentially IAW all pertinent statutes, regulations, and policies.
- 2.10. The Office of Logistics and Global Readiness:
  - 2.10.1. Assists in providing reasonable accommodations, when requested.
  - 2.10.2. Participates in the deliberations of the RASC, as required.
  - 2.10.3. Conducts all reasonable accommodation activities with due regard for personal privacy rights, to include treating medical records confidentially IAW all pertinent statutes, regulations, and policies.
- 2.11. The Academy for Defense Intelligence:
  - 2.11.1. Attempts to reasonably ensure all training and courses are compliant with Section 508 of Reference (a) to provide equal access to people with disabilities.
  - 2.11.2. Assists in providing reasonable accommodations, when requested.
- 2.12. The Office of the Surgeon General:
  - 2.12.1. Reviews medical documentation, when requested, and advises the RAC whether the individual has a disability IAW Reference (a).
  - 2.12.2. Requires the DIA physician to provide a written notice of disqualification for deployment to the individual, Readiness Mission Manager (RMM) or DIA Senior Representative (DSR), and EO.
  - 2.12.3. Assists in providing PAS, when requested.
  - 2.12.4. Participates in the deliberations of the RASC, as required.
  - 2.12.5. Conducts all reasonable accommodation activities with due regard for personal privacy rights, to include treating medical records confidentially IAW all pertinent statutes, regulations, and policies.
- 2.13. Supervisors and managers:

- 2.13.1. Ensure compliance with DIA's reasonable accommodation procedures and make every attempt to support individuals with a disability IAW higher guidance.
- 2.13.2. Arrange for the use of Agency resources, including any centralized funds the Agency may have for that purpose (to include using the DoD Computer/Electronic Accommodation Program (CAP)).
- 2.13.3. Forward requests for reasonable accommodation within 2 days of receipt to the Reasonable Accommodation Team.
- 2.13.4. Consult with the Reasonable Accommodation Team on specific requests to ensure an accommodation meets the individual's disability-related needs and enables the individual to perform the essential functions of the position.
- 2.13.5. Clarify with the individual whether reasonable accommodation is requested if the nature of the initial communication is unclear.
- 2.13.6. Communicate with the individual early and periodically throughout the entire IAP regarding the requested accommodation(s).
- 2.13.7. Participate in the IAP to ensure that an accommodation meets the individual's needs and enables the individual to perform the essential functions of the position.
- 2.13.8. Monitor the effectiveness of the accommodation granted and adjust, when necessary, in coordination with the RAC.
- 2.14. CORs:
  - 2.14.1. Ensure government contract firms provide the necessary RA for their employees to perform the terms of the contract statement of work.
  - 2.14.2. Ensure that delivery and installation of accommodations are coordinated with the RAC before shipment. All costs for any RA or PAS granted for contractor employees is the responsibility of the parent company.
- 2.15. The individual, job applicant, or employee representative:
  - 2.15.1. Requests, either verbally or in writing, an adjustment or modification to their work environment due to a disability, when appropriate.
  - 2.15.2. Engages in the IAP.
  - 2.15.3. Provides notice to the RAC or appropriate official each time they need a recurring reasonable accommodation, such as a sign language interpreter.
  - 2.15.4. Provides sufficient medical documentation to support their request for accommodation if the disability is not physically apparent.
  - 2.15.5. Informs the RAC of any changes to an approved accommodation.
    - 2.15.5.1. Notifies the RAC when relocating to a new workstation.
    - 2.15.5.2. Notifies the RAC when there is a change in supervision or management.



2.15.5.3. Notifies the RAC of departure from DIA.

2.15.6. Maintains a copy of the approved letter of accommodation.

### **3. Initiating a Request**

- 3.1. A request for reasonable accommodation is made when an individual informs DIA, specifically their supervisor or the RAC, of a need for an adjustment or change concerning some aspect of the application process, the job, or a benefit of employment for a reason related to a disability. The individual may request an accommodation in writing, or verbally, at any time and does not need to have a particular accommodation in mind before making a request. The time frame for processing a request begins as soon as the individual makes a verbal or written request with EO, or other authorized contact as outlined in Sections 2.3 and 2.4.
  - 3.1.1. If a DIA supervisor or manager knows that a disability, such as an intellectual disability, prevents a person from asking for a reasonable accommodation and it appears that one may be needed, this official should ask whether an accommodation is needed.
  - 3.1.2. If the nature of the initial communication is unclear, supervisors, managers, or the RAC should ask an individual whether they are requesting a reasonable accommodation from DIA.
- 3.2. A family member, health professional, or other representative may request an accommodation on behalf of an individual. For example, a doctor's note outlining medical restrictions for an individual may constitute a request for reasonable accommodation.
- 3.3. A job applicant requiring a reasonable accommodation and applying for employment at DIA is directed in the vacancy announcement to contact the Human Resources Operations Center to request assistance with any part of the application or hiring process. Applicants may also request an accommodation from the hiring manager, or their contact(s) in OHR during the application process.
- 3.4. An individual who prefers to submit the request to someone other than the Reasonable Accommodation Team (i.e., hiring manager, supervisor, or manager), may submit it to a supervisor or manager in their chain of command.
- 3.5. If an individual makes a reasonable accommodation request to someone other than the Reasonable Accommodation Team, then the receiving person is required to submit the request to the Reasonable Accommodation Team within two business days of the request being made.
- 3.6. When an individual (or third party) makes a verbal request, the RAC ensures completion of the "Written Request for Accommodation" Form (Appendix A) by completing the form on behalf of the individual. The requestor does not have to fill out the form for the IAP to begin.
- 3.7. When an individual has previously received or been denied an accommodation, the RAC is expected to process the request as if it was the individual's first submission. In some situations, a new request may indicate that circumstances have changed (e.g., the

disability has changed, or an individual has been assigned new duties that require an additional or different reasonable accommodation).

- 3.8. An individual needing a reasonable accommodation on a regularly recurring basis, such as receiving the monthly staff meeting agenda ahead of time, submits the “Written Request for Accommodation” form only for the first request. If the accommodation is needed on a known scheduled basis (e.g., a weekly staff meeting), the RAC ensures that an individual’s supervisor or manager makes the appropriate arrangements without requiring a request in advance of each occasion. However, if the need for accommodation happens on an unscheduled or infrequent basis (e.g., the need for help sending materials to conferences 3 or 4 times a year), the individual requesting an accommodation gives appropriate advance notice each time the accommodation is needed.
- 3.9. To request sign language interpreters or Communication Access Real Time (CART) Services, an individual or designated representative should contact the DIA Sign Language Interpreting program manager via email on NIPRNET at <interpreterrequests@dodiis.mil>.

#### **4. Processing a Reasonable Accommodation Request**

- 4.1. The time frame for processing and providing a reasonable accommodation is 45-calendar days from the date of the request. When a particular accommodation can be provided in less than 45-calendar days, DIA is expected to make every attempt to fulfill the accommodation. If the disability is apparent, obvious, or already known to the RAC, and if an accommodation can be provided quickly, then the RAC typically does not require the full 45-calendar days to process the request.
- 4.2. Failure to provide the accommodation in a prompt manner may result in a violation of Reference (b). Everyone involved in processing a request is required to respond as quickly as possible in order to provide a reasonable accommodation within the maximum 45-calendar day window.
- 4.3. If an individual’s health professional fails to provide needed documentation in a timely manner, DIA is not required to adhere to the 45-calendar day timeline.
- 4.4. For DIA to ensure compliance with Reference (b), the RAC completes the “Reasonable Accommodation Information Reporting” form within five business days of issuing the decision (see the Reasonable Accommodation Team for a copy of the form).
- 4.5. DIA’s RAC is responsible for processing requests for reasonable accommodation. The Chief, EO designates another EO staff member to act as a back-up for the RAC to process requests when the RAC is unavailable for any length of time (e.g., the RAC is on vacation or on extended leave).
- 4.6. While the RAC has responsibility for processing requests for reasonable accommodation, the RAC works with an individual’s supervisor and/or element head to gather relevant information necessary to process the request and assesses whether a

particular accommodation is effective. The supervisor or element head is the deciding official.

#### 4.7. The Interactive Accommodation Process (IAP).

Step	Description
1	RAC contacts the individual and processes all necessary documentation.
2	RAC convenes interactive accommodation process with impacted parties.
3	RAC notifies the requester of the outcome verbally and in writing using the "Letter of Accommodation."
4	RAC establishes the required accommodation (See Section 6 and 7 for potential solutions).

- 4.7.1. The RAC begins the IAP with the individual within five business days of the request being made. During this time the RAC determines what, if any, accommodation is available to the individual. The individual requesting the accommodation, the individual's supervisor or manager, and the RAC discuss how the disability is prompting a need for an accommodation. Alternative accommodations that may meet the individual's needs are considered.
- 4.7.2. When the disability and the need for accommodation is not obvious, the RAC may ask the individual for reasonable documentation about his/her disability and functional limitations. The RAC is entitled to know that the individual has a covered disability for which they need a reasonable accommodation. Such information may not be necessary if the disability is obvious (e.g., the individual is blind or has paralysis), if the disability is already known to the DIA (e.g., a prior request revealed that a disability existed and there has been no change in the individual's medical condition), or if the need for the requested accommodation is clear.
- 4.7.3. Communication is a priority throughout the entire process, but particularly where the specific limitation, problem, or barrier is unclear; where an effective accommodation is not obvious; or where the parties are considering different forms of reasonable accommodation. Communications occur throughout the entire IAP regarding the requested accommodation. Both the individual making the request and the RAC should work together to identify effective accommodations. Section 12 of this guide lists some suggested resources for identifying accommodations. The RAC should keep the individual updated throughout this process. In addition, the individual may periodically check with the RAC, by phone or email (whichever method is preferred by the RAC), for information on the RAC's progress in processing the request.

- 4.7.4. When a third party (e.g., an individual's doctor) requests an accommodation on behalf of an individual, the RAC confirms with the individual that a reasonable accommodation is needed before proceeding. Where this is not possible, the RAC coordinates with the supervisor to process the third party's request and consults directly with the individual needing the accommodation as soon as practicable.
- 4.7.5. The RAC may need to consult with other DIA personnel (e.g., an individual's supervisor, Information Technology staff) or outside sources to obtain information necessary for making a final determination on the request. All Agency personnel are expected to respond quickly to a RAC's request for information or assistance, a high priority.
- 4.7.6. No matter the circumstances described in Section 6.2.2., the IAP is not complete until the RAC receives medical documentation. If no medical documentation is required, the IAP continues without delay. Once that occurs, the RAC provides the Letter of Accommodation specifically explaining what accommodation will or will not be provided and why the Agency believes the chosen accommodation is effective, if applicable.

## **5. Personal Assistance Services (PAS)**

- 5.1. Personal Assistance Services: Effective January 3, 2017, Federal agencies are required to provide PAS through affirmative action, unless doing so would impose an undue hardship on DIA. PAS are provided to employees with targeted disabilities IAW OPM Standard Form 256 to allow them to perform basic activities of daily living such as assistance with removing and putting on clothing, eating, and using the restroom. PAS does not include medical services such as medication delivery, wound care, administering shots, blood pressure monitoring or any other medical service. To request a PAS, employees shall follow the request procedures outlined in Section 3, "Initiating a Request."
  - 5.1.1. DIA is obligated to provide PAS services when:
    - 5.1.1.1. The individual is an employee of the agency;
    - 5.1.1.2. The individual has a targeted disability;
    - 5.1.1.3. The individual requires the services because of his or her targeted disability;
    - 5.1.1.4. The individual will be able to perform the essential functions of the job, without posing a direct threat to safety, once PAS and any required reasonable accommodations have been provided; and
    - 5.1.1.5. Providing PAS will not impose undue hardship on the Agency.
  - 5.2.1 DIA can deny PAS services when:
    - 5.2.1.1 The requestor is not an employee of the agency;
    - 5.2.1.2 The requestor does not have a targeted disability;
    - 5.2.1.3 The targeted disability does not create a need for PAS;
    - 5.2.1.4 The requestor is not able to perform the essential functions of the job, even with PAS and any reasonable accommodations; or
    - 5.2.1.5 Providing PAS would impose undue hardship on the agency.

## 6. Approval and Disapproval of Requests

- 6.1. Approvals. The individual's supervisor or manager decides if the accommodation can support their mission requirements. If a request is approved and the accommodation cannot be provided immediately by the Agency, the RAC informs the individual on the status of an interim accommodation (see Sections 6 for additional information).
  - 6.1.1. DIA specifies to the individual verbally and in writing any extenuating circumstances that justify a delay in providing an approved accommodation, and the expected timeline to fulfill an approved reasonable accommodation (see Section 7.2 for additional information).
  - 6.1.2. The RAC informs the individual of an interim accommodation option during the period of the IAP while the RAC evaluates the request and codifies the formal decision in writing.
  - 6.1.3. DIA provides an interim accommodation that allows the individual to perform some or all essential functions that do not impose an undue hardship on the Agency.
- 6.2. Disapprovals. If DIA denies a request for accommodation, the individual receives a Letter of Accommodation in an accessible format stating the reasons for the denial. Denials should be based solely on mission related reasons (undue hardship and direct threat). If cost is considered as a reason for denial, the decision maker considers all resources available to the Agency as a whole, excluding those designated by statute for a specific purpose that does not include reasonable accommodation.
  - 6.2.1. If DIA denies a reasonable accommodation requesting specific support, the Agency explores whether another accommodation would be possible to meet the needs of the individual. If removal of an essential function or some other action that is not required by law is submitted by the individual, the Agency

explores whether there is a reasonable accommodation that meets the individual's needs.

- 6.2.2. If the alternative accommodation is not accepted, the individual submits a response, and DIA records the rejection on the Letter of Accommodation in an accessible format that is provided to the individual.
- 6.2.3. If a request for accommodation is denied, the individual's letter of accommodation includes information about the individual's right to file an EEO complaint pursuant to Reference (b), and to invoke other statutory processes, as appropriate. The notice of denial includes instructions on how to file an EEO complaint and explains that the individual is required to initiate contact with an EEO Counselor within 45-calendar days of the denial, regardless of whether the individual participates in an informal dispute resolution process.
- 6.3. Changes to an approved reasonable accommodation.
  - 6.3.1. Accommodations are to remain in place for as long as required by the individual, or until no longer effective. If no longer effective, the RAC reconvenes the IAP with the individual and the individual's supervisor and manager.
  - 6.3.2. A supervisor, manager, or DIA element head who believes that an individual may no longer need a reasonable accommodation should contact the RAC. The RAC decides if there is a reason to contact the individual to discuss whether there is a need to continue with the reasonable accommodation.
  - 6.3.3. When an individual's supervisor changes, the RAC coordinates with the new supervisor to ensure compliance with the approved reasonable accommodation on file with EO.
- 6.4. Reconsideration Request and Dispute Resolution
  - 6.4.1. An individual dissatisfied with the results of their reasonable accommodation request may ask the Chief, EO, to reconsider that decision. The Chief, EO reconvenes the IAP with the RAC and the individual's supervisor and manager.
  - 6.4.2. Reconsideration requests are to be submitted within 15-business days of receiving the Letter of Accommodation. A request for reconsideration does not extend the time limits for initiating administrative or statutory claims.
  - 6.4.3. The Chief, EO directs the RAC to issue an amended Letter of Accommodation to the individual outlining the final decision within 15-business days of the IAP.
  - 6.4.4. Individuals have the option of going to DIA's Alternative Dispute Resolution Team to discuss their dissatisfaction with the handling of their request, regardless of whether they ask the Chief, EO, for reconsideration. The time limits for initiating administrative or statutory claims are not extended.

- 6.4.5. Participation in the reconsideration process does not affect the time frame for filling an EO complaint.

## **7. Interim Reasonable Accommodations**

- 7.1. DIA provides an interim accommodation if the accommodation cannot be provided immediately, but the known facts or circumstances make it reasonably likely that an individual is entitled to a reasonable accommodation.
- 7.2. The requirement to provide an interim accommodation depends on available interim accommodations that allow the individual to perform some or all of the essential functions of the position without imposing an undue hardship on the Agency. The RAC makes clear to the requesting individual that this is only an interim accommodation until DIA can complete the review and a formal decision can be determined by the supervisor or manager.
- 7.3. Consideration of an interim accommodation is not meant to slow down the IAP, and the 45-business day timeframe is not lengthened because an interim accommodation is considered.

## **8. Expediting Requests and Extenuating Circumstances**

- 8.1. Expedited processing of a request.
  - 8.1.1. In certain circumstances, a request for reasonable accommodation requires an expedited review and decision in less than 45-calendar days. This includes when a reasonable accommodation is needed:
    - 8.1.1.1. To enable an applicant to apply for a job. Depending on the timetable for receiving applications, conducting interviews, taking tests, and making hiring decisions, the need to expedite a request for reasonable accommodation may arise to ensure an applicant with a disability has an equal opportunity to apply for a job.
    - 8.1.1.2. To enable an individual to attend a meeting or training scheduled to occur soon. For example, an individual may need a sign language interpreter for a meeting scheduled to take place in five days.
- 8.2. Extenuating circumstances.
  - 8.2.1. When extenuating circumstances are present, the 45-calendar day timeframe for processing a request for reasonable accommodation and providing the accommodation is extended as reasonably necessary to deal with the extenuating circumstance. Below are examples of extenuating circumstances:
    - 8.2.1.1. Special information technology software requires validation and testing prior to being added to the DIA network.
    - 8.2.1.2. Manufacturer delays in shipping.
    - 8.2.1.3. Pandemics and natural and/or man-made disasters.
  - 8.2.2. The RAC notifies the individual of the reason for the delay, including explaining the extenuating circumstance that justifies the delay, and when the

RAC expects to conclude processing the request. As discussed below, the RAC determines if an interim accommodation is possible.

## **9. Reasonable Accommodation Reassignments**

- 9.1. There are specific considerations in the IAP when an individual needs, or may need, a reassignment.
- 9.2. Reassignments are considered if no accommodations are available for the individual to perform the essential functions of their current job, or if the only effective accommodation would cause undue hardship.
- 9.3. When DIA determines there is no reasonable accommodation to permit an individual to perform the essential functions of the position, DIA explores reassignment as an accommodation. To conduct searches for available vacancies the following is taken into consideration:
  - 9.3.1. Available positions for which the individual is qualified, with or without reasonable accommodation.
  - 9.3.2. Vacant positions within the Agency (not just the individual's current office, but outside of the individual's commuting area if the individual is willing to relocate) that are currently advertised.
  - 9.3.3. Authorized vacant positions that are no longer being advertised but for which no hiring decision has been made.
  - 9.3.4. Vacant positions that DIA is authorized to fill but that OHR has not yet advertised.
  - 9.3.5. Reassignment to an equivalent position where possible, but if no equivalent position is available, reassignment to a lower-level position may be required.
- 9.4. Searches for vacancies should be conducted by OHR, EO, the individual's supervisor and directorate level Staff Director. Vacancy information is provided to the affected individual during the search process.
- 9.5. Once DIA concludes reviewing all vacancies to provide a reasonable accommodation, the search is over and available options are provided to the requesting individual for consideration.
- 9.6. DIA does not pay for relocation costs or expenses incurred because of a reassignment based on an approved reasonable accommodation request.

## **10. Requests for Medical Information**

- 10.1. If the RAC is required to request medical information or documentation from an individual's health care provider, the timeframe stops on the day that the RAC makes a request to the individual to obtain medical information or sends out a request for information/documentation (see Appendix B) and resumes on the day that the information/documentation is received by the RAC.



- 10.2. Medical documentation is submitted directly to the RAC from the individual; supervisors and managers are prohibited from accepting or storing medical documentation from individuals requesting a reasonable accommodation.
- 10.3. Medical information is maintained in files separate from the individual's official personnel file. Failure to keep medical information confidential can be a violation of References (b) and (c), regardless of whether the Agency was required to grant a reasonable accommodation.
- 10.4. If an individual's disability and need for accommodation are not obvious or already known, the RAC may require medical documentation that shows the individual has a covered disability and requires accommodation.
  - 10.4.1. A disability is obvious or already known when it is clearly visible or where DIA already has information from the individual showing that the condition met the definition in Reference (b).
  - 10.4.2. DIA may seek only medical information that is sufficient to explain the nature of the disability, the individual's need for reasonable accommodation, and how the requested accommodation assists the individual in applying for a job, performing the essential functions of a job, or enjoying the benefits and privileges of the workplace.
  - 10.4.3. It is the responsibility of the applicant or individual to provide appropriate medical documentation requested by the RAC where the disability and/or need for accommodation are not obvious or already known.
  - 10.4.4. When requested, additional medical documentation is submitted to the RAC within 15 business days of the individual receiving the "Written Request for Medical Documentation" (Appendix B). If an individual's health professional fails to provide needed documentation in a timely manner, DIA is not required to adhere to statutory timelines.
- 10.5. Only the RAC may determine whether medical information is needed and, if so, may request such information from the individual and the appropriate health professional (for example, a doctor, psychologist, clinical social worker, physical therapist, or rehabilitation counselor).
  - 10.5.1. If medical information is needed to process a request, the RAC does not necessarily have to request medical documentation from a health care provider; in many instances the individual may be able to provide sufficient information to substantiate the existence of a "disability" and/or need for a reasonable accommodation.
  - 10.5.2. If an individual has submitted medical documentation in connection with a previous request for accommodation, the individual should immediately inform the RAC of this fact. The RAC determines whether additional medical information is needed to process the current request.
- 10.6. If the initial information provided by the health professional or volunteered by the individual is insufficient for the RAC to determine whether the individual has a

“disability” and/or that an accommodation is needed, the RAC explains what additional information is needed and why.

- 10.6.1. If necessary, the individual should then ask their health care provider or other appropriate professional to provide the missing information.
  - 10.6.2. The RAC may give the individual a list of questions for the health care provider or other appropriate professional to answer.
  - 10.6.3. If sufficient medical documentation is not provided, the RAC may ask the requester to sign a limited release permitting the RAC to contact the provider for additional information.
  - 10.6.4. If the requester refuses to provide information requested by the RAC, that may result in a decision not to provide a reasonable accommodation.
- 10.7. Disclosure of medical information is permissible in limited circumstances. In these situations, confidential medical information may be disclosed to: supervisors and managers who need to know about necessary accommodation(s); first aid and safety personnel if the disability might require emergency treatment; government officials investigating DIA’s compliance with the Rehabilitation Act; worker’s compensation offices or insurance carriers; and, Equal Employment Opportunity (EEO) officials for record-keeping purposes.
- 10.8. The RAC may have medical information provided by an individual or their health care professional reviewed by a doctor of DIA’s choosing, at the Agency’s expense.

## **11. Tracking and Record Keeping**

- 11.1. Tracking.
  - 11.1.1. DIA tracks reasonable accommodation requests to evaluate the need to improve handling of requests.
  - 11.1.2. Requests are entered into the EO reasonable accommodation tracking system.
  - 11.1.3. Individuals may request status updates on their request through their assigned RAC.
  - 11.1.4. Individuals may update records and make changes to requests through their assigned RAC.
- 11.2. Record keeping.
  - 11.2.1. DIA keeps records related to an individual who requests a reasonable accommodation through EO IAW References (f) and (g). These records include documentation of the individual’s disability or need for reasonable accommodation, and information about the disposition of the individual’s accommodation request.
  - 11.2.2. Individual reasonable accommodation request records are kept on file at DIA for three years after the individual departs the Agency.
  - 11.2.3. The following information is collected and maintained:

- 11.2.3.1. The specific reasonable accommodation requested.
- 11.2.3.2. Medical documentation.
- 11.2.3.3. The position (occupational series, career field, career specialty, grade level, and Agency component) sought by the requesting applicant or held by the requesting individual.
- 11.2.3.4. Whether the accommodation was needed to apply for a job, perform the essential functions of a job, or enjoy the benefits and privileges of employment.
- 11.2.3.5. Whether the request was granted (which may include an accommodation different from the one requested) or denied.
- 11.2.3.6. The identity of the deciding official.
- 11.2.3.7. If denied, the basis for such denial.
- 11.2.3.8. The number of days to process the request.
- 11.2.3.9. Any other records necessary to determine DIA's compliance with nondiscrimination and affirmative action requirements imposed under Section 501 of Reference (a), and EEOC guidance. Any such records or reports are made available to the EEOC upon request.

## **12. Reports and Assessments**

- 12.1. Program performance reports are provided to the Director, DIA, and Chief, EO on a quarterly basis. This includes the number and types of accommodations requested and approved, the amount of time taken to process such requests, reasons for denials, and other relevant tracking information. This report also includes any recommendations for improving the Agency's reasonable accommodation policy and procedures.
- 12.2. DIA evaluates the effectiveness of its reasonable accommodation program annually and submits EEO Management Directive (MD) 715 reports to EEOC for review and compliance. The reports may not contain confidential information about specific requests for reasonable accommodation and include general information sufficient to provide a qualitative assessment of the Agency's disability program.
- 12.3. DIA keeps appropriate records and documentation to substantiate an individual's disability. If there is a new supervisor or manager, the individual is responsible for contacting the RAC to take the necessary steps to apprise the new supervisor or manager of existing accommodations.

## **13. Administration**

- 13.1. To seek additional information, updates on submitted RA requests, or alternative formats for DIA's reasonable accommodation procedures, contact the RAC on NIPRNET at <reasonableaccommodations@dodiis.mil>. Individuals may also call 202-231-8178 during business hours.

13.2. Additional resources available to individuals seeking a reasonable accommodation at DIA include, but are not limited to:

13.2.1. U.S. Equal Employment Opportunity Commission - [www.eeoc.gov](http://www.eeoc.gov)

13.2.1.1. The U.S. EEOC is responsible for enforcing federal laws regarding reasonable accommodation, and federal laws that make it illegal to discriminate against a job applicant or an employee for reasons inconsistent with applicable Equal Employment Opportunity (EEO) laws and policy.

13.2.1.2. The EEOC provides guidance to federal agencies and individuals on all aspects of the federal government's equal employment opportunity program including reasonable accommodation. Resources pertaining to reasonable accommodation are found at: [www.eeoc.gov/disability-discrimination](http://www.eeoc.gov/disability-discrimination).

13.2.1.3. Enforcement Guidance on Reasonable Accommodation and Undue Hardship under the ADA can be found at: [www.eeoc.gov/laws/guidance/enforcement-guidance-reasonable-accommodation-and-undue-hardship-under-ada](http://www.eeoc.gov/laws/guidance/enforcement-guidance-reasonable-accommodation-and-undue-hardship-under-ada))

13.2.1.4. Enforcement Guidance on Disability-Related Inquiries and Medical Examinations of Employees under the ADA can be found at: <https://www.eeoc.gov/laws/guidance/enforcement-guidance-disability-related-inquiries-and-medical-examinations-employees>

13.2.2. CAP – [www.cap.mil](http://www.cap.mil)

13.2.2.1. CAP conducts assessments, provides information and referrals, and assists DoD agencies in determining the appropriate assistive technology and assistive technology devices to purchase by their Agency. For a DIA employee to receive assistance from CAP, they are required to have an approved reasonable accommodation at DIA.

13.2.2.2. Assistive technology can be used to maintain, increase, or improve an individual's job performance, and are available to accommodate people with all types of disabilities.

13.2.3. Job Accommodation Network (JAN) – [askjan.org](http://askjan.org)

13.2.3.1. JAN is funded by the U.S. Department of Labor, Office of Disability Employment Policy, and serves as a source of free, expert, and confidential guidance on workplace accommodations and disability employment issues. JAN helps the supervisor/decision-maker and the individual with resources, information, and accommodation solutions throughout the reasonable accommodation process (prior, during, and after). JAN is particularly useful when the individual and/or the decision-maker isn't sure of possible accommodations. Assistance is available both over the phone and online.

13.2.3.2. 1-800-526-7234 (Voice), 1-877-781-9403 (TTY)

## Enclosure 1: Definitions

Term	Definition
Disability	<ul style="list-style-type: none"> <li>• A physical or mental impairment that substantially limits one or more major life activities of an individual;</li> <li>• A record of such an impairment; or</li> <li>• An individual being regarded as having such impairment. This means that the individual has been subjected to an action prohibited by Reference (b) because of an actual or perceived impairment that is not both “transitory” and “minor.”</li> </ul> <p>Determination of disability complies with Reference (b), which requires a broad interpretation of the term and generally does not require an extensive analysis.</p>
Essential functions	<p>Job duties that are fundamental to the position that the individual holds or desires. The term “essential functions” does not include marginal functions of the position. A function can be “essential” if, among other things: the position exists to perform the function; a limited number of other individuals are available to perform the function; or the function is highly specialized, and the individual is hired based on having those specialized skills.</p> <p>Evidence of whether a particular function is essential includes:</p> <ul style="list-style-type: none"> <li>• Agency’s judgment (generally a supervisor’s, manager’s and/or office director’s judgment)</li> <li>• A written position description developed before a job is advertised</li> <li>• The amount of time spent performing the function</li> <li>• The consequences of not requiring the person in the position to perform the function</li> <li>• The work experience of past incumbents in the job or current incumbents in similar jobs.</li> </ul> <p>Determination of whether a particular function is essential is to be done on a case-by-case basis because the duties of a specific job may deviate from what is indicated in a position description, or from the duties of individuals holding a similar job.</p>
Direct threat	<p>When an accommodation would not eliminate or reduce the significant risk of substantial harm to the individual or others in the workplace. The analysis of a direct threat determination includes:</p> <ul style="list-style-type: none"> <li>• Duration of the risk;</li> <li>• Nature and severity of the potential harm;</li> <li>• Likelihood of potential harm; and</li> <li>• Imminence of potential harm.</li> </ul>
Extenuating circumstances	<p>Factors that could not reasonably have been anticipated or avoided in advance of the request for accommodation, or limited situations in which unforeseen or unavoidable events prevent prompt processing and delivery of</p>

	an accommodation (e.g., identified software, such as a Screen Reader, is not compatible with existing equipment).
Health care or rehabilitation professional	A person that completed a course of study and is licensed to practice in a field of health care, which includes the diagnosis and assessment of the disability or disabilities in question.
Interactive Accommodation Process (IAP)	<p>An interactive approach between an employer and employee that assists with gathering information and evaluating a request for accommodation. It is intended to be a flexible approach that centers on communication between an employer and the individual requesting reasonable accommodation but may (and often does) involve obtaining relevant information from a supervisor and an individual's health care provider.</p> <p>The IAP typically includes a collaborative meeting comprised of who decides whether to grant or deny a reasonable accommodation (at DIA it is the requesting employee's manager), the individual, and other relevant individuals, to collect whatever information is necessary to make an informed decision about whether the individual is covered as an individual with a disability and, if so, what reasonable accommodation(s) effectively eliminate the barrier identified by the individual, and permit an equal opportunity to apply for a job, to perform a job or gain access to the workplace, or to enjoy access to the benefits and privileges of employment.</p> <p>An IAP meeting is required where the specific limitation, problem, or barrier is unclear; where an effective accommodation is not obvious; or where the parties are choosing between different possible reasonable accommodations.</p>
Interim accommodation	Any temporary or short-term measure put in place until a granted accommodation is available.
Invisible/hidden impairments	Disabilities or conditions that are not obviously apparent or visible, such as asthma, arthritis, chronic fatigue syndrome, epilepsy, kidney disease, diabetes, cancer, HIV infection, chronic depression, learning disabilities, autism spectrum disorder, and mild intellectual disability.
Major life activities	<p>Include, but are not limited to, activities such as caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, interacting with others, and working.</p> <p>Major life activities also include the operation of major bodily functions, including functions of the immune system, special sense organs and skin, normal cell growth, digestive, genitourinary, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, hemic, lymphatic, musculoskeletal, and reproductive functions.</p>

Marginal functions	Those job duties that are less important or critical to the success or failure of the specific position, such as submitting timesheets, organizing or attending morale-related events, or other administrative tasks such as retrieving artifacts from printers and binding/stapling, etc., unless specifically stated in the job description as an essential function of the job.
Mental impairment	Any mental or psychological disorder such as intellectual disability, organic brain syndrome, emotional or mental illness (major depression, bipolar disorder, anxiety disorders), schizophrenia, and specific learning disabilities.
Personal Assistance Services	Assistance with performing activities of daily living that an individual would typically perform if they did not have a disability, and that is not otherwise required as a reasonable accommodation, including, for example, assistance with removing and putting on clothing, eating, using the restroom, pushing a wheelchair or assisting someone with getting into or out of a vehicle at the worksite. (Note that this is not an exhaustive list)
Physical impairment	Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the body systems such as: neurological, musculoskeletal, special sense organs, cardiovascular, reproductive, digestive, immune system, respiratory, genitourinary, hemic, circulatory, lymphatic, skin, normal cell growth, and endocrine system.
Qualified individual	<p>An individual with a disability is qualified for the position if the individual:</p> <ul style="list-style-type: none"> <li>• Satisfies the requisite skill, experience, education, and other job-related requirements of the position, and</li> <li>• Can perform the essential functions of the position, with or without reasonable accommodation.</li> </ul>
Reasonable accommodation	<p>A change or adjustment to a job, work environment, or in the way things are customarily done to permit a qualified individual with a disability to participate in the application process, perform essential functions of a job, and enjoy the benefits and privileges of the workplace afforded to all.</p> <p>There are three categories of reasonable accommodations:</p> <p>(1) Modifications or adjustments to a job application process to permit an individual with a disability to be considered for a job (such as providing application forms in alternative formats like large print or Braille);</p> <p>(2) Modifications or adjustments necessary to enable a qualified individual with a disability to perform the essential functions of the job (such as providing sign language interpreters or reassignment); and</p> <p>(3) Modifications or adjustments that enable individuals with disabilities to enjoy the benefits and privileges of the workplace afforded to all individuals (such as removing physical barriers in an office or a cafeteria).</p>
Reasonable Accommodation Steering Committee (RASC)	<p>Composed of appropriate representatives who have an official need-to-know. Items to be discussed by the RASC include, but are not limited to, reassignment, seat relocation, assistive technology challenges, and PAS.</p> <p>The DPM may convene a RASC if a disability/accommodation determination involves a non-obvious disability, a request for</p>

	accommodation that impacts several Agencies or offices, or other circumstances that the Reasonable Accommodation team deems appropriate.
Reassignment	As defined by the applicable laws, regulations and codes, it is the accommodation of last resort. Before exploring reassignment options, DIA managers demonstrate their efforts to provide other reasonable accommodations. Reassignment is a form of reasonable accommodation that, absent undue hardship or direct threat, is provided to qualified individual employees (not applicants) who, because of a disability, can no longer perform the essential functions of their job, with or without reasonable accommodation. Reassignments are made only to vacant positions and to individuals who are qualified for the new position. If the individual is qualified for the vacant position, he or she may be reassigned to the job.
Representative	As defined by the applicable laws, regulations, and codes, a person chosen by a complainant to act on behalf of the complainant before DIA or the EEOC with respect to a complaint. A Federal Employee may choose to represent another Federal Employee provided that the representation is not in conflict with the representative's official duties. Either DIA or the EEOC may disqualify an individual from serving as a representative if the representation results in a conflict of interest or the representation interferes with the representative's official duties.
Targeted Disability	Targeted disabilities are a subset of conditions that would be considered disabilities under the Rehabilitation Act. The federal government has recognized that qualified individuals with certain disabilities face significant barriers to employment, which for some people may include lack of access to PAS in the workplace, that are above and beyond the barriers faced by people with the broader range of disabilities.
Undue hardship	As defined by the applicable laws, regulations, and codes, the significant difficulty or expense in, or resulting from, the provision of an accommodation. Undue hardship refers to any accommodation that would be unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature or operation of the business. Determination of undue hardship is made on a case-by-case basis.
Visible impairments	Disabilities or conditions that are obviously apparent or visible, such as Down Syndrome, Tourette Syndrome, blindness, amputations, paralysis, and Cerebral Palsy.



**Enclosure 2: References**

- (a) Federal Rehabilitation Act of 1973, as amended
- (b) Americans with Disabilities Act of 1990, as amended
- (c) Executive Order 13164, “Requiring Federal Agencies to Establish Procedures to Facilitate the Provision of Reasonable Accommodation,” as amended
- (d) DIA Directive (DIAD) 1020.100, “DIA Equal Employment Opportunity Program,” May 15, 2014
- (e) DIAD 5015.200, “Records Management Program,” November 5, 2021
- (f) DIA Guide 5015.2-1, “Email Records Management,” November 12, 2021

## Appendix A: Written Request for Reasonable Accommodation

### WRITTEN REQUEST FOR REASONABLE ACCOMMODATION

References: The Rehabilitation Act of 1973, as amended, Title 29, C.F.R Part 1630, Executive Order 13164

The Defense Intelligence Agency will provide a reasonable accommodation (RA) to the known physical or mental impairment of a qualified individual with a disability, provided the accommodation is necessary for the performance of essential job duties, is effective for the individual and the Agency, is related to the job, and does not pose an undue hardship or create a direct threat to the Agency.

- An individual with a disability is a person with a physical or mental impairment that substantially limits one or more major life activities, has a record of such an impairment; or is regarded as having such an impairment.

A completed request for reasonable accommodation includes:

- Request for Reasonable Accommodation
- Substantiating medical documentation form a health care professional (to be submitted directly to the RA team)

*Such documentation is used to substantiate that an individual's medical condition rises to the level of disability and the functional limitations of the impairment.*

*'Health care professional' includes but is not limited to doctors, nurses, psychologists, therapists, and vocational rehabilitation specialists. When the disability and/or need for accommodation are obvious, documentation is not required.*

#### Instructions:

1. Requesting individual complete the Written Request for Reasonable Accommodation form
2. Submit request form to supervisor, or in the case of applicant directly to the RA team or Office of Human Resources representative
3. Supervisor/ forwards request to RA team
4. Requesting individual directly submits medical documentation to RA Team

#### PART I – INDIVIDUAL'S CONTACT INFORMATION

Individual's Name:	Employee ID (if applicable):	Series and Grade:
Position/Title:	Directorate/Office:	Work Location:
Telephone:	VOIP/DVTC:	Email:
Supervisor's Name:	Supervisor's Telephone:	Supervisor's Email:

#### PART II – ACCOMMODATION REQUEST

Do you currently use any accommodation? ☐ YES ☐ NO If yes, list accommodations \_\_\_\_\_

Accommodation(s) Requested (please specify):

- |  |   |
|--|---|
| <input type="checkbox"/> Assistive Technology _____                    | <input type="checkbox"/> Telework _____               |
| <input type="checkbox"/> Alternative Work Schedule _____               | <input type="checkbox"/> Workspace Modification _____ |
| <input type="checkbox"/> Ergonomic Equipment _____                     | <input type="checkbox"/> Other _____                  |
| <input type="checkbox"/> Service (e.g., SLI, reader, note taker) _____ | <input type="checkbox"/> Not Sure                     |

Indicate the major life activities substantially limited by the impairment.

How does your limitation impact the performance of your essential job duties?

Employee Signature:	Request Date:	Supervisor Signature:	Received Date:
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#### PLEASE RETURN FORM TO:

Mailing: DIA 7400 Pentagon Attn: EO/Reasonable Accommodation Washington, DC 20301	Email: NIPR - <a href="mailto:reasonableaccommodations@dodiis.mil">reasonableaccommodations@dodiis.mil</a>	Phone: (202)231-8178
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#### TO BE COMPLETED BY THE REASONABLE ACCOMMODATION TEAM

Received date:	Received by:	Case Number:	Medicals Sufficient <input type="checkbox"/> YES <input type="checkbox"/> NO	IAP Required <input type="checkbox"/> YES <input type="checkbox"/> NO
Appendix B date:	IAP Date:	Other:	Close Date:	

Authority: Federal Rehabilitation Act of 1973, as amended, Rehabilitation Act - 29 CFR 1614.203, as amended, Americans with Disabilities Act, as amended, Executive Order 13164, "Establishing Procedures to Facilitate the Provision of Reasonable Accommodation," as amended, DoD Directive 1020.02, "Diversity Management and Equal Opportunity in the Department of Defense," as amended, DIA Directive (DIAD) 1020.100, "DIA Equal Employment Opportunity and Diversity Program," 15 May 2014

Purpose: To evaluate information in response to a Reasonable Accommodation Request.

Routine Uses: Routine Uses of the information are consistent with the Defense Reasonable Accommodations and Assistive Technology Records, System of Records Notice DoD 0007. Additional information is available at

<https://www.federalregister.gov/documents/2021/07/22/2021-15601/privacy-act-of-1974-system-of-records>

Disclosure of Information: Providing this information is voluntary; however, failure to complete the form in its entirety could result in a denial or delay of the requested service.

## Appendix B: Written Request for Medical Documentation

### Request for Physician Certification of Accommodation Request

Employee Name:		Employee Title:	
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Dear Physician or other professional,

The above named individual has requested a reasonable accommodation from their employer. In order to assist with the process, we are requesting you to provide feedback to the following questions based on your medical expertise.

Under the ADAAA, an employee has a disability if he/she has an impairment that “substantially limits” one or more major life activities. Additionally, the definition has been broadened to include someone with an impairment who is “regarded as” having a disability, provided that the impairment does not have an actual or expected duration less than or equal to six months.

When answering the questions below, please consider the above named individual when their condition is at its worst and without any accommodations in place.

1. Given the ADAAA definitions above, does the above named individual have a disability?

Yes ☐ No ☐

- a. If yes, please provide detailed diagnosis/diagnoses:

--

2. What “major life activities” are impacted by this disability(ies)? *Check all that apply*

Caring for oneself	<input type="checkbox"/>	Performing manual tasks	<input type="checkbox"/>
Seeing	<input type="checkbox"/>	Hearing	<input type="checkbox"/>
Eating	<input type="checkbox"/>	Sleeping	<input type="checkbox"/>
Walking	<input type="checkbox"/>	Standing	<input type="checkbox"/>
Lifting	<input type="checkbox"/>	Bending	<input type="checkbox"/>
Breathing	<input type="checkbox"/>	Learning	<input type="checkbox"/>
Reading	<input type="checkbox"/>	Concentrating	<input type="checkbox"/>
Thinking	<input type="checkbox"/>	Communicating	<input type="checkbox"/>
Working	<input type="checkbox"/>	Operation of major bodily function	<input type="checkbox"/>
Other:	<input type="checkbox"/>	Other:	<input type="checkbox"/>
Other:	<input type="checkbox"/>	Other:	<input type="checkbox"/>

PERSONAL DATA - PRIVACY ACT OF 1974: Information contained in this document and/or any corresponding additional attachments/artifacts may contain Personally Identifiable Information (PII) or Protected Health Information (PHI) and are for official use only, in support of current Agency work related efforts. Should you receive this document or any related information in error, please advise the sender immediately and destroy this document together with all related documents, emails, etc. All unintended recipients are hereby advised that any use, distribution, copying or any other action regarding the information contained within is strictly prohibited. Unauthorized dissemination or use of PII is a violation of Federal law. Individuals determined to be in violation may be subject to fines, disciplinary actions or both. (P.L. 93-579)

## Authorization for Release of Medical Information for Requests for Accommodations

I, \_\_\_\_\_ hereby authorize my health care providers listed below to provide medical documentation and information, including diagnosis and prognosis, related to the attached "Physician Certification of Accommodation Request" form. I understand that this information will be used by the Reasonable Accommodation Specialist, as necessary, for the purpose of determining whether I am entitled to a reasonable accommodation under the Rehabilitation Act of 1973, as amended. I further understand if the Reasonable Accommodation Specialist is unable to determine if the medical information entitles the applicant to pursue a reasonable accommodation, the Reasonable Accommodation Specialist will share the medical information with the NGA Medical Office to assist as necessary for this purpose. I understand that medical information will be maintained in accordance with the Rehabilitation Act.

My health care providers: (please list name, address, and phone numbers)

1.	
2.	
3.	
4.	
5.	

Signature:

Date:

Identity of individual authorizing release witnessed by:

Signature:

Date:

PERSONAL DATA - PRIVACY ACT OF 1974: Information contained in this document and/or any corresponding additional attachments/artifacts may contain Personally Identifiable Information (PII) or Protected Health Information (PHI) and are for official use only, in support of current Agency work related efforts. Should you receive this document or any related information in error, please advise the sender immediately and destroy this document together with all related documents, emails, etc. All unintended recipients are hereby advised that any use, distribution, copying or any other action regarding the information contained within is strictly prohibited. Unauthorized dissemination or use of PII is a violation of Federal law. Individuals determined to be in violation may be subject to fines, disciplinary actions or both. (P.L. 93-579)

3. What is the expected duration of the above impact to major life activities?

<6 months ☐

> 6 months (but not permanent) ☐

Permanent ☐

4. What specific work restrictions or accommodations, if any, do you recommend?

5. If you are recommending restrictions or accommodations, please provide the duration below:

6. How will the above restrictions/accommodations enable the individual to perform the essential functions or employment benefits of the job.

7. Comments/Additional considerations:

Physician's Printed Name:

Physician's Address:

X

Physician's Signature(Required)

Date

Physician's Official Stamp(Required)

PERSONAL DATA - PRIVACY ACT OF 1974: Information contained in this document and/or any corresponding additional attachments/artifacts may contain Personally Identifiable Information (PII) or Protected Health Information (PHI) and are for official use only, in support of current Agency work related efforts. Should you receive this document or any related information in error, please advise the sender immediately and destroy this document together with all related documents, emails, etc. All unintended recipients are hereby advised that any use, distribution, copying or any other action regarding the information contained within is strictly prohibited. Unauthorized dissemination or use of PII is a violation of Federal law. Individuals determined to be in violation may be subject to fines, disciplinary actions or both. (P.L. 93-579)