



THE OFFICE OF PERSONNEL
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Personnel POLICY MANUAL

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S1630_1 Exhibit 1

Reasonable Accommodation Program Roles and Responsibilities

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BACKGROUND

The SSA Reasonable Accommodation Program is described in Personnel Policy Manual Chapter S1630_1 and was published on February 24, 2017. The Reasonable Accommodation Program describes SSA's policies for providing applicants and employees who are qualified with reasonable accommodations (RAs), unless to do so would cause undue hardship, as required under Section 501 of the Rehabilitation Act of 1973, as amended.

A. National Reasonable Accommodation Coordinator (NRAC)

1. The NRAC oversees SSA's RA program and is responsible for promulgating policies that ensure efficiency and effectiveness of the RA process agency wide. The NRAC:
 - Oversees SSA's RA process;
 - Manages the day-to-day operations of the Center for Accommodation and Disability Services (CADS);
 - Serves as the only SSA official with delegated authority, which can be delegated to a designee, to deny RA requests completely or in part;
 - Oversees the creation of policies and procedures pertaining to RAs;
 - Ensures Center for Accommodations and Disability Services (CADS) staff and Reasonable Accommodation Coordinators (RACs) are trained in their duties pertaining to RAs; and
 - Chairs the National RA Advisory Committee.

B. Center for Accommodation and Disability Services (CADS)

1. CADS is the centralized office for RAs. The NRAC and NRAC Review Team are housed within CADS. Amongst other functions, CADS:

- Processes requests and provides assistive technology and devices, assistive technology training, and interpreter services and related services, as well as authorizes the hiring of Reader and Personal Assistants for applicants and employees with disabilities;
- Maintains the Reasonable Accommodation Process Information and Data System (RAPIDS); and
- Promulgates policies and procedures regarding RAs.

C. National RA Advisory Committee

1. The National RA Advisory Committee plays an important role in the RA process. The NRAC relies on the National RA Advisory Committee to help ensure the efficiency and effectiveness of SSA's RA process.

- **Responsibilities**

1. Advises the NRAC on RA decisions, by providing subject matter expertise to the NRAC in specific areas;
2. Advises the NRAC on RA policy, procedure, and guidance documents, and revisions; and
3. Reviews employee recommendations and suggestions for improvement of the RA process and procedures.

- **Composition**

1. The National RA Advisory Committee is composed of (1) CADS staff and (2) designated employees with additional and specific expertise appointed by Deputy Commissioners agency wide. In addition to the NRAC, the Committee includes, but is not limited to, subject matter experts in the following components:

1. Budget, Finance, and Management (DCBFM)

- Facilities and Property Management (HQ)
- Health and Safety (HQ)
- Emergency Preparedness (HQ)
- Security/Parking (HQ)

2. Office of Hearings Operations (DCHO)

- DCHO Organization and Functional Operations

3. Human Resources (DCHR)
 - Medical Doctor
 - Mental Health/Illness
4. Operations (DCO)
 - DCO Organization and Functional Operations
 - Facilities and Property Management (Field)
 - Health and Safety (Field)
 - Emergency Preparedness (Field)
 - Security/Parking (Field)
5. Retirement and Disability Policy (DCRDP)
 - Vocational Rehabilitation
6. Systems (DCS)
 - Information Technology Hardware
 - Information Security
 - Software Applications
 - Assistive Technology
 - Telecommunications
 - Section 508 of the Rehabilitation Act (equal access to electronic information)
7. Office of General Counsel (OGC)
 - Attorney with Knowledge of RAs

D. First-Line Supervisors and Local Delegated Officials

1. The first-line supervisor plays a key role in assisting qualified employees with disabilities navigate the RA process and identify potential accommodations. The first line supervisor:
 - Receives requests for RAs;
 - Inputs requests and updates status of requests in RAPIDS;
 - Participates in the interactive process;

- Works with employees he or she supervises to identify potential accommodations;
 - Provides input to CADS staff on accommodations where the NRAC or designee has delegated authority; and
 - Monitors the effectiveness of approved accommodations and directs the employee to the appropriate SSA official when the provided accommodation is ineffective.
2. The first-line supervisor is often the official delegated to grant certain types of accommodations not provided by CADS. (See Delegations of Authority 2C through 2G and consult your Component's delegations of authority). The local delegated official:
- Initiates the interactive process in accordance with Section 5.13 of this process.
 - Determines if medical documentation is needed and requests additional medical documentation, as needed, in accordance with Section 5.7.2. of this policy;
 - Determines if an employee has a disability in accordance with Section 5.7.3. of this policy;
 - Grants reasonable accommodations consistent with the Delegations of Authority;
 - Ensures implementation of granted reasonable accommodations; and
 - Recommends denial of accommodations to the NRAC, in accordance with Section 5.10. of this policy.

E. Reasonable Accommodation Coordinator (RAC)

1. Each regional component of Deputy Commissioner of Operations (DCO) and the Deputy Commissioner of Hearings Operations (OHO) as well as each headquarters' component will appoint at least one RAC and one back up RAC. Contact information for the [DCO Regional RACs](#), [DCHO RACs](#), and [Headquarters Component RACs](#) can be found on the [CADS Website](#).
2. The RAC:
- Advises local supervisors and managers about SSA's reasonable accommodation process;
 - Tracks the status of and ensures that information on all reasonable accommodation requests delegated to local officials in their respective regions or headquarters components are timely entered into RAPIDS;

- Assists the first-line supervisor, the delegated official (if not the first-line supervisor), and employee in determining appropriate and effective accommodations;
- Serves as a liaison between local delegated officials and CADS staff on RA matters in their respective region or headquarters component, as needed; and
- Assists local delegated officials in entering recommended denials in RAPIDS and uploading required documentation for NRAC review.