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NASA Procedural Requirements

COMPLIANCE IS MANDATORY

NPR 3713.1B
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Request Notification of Change (NASA Only)

Subject: Reasonable Accommodations Procedures

Responsible Office: Office of Diversity and Equal Opportunity

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Chapter 5. Records Maintenance and Reporting

5.1 Records Maintenance

5.1.1 The NASA Center's EO Director/Officer, through the DPM, shall maintain custody of all records obtained or created during the processing of a request for reasonable accommodation with the exception of medical records (see Section 5.1.2) and Agency attorney work products (maintained by the Office of the General Counsel or the Center Office of the Chief Counsel).

5.1.2 After a decision has been rendered on the request, the DPM shall forward all medical information to the Occupational Health Unit Medical Records (OHUMR) facility for records maintenance.

5.1.3 Medical records will be maintained by the OHUMR facility.

5.1.4 All records will be securely maintained in accordance with 5 U.S.C. § 552a and the requirements of 14 CFR Part 1212.

5.1.5 Records will be retained and disposed in compliance with NASA Records Retention Schedules (see also Section 5.3).

5.2 Reasonable Accommodation Reporting

5.2.1 Centers, through their DPMs, shall maintain records in the Reasonable Accommodations Management System for every request for reasonable accommodation provided to the DPM.

5.2.2 ODEO shall prepare an annual report no later than October 31, containing the following information, presented in the aggregate:

5.2.1.1 The number of reasonable accommodations, by job type, that have been requested in the application process and whether those requests have been granted or denied.

5.2.1.2 The number of reasonable accommodations, by job type, requested by employees.

5.2.1.3 The number of reasonable accommodations approved, by job type, and the number of reasonable accommodations, by job type, that have been denied.

5.2.1.4 The number of requests that required medical information and when provided by the requester.

5.2.1.5 Reasons for denial of requests identified in Section 5.2.1.3.

5.2.1.6 Number and type of reasonable accommodations requested related to benefits or privileges of employment.

5.2.1.7 Amount of time (in calendar days) taken to process requests, including the time it takes for the employee to provide the requested information.

5.2.1.8 Sources of technical assistance consulted.

5.2.1.9 Numbers of new managers and supervisors trained.

5.2.3 In addition, the report will provide a qualitative assessment of the reasonable accommodation program, including any recommendations for improvement of NASA's reasonable accommodation policies and procedures to be utilized in NASA EEO strategic planning, such as the Model EEO Plan. Qualitative assessment may include analysis and recommendations based on such factors as:

5.2.3.1 Focus groups of individuals who have participated in the process, to learn more about their experiences with and perceptions of the process.

5.2.3.2 Responses to relevant questions on the EO Functional Review Customer Satisfaction Survey and the Diversity and Inclusion Assessment Survey.

5.2.3.3 Course evaluations of reasonable accommodation training.

5.2.3.4 Reporting of analytics (e.g., number of page views) for online technical assistance and training tools relating to the provision of reasonable accommodations.

5.3 Conformity with NASA Records Management Policy

ODEO personnel, Center EO Offices, and the Center OHUMR facilities shall maintain and safeguard all records and documents following the requirements provided in NPR 1441.1. This includes proposing changes to current retention schedules and developing new retention schedules when necessary.

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