

NCUA



INSTRUCTION

NO. 1270.07	DATE: October 4, 2002
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SUBJECT: Reasonable Accommodation Procedures

TO: All NCUA Staff

1. **PURPOSE.** To set forth NCUA policy on formal and informal procedures for accommodating employees with physical restrictions or qualified disabilities.
2. **BACKGROUND.** Executive Order (EO) 13164 required each federal agency to establish effective written procedures for processing requests for reasonable accommodation. The EO guides agencies in implementing the Rehabilitation Act of 1973 to provide reasonable accommodation to qualified employees and applicants with disabilities. On July 3, 2001, NCUA issued interim procedures.
3. **POLICY.** NCUA's policy is to fully comply with the reasonable accommodation requirements of the Rehabilitation Act of 1973 and its amendments. Under the law, federal agencies must provide reasonable accommodation to qualified employees or applicants with disabilities, unless to do so would cause undue hardship. NCUA is committed to providing reasonable accommodations to its employees and applicants for employment in order to assure that individuals with disabilities enjoy full access to equal employment opportunity at NCUA. NCUA will provide reasonable accommodations:
 - a. When an applicant with a disability needs an accommodation in order to be considered for a job;
 - b. When an employee with a disability needs an accommodation to enable him or her to perform the essential functions of the job at an acceptable level or to gain access to the workplace; and
 - c. When an employee with a disability needs an accommodation to enjoy equal benefits and privileges of employment.

NCUA will process requests for reasonable accommodation and, where appropriate, provide reasonable accommodations in a prompt, fair and efficient manner.

4. **KEY TERMS.**

- a. **Reasonable Accommodation:** Any change in the work environment or in the way things are customarily done that would enable a qualified individual with a disability to enjoy equal employment opportunities.
- b. **Qualified Individual with a Disability:** An individual with a disability is qualified if:
 - 1) s/he satisfies the requisite skill, experience, education, and other job-related requirements of the position; and
 - 2) s/he can perform the essential functions of the position, with or without reasonable accommodation.
- c. **Essential Functions:** Those job duties that are so fundamental to the position that the individual cannot do the job without being able to perform them. A function can be "essential" if, among other things, the position exists specifically to perform that function; there are a limited number of other employees who could perform the function; or the function is specialized and the individual is hired based on his/her ability to perform it. Determination of the essential functions of a position must be done on a case-by-case basis so that it reflects the job as actually performed, and not simply the components of a generic position description.
- d. **Reassignment:** Reassignment is a form of reasonable accommodation that, absent undue hardship, is provided to employees (not applicants) who, because of a disability, can no longer perform the essential functions of their job, with or without reasonable accommodation. Reassignments are made only to vacant positions and for employees who are qualified for the new position. If the employee is qualified for the position, s/he will be reassigned to the job and will not have to compete for it.
- e. **Undue Hardship:** If a specific type of reasonable accommodation causes *significant difficulty or expense*, then NCUA does not have to provide that particular accommodation. Determination of undue hardship is always made on a case-by-case basis, considering factors that include the nature and cost of the reasonable accommodation needed and the impact of the reasonable accommodation on the operations of the agency.

- 5. **PROCEDURES.** A request for reasonable accommodation is a statement that an individual needs an adjustment or change at work, in the application process, or in a benefit or privilege of employment for a reason related to a medical condition. The reasonable accommodation process begins as soon as the request for accommodation is made.

- a. To Request Accommodation.** A request does not have to use any special words, such as "reasonable accommodation", "disability", or "Rehabilitation Act". An individual with a disability may request a reasonable accommodation whenever s/he chooses, even if the existence of a disability has not been previously disclosed.
- 1) An employee may request a reasonable accommodation orally or in writing from his/her supervisor, another supervisor or manager in his/her immediate chain of supervision, the Regional or Office Director, or the EOP Disability Program Manager.
 - 2) An applicant may request a reasonable accommodation orally or in writing from any NCUA employee with whom the applicant has contact in connection with the application process. The Disability Program Manager of the Equal Opportunity Program is responsible for training staff who are involved in the application process to recognize requests for reasonable accommodation and to handle them appropriately. Regional and Office Directors also should ensure that all staff having contact with applicants know how to recognize and handle requests for reasonable accommodation.
 - 3) A family member, health professional, or other representative may request an accommodation on behalf of an NCUA employee or applicant. The request should go to one of the same persons to whom the employee or applicant would make the request.
- b. Written Requests for Record-Keeping Purposes.** To enable NCUA to keep accurate records regarding requests for accommodation, employees seeking a reasonable accommodation must follow up an oral request either by completing the NCUA Form 1686, Confirmation of Request (See Exhibit 1), or otherwise confirming their requests in writing (including by e-mail) to the Disability Program Manager. For applicants seeking a reasonable accommodation, the Personnel Management Specialist handling the request must give them the NCUA Form 1686, Confirmation of Request, to fill out. If an individual with a disability requires assistance with this requirement, the staff member receiving the request will provide that assistance.
- c. Determining the Official to Decide Upon the Request.** The NCUA official who receives the request must determine who will be responsible for deciding upon the request and forward it, if necessary, to that person. The person who makes the determination about the request for accommodation will be referred to as the "decision-maker". For accommodation requests from employees, the decision-makers will be Regional and Office Directors and may be redelegated to supervisors. For accommodation requests from applicants, when the request is made prior to the interview, the decision-maker will be the Director of the Office of

Human Resources. When the request is made at the time of interview or later, the decision-maker will be the delegated official of the office. Decision-makers must designate acting decision-makers when they are not available to assure the time frames are met.

The Equal Opportunity Disability Program Manager, Directors of Management Services, Personnel Management and Employee Relations Specialists will be available to assist in the decision-making process. The decision-maker may also want to refer to Exhibit 4 for suggested resources. Any staff member receiving a request for accommodation should follow the instructions below to determine which of these individuals should receive the request.

The request should be forwarded to the appropriate person as soon as possible but not more than five (5) business days from the date the request is received.

- 1) Requests for accommodation from applicants will be directed to the Personnel Management Specialist (PMS) responsible for the recruitment and/or selection process. The PMS will forward the request to the Director of the Office of Human Resources.
- 2) Requests for accommodation from employees should be directed to the immediate supervisor who will then forward the request to the Regional or Office Director, or delegated authority as appropriate. Assistance in meeting these requests will be provided by the appropriate agency employee; i.e., personnel management specialist, Disability Program Manager, the Region's Director of Management Services, etc.

- d. **The Interactive Process.** Once the decision-maker receives a request, the parties should begin the interactive process to determine what, if any, accommodation should be provided. This means that the individual requesting the accommodation, the supervisor or PMS, and the NCUA decision-maker must talk to each other about the request, the process for determining whether an accommodation will be provided, and any potential accommodation.

Communication is a priority throughout the entire process. The NCUA decision-maker will have the principal responsibility for identifying possible accommodations. S/he will take a proactive approach in searching out and considering possible accommodations, including consulting appropriate resources for assistance. The employee requesting the accommodation should also participate to the extent possible in helping to identify an effective accommodation. Some of the NCUA representatives available for providing reasonable accommodation resources are the

Disability Program Manager, an Employee Relations Specialist, Office of General Counsel Attorney, Facilities Manager, the Chief Information Officer, or the Directors of Management Services in each Region.

To begin the interactive process:

- 1)** The NCUA decision-maker will:
 - a)** provide an explanation to the applicant or employee that s/he will be making the decision on the request; and
 - b)** describe what will happen in the processing of the request. This initial discussion should happen as soon as possible.
- 2)** Ongoing communication is particularly important where the specific limitation, problem, or barrier is unclear; where an effective accommodation is not obvious; or where the parties are considering different possible reasonable accommodations. In those cases where the disability, the need for accommodation, and the type of accommodation to be provided are clear, extensive discussions are not necessary. Even so, the decision-maker and requesting individual should talk to each other to make sure there is a full exchange of relevant information.
- 3)** The decision-maker or any other NCUA official who receives information in connection with a request for reasonable accommodation may share information connected with that request with other agency officials only when the agency officials need to know the information in order to make determinations on a reasonable accommodation request.

For example, OCIO will typically be consulted in connection with requests for adaptive equipment for computers. However, OCIO has no need to know any information about the medical condition of the person seeking the accommodation. It only needs to know his or her functional limitation insofar as these limitations affect technology needs.

- 4)** There are specific considerations in the interactive process when responding to a request for reassignment.
 - a)** Reassignment will only be considered if no accommodations are available to enable the employee to perform his or her current job, or if the only effective accommodation would cause undue hardship.

- b) In considering where there are positions available for reassignment, the decision-maker will work with OHR and the individual requesting the accommodation to identify:
- all vacant positions within the agency for which the employee may be qualified, with or without reasonable accommodation; and
 - all positions which OHR has reason to believe will become vacant over the next 60 business days and for which the employee may be qualified.

The agency will first focus on positions that are equivalent to the employee's current job in terms of pay, status, and other relevant factors. If there is no vacant equivalent position, NCUA will consider vacant lower level positions for which the individual is qualified.

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

e. **Does the Individual Requesting the Accommodation Have a Disability? Requests for Medical Information.** NCUA is entitled to know that an employee or applicant has a covered disability that requires a reasonable accommodation. In some cases, the disability and need for accommodation will be obvious or otherwise already known to the decision-maker. A couple of examples of obvious or known disabilities are the loss of a limb or a documented hearing loss. In these cases, NCUA will not seek any further medical information. However, when a disability and/or need for reasonable accommodation is not obvious or otherwise already known and the individual is requesting accommodation, NCUA may require the individual to provide reasonable documentation about the disability and his or her functional limitations.

- 1) If a decision-maker believes that medical information is necessary in order to evaluate a request for reasonable accommodation, s/he will request medical documentation from the employee or applicant.
- 2) If a determination is made to seek medical information, the decision-maker will request sufficient information to substantiate that the individual has a disability as defined under the Rehabilitation Act and needs the reasonable accommodation requested, but will not ask for unrelated documentation.

- 3) The decision-maker will provide to the employee or applicant a written request for additional medical documentation, if necessary, and will provide information pertaining to the nature of the job, the essential functions the individual is expected to perform and any other relevant information.
- 4) Once the medical information is received, the decision-maker will evaluate it in consultation with a health practitioner chosen by NCUA, if necessary.
- 5) If the information provided by the health practitioner is not sufficient to enable NCUA to determine whether an accommodation is appropriate, the decision-maker may ask for further information. If this is necessary:
 - a) The decision-maker will explain to the individual seeking the accommodation, in specific terms, why the information provided is insufficient, what additional information is needed, and why it is necessary for a determination for the reasonable accommodation request.
 - b) The individual may then ask the health practitioner to provide the missing information.
 - c) Alternatively, the decision-maker and the individual requesting the accommodation may agree that the individual will sign a limited release allowing NCUA or the contracted medical consultant to contact the individual's health care provider either directly or by submitting a list of specific questions.
 - d) If, after a reasonable period of time, there is still not sufficient information to demonstrate that the individual has a disability and needs a reasonable accommodation, the decision-maker may request that a health practitioner chosen by NCUA examine the individual at NCUA's expense.

The failure to provide appropriate documentation or to cooperate with NCUA's efforts to obtain such documentation can result in a denial of the reasonable accommodation.

- f. **Confidentiality Requirements Regarding Medical Information Obtained in the Reasonable Accommodation Process.** Under the Rehabilitation Act, medical information obtained in connection with the reasonable accommodation process must be kept confidential. This

means that all medical information, including information about functional limitations and reasonable accommodation needs that NCUA obtains in connection with a request for reasonable accommodation must be kept in files separate from the individual's personnel file. It also means that any NCUA employee who obtains or receives such information is strictly bound by these confidentiality requirements. Medical information required for making job-related decisions will be provided to only those management officials with a demonstrated "need to know" in accordance with the Rehabilitation Act and its amendments.

All records obtained or created during the processing of a request for reasonable accommodation, including medical records, will be kept in the employee's medical file and will be maintained in accordance with the Privacy Act and the requirements of 29 CFR 1611. A separate file will be kept for accommodating applicants and will be maintained in accordance with the Privacy Act and the requirements of 29 CFR 1611.

- g. Time Frames for Processing Requests and Providing Reasonable Accommodations.** NCUA will process requests for reasonable accommodation and provide accommodations, where they are appropriate, in as short a time frame as reasonably possible. NCUA recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation requested and whether it is necessary to obtain supporting information.
- 1) Expedited processing.** In certain circumstances, a request for reasonable accommodation requires an expedited review and decision in a time frame that is shorter than the 20 business days discussed below. This includes where a reasonable accommodation is needed:
 - a)** *To enable an applicant to apply for a job.* Depending on the timetable for receiving applications, conducting interviews, and making hiring decisions, there may be a need to expedite a request for reasonable accommodation in order to ensure that an applicant with a disability has an equal opportunity to apply for a job. Therefore, OHR and Regional and Office Directors need to move as quickly as possible to make a decision and, if appropriate, provide a reasonable accommodation.
 - b)** *To enable an employee to attend a meeting scheduled to occur shortly.* For example, an employee may need a sign language interpreter for a meeting scheduled to take place in 5 days.

- 2) **Decision within 20 Business Days.** If a request for an accommodation does not require medical documentation and there are no extenuating circumstances, the decision-maker shall process the accommodation request and provide a decision within 20 business days from the date the request is received, or sooner if possible. Since decision-makers may need the full 20 days to engage in the interactive process and collect all relevant information about possible accommodations, they should not delay beginning this process. Failure to meet this time frame solely because a decision-maker delayed processing the request is not an extenuating circumstance.

An example of an accommodation which can be easily provided within this 20-day time frame includes an employee with diabetes who sits in an open area and requests breaks during the day to test her blood sugar levels so that she may do these tests in private.

- 3) **Time Stops for Medical Documentation.** The 20-day decision period is suspended when the decision-maker believes that it is necessary to obtain medical information to determine whether the requesting individual has a disability and/or to identify the functional limitations, the decision-maker will request the medical information as soon as possible after his or her receipt of the request for accommodation, but before the expiration of the 20-day period. NCUA recognizes that the need for documentation may not become apparent until after the interactive process has begun.
- 4) **Time Starts Upon Receipt of Medical Documentation.** Upon receipt of acceptable medical documentation, the decision-maker will, as soon as possible, consult with the appropriate agency representative and, if necessary, forward the medical documentation to the agency's medical consultant for review. A decision will be provided within the remaining number of business days from the date the time was frozen due to the request for medical documentation, absent any extenuating circumstances as described below.
- 5) **Extenuating Circumstances.** These are factors that could not reasonably have been anticipated or avoided in advance of the request for accommodation. When extenuating circumstances are present, the time for processing a request for reasonable accommodation and providing the accommodation will be extended as reasonably necessary. It is NCUA's policy that extensions based on extenuating circumstances should be limited to circumstances where they are strictly necessary. All NCUA staff is

expected to act as quickly as reasonably possible in processing requests and providing accommodation. The following are examples of extenuating circumstances:

- a) There is an outstanding initial or follow-up request for medical information, or the medical consultant is evaluating medical information, which has been provided.
- b) The purchase of equipment may take longer than 20 business days because of regulatory or other requirements.
- c) Equipment must be backordered, the vendor typically used by NCUA for goods or services has unexpectedly gone out of business, or the vendor cannot promptly supply the needed goods or services and another vendor is not immediately available.
- d) The employee with a disability needs to try working with equipment on a trial basis to ensure that it is effective before NCUA buys it.

An extenuating circumstance covers limited situations in which unforeseen or unavoidable events prevent prompt processing and delivery of an accommodation. For example, NCUA may not delay processing or providing an accommodation because a particular staff member is unavailable.

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

- 6) When Accommodations are Delayed.** If there is a delay in providing an approved accommodation, the decision-maker must investigate whether temporary measures can be taken to assist the employee. This could include providing the requested accommodation on a temporary basis or providing a less effective form of accommodation.

For example, there may be a delay in receiving adaptive equipment for an employee with a vision disability. During the delay, the supervisor might arrange for a temporary reader. This temporary measure may not be as effective as the adaptive equipment, but it

will allow the employee to perform as much of the job as possible until the equipment arrives.

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

NCUA decision-makers who approve such temporary measures are responsible for assuring that they do not take the place of a permanent accommodation and that all necessary steps to secure the permanent accommodation are being taken.

- 7) **Granting a Reasonable Accommodation Request.** As soon as the decision-maker determines that a reasonable accommodation will be provided, that decision should be immediately communicated to the individual. If the accommodation cannot be provided immediately, the decision-maker must inform the individual of the projected time frame for providing the accommodation. This notice does not need to be in writing.
- 8) **Denial of Reasonable Accommodation Request.** As soon as the decision-maker determines that a request for reasonable accommodation will be denied, s/he must fill out the attached NCUA 1688, Denial of Request (See Exhibit 2), and give it to the individual who requested the accommodation. The explanation for the denial should be written in plain language, clearly stating the specific reasons for the denial.

Where the decision maker has denied a specific requested accommodation, but offered to make a different one in its place which was not agreed to during the interactive process, the denial notice should explain both the reasons for the denial of the requested accommodation and the reasons that the decision-maker believes that the chosen accommodation will be effective. Reasons for the denial of a request for reasonable accommodation may include the following (keeping in mind that the actual notice to the individual must include specific reasons for the denial, for example, why the accommodation would not be effective or why it would result in undue hardship):

- a) The requested accommodation would not be effective.

- b) Providing the requested accommodation would result in undue hardship. Before reaching this determination, the decision-maker must have explored whether other effective accommodations exist which would not impose undue hardship and therefore can be provided. Before making an “undue hardship” determination, the decision-maker should consult with the Disability Program Manager. A determination of undue hardship means that NCUA finds that a specific accommodation would result in **significant** difficulty or expense, or would **fundamentally** alter the nature of NCUA’s operations.
- c) Medical documentation is inadequate to establish that the individual has a disability and/or needs a reasonable accommodation.
- d) The requested accommodation would require the removal of an essential function.
- e) The requested accommodation would require the lowering of a performance or production standard.

In addition, the written notice of denial informs the individual that s/he has the right to file an EEO complaint or may have rights to pursue an MSPB appeal. The notice also explains NCUA’s procedures available for informal dispute resolution.

- 9) **Reconsideration.** If an individual wishes reconsideration, s/he should first ask the decision-maker to reconsider the decision. The individual may present additional information in support of his/her request. The decision-maker will respond to the request for reconsideration within twenty (20) business days.

An individual’s participation in the informal dispute resolution process does not satisfy the requirements for bringing a claim under EEO or MSPB.

- 10) **Information Tracking and Reporting.** The decision-maker will ensure that the attached NCUA 1687, Reasonable Accommodation Information Reporting Form (See Exhibit 3) is properly completed, signed, and submitted to the Disability Program Manager within ten (10) business days of the decision. Copies of all information, including medical information received as part of processing the request, should be attached.

The Disability Program Manager will maintain these records for the longer of the employee's tenure with NCUA or five years.

The Disability Program Manager will maintain statistics for reporting purposes to include the following:

- a) The number of reasonable accommodations, by type, that have been requested in the application process and whether those requests have been granted or denied.
- b) The jobs (occupational series, grade level, and organization location) for which reasonable accommodations have been requested.
- c) The types of reasonable accommodations that have been requested for each of those jobs.
- d) The number of reasonable accommodations, by type, for each job that have been approved, and the number of accommodations, by type, that have been denied.
- e) The number of requests for reasonable accommodations, by type, that relate to the benefits or privileges of employment, and whether those requests have been granted or denied.
- f) The reasons for denial of requests for reasonable accommodation.
- g) The amount of time taken to process each request for reasonable accommodation.
- h) The sources of technical assistance that have been consulted in trying to identify possible reasonable accommodations.

- 11) Relationship of Procedures to Statutory Claims.** This policy is in addition to statutory protections for persons with disabilities and the remedies they provide for the denial of requests for reasonable accommodation. Requirements governing the initiation of statutory claims, including time frames for filing such claims, remain unchanged.

An individual who chooses to pursue statutory remedies for denial of reasonable accommodation must:

- a) For an EEO complaint, contact an EEO counselor within 45 days from the date of receipt of the written notice of denial.
- b) For an MSPB appeal, initiate an appeal to the MSPB within 30 days of an appealable adverse action as defined in 5 CFR 1201.3.

If a member of the EOP staff has had any involvement in the processing of the request for reasonable accommodation, that staff member shall recuse him or herself from any involvement in the process of an EEO complaint in connection with that request.

6. **EXPIRATION.** This instruction is effective immediately and will remain in effect until canceled.

/S/

J. Leonard Skiles
Executive Director

CONFIRMATION OF REQUEST FOR REASONABLE ACCOMMODATION

1. Applicant's or Employee's Name: _____ Applicant's or Employee's Telephone No.: _____

Today's Date _____ Employee's Office or Vacancy Number _____

Date of Request _____

2. ACCOMMODATION REQUESTED. *(Be as specific as possible, e.g., adaptive equipment, reader, interpreter)*

3. REASON FOR REQUEST.

If accommodation is time-sensitive, please explain:

Return Form to Disability Program Manager (DPM)

4. Log No.: _____ (DPM will assign number)

NCUA Form 1688

DENIAL OF REASONABLE ACCOMMODATION REQUEST

1. Name of Individual requesting reasonable accommodation: _____

2. Reasonable accommodation requested:

3. Request for reasonable accommodation denied because: (may check more than one box)

- Accommodation Ineffective
- Accommodation Would Cause Undue Hardship
- Medical Documentation Inadequate
- Accommodation Would Require Removal of an Essential Function
- Accommodation Would Require Lowering of Performance or Production Standard
- Other (Please identify) _____

4. Detailed Reason(s) for the denial of reasonable accommodation (must be specific, e.g., *why* accommodation is ineffective or causes undue hardship):

5. If the individual proposed one type of reasonable accommodation which is being denied, but rejected an offer of a different type of reasonable accommodation, explain both the reasons for denial of the requested accommodation and why you believe the chosen accommodation would be effective.

6. If an individual wishes to request *RECONSIDERATION* of this decision, s/he may ask the decision-maker to reconsider the decision. The individual may present additional information in support of his/her request. The decision-maker will respond to the request for reconsideration within five (5) business days. (EOP)

7. If an individual wishes to file an EEO complaint or pursue an MSPB appeal, follow these instructions:

a. For an EEO complaint pursuant to 29 CFR 1614, contact an EEO counselor in the Office of Equal Opportunity Programs *within 45 days from the date of this notice of denial of reasonable accommodation*; or

b. Initiate an appeal to the Merit Systems Protection Board *within 30 days of an appealable adverse action* as defined in 5 CFR 1201.3.

Name of Decision-Maker
Date Reasonable Accommodation Denied: _____

Signature of Decision-Maker

June 2002

REASONABLE ACCOMMODATION INFORMATION REPORTING FORM

1. Name of Individual requesting reasonable accommodation: _____

2. Office of Requesting Individual: _____

3. Reasonable accommodation: (check one)

_____ Approved

_____ Denied (If denied, attach copy of the written denial letter/memo.)

4. Date reasonable accommodation requested:

5. Who received request: _____

6. Date reasonable accommodation request referred to decision maker: _____

7. Name of decision-maker: _____

8. Date reasonable accommodation approved or denied: _____

9. Date reasonable accommodation provided (*if different from date approved*): _____
Provide explanation if time frames outlined in the Reasonable Accommodation Procedures were not met:

10. Job held or desired by individual requesting reasonable accommodation (*including occupational series, grade level, and office*): _____

Exhibit 3

11. Reasonable accommodation needed for: *(check one)*

_____ Application Process

_____ Performing Job Functions or Accessing the Work Environment

_____ Accessing a Benefit or Privilege of Employment (e.g., attending a training program or social event)

12. Description of reasonable accommodation requested (e.g., *adaptive equipment, staff assistant, removal of architectural barrier*):

13. Description of reasonable accommodation provided:

14. Was medical information required to process this request? If yes, explain why.

15. Sources of technical assistance, if any, consulted in trying to identify possible reasonable accommodations (e.g., *CAP, Job Accommodation Network, Disability Program Manager, etc.*):

16. Comments:

Submitted by: _____ Phone: _____

Attach copies of all documents obtained or developed in processing this request.

June 2002

Exhibit 3

Selected Reasonable Accommodation Resources

Department of Defense Computer/Electronic Accommodations Program --
CAP.

703-681-8813 (Voice/TTY). CAP web site is: www.tricare.osd.mil/cap.

CAP will buy accommodations to make computer and telecommunications systems accessible to employees with disabilities, as required by Public Laws; fund sign language interpreters, readers, and personal assistants for employees attending long term [training](#) (two days or more); and provide expertise in solving accessibility problems through the use of software, hardware, and other assistive technology. The NCUA point of contact is Ellen Eaton, EEO Specialist, EOP, 703-518-6328. (RII & IV)

U.S. Equal Employment Opportunity Commission

1-800-669-3362 (Voice) 1-800-800-3302 (TT)

EEOC Accommodation documents are available through the Internet at
<http://www.eeoc.gov>.

Job Accommodation Network (JAN)

1-800-232-9675 (Voice/TT)

<http://janweb.icdi.wvu.edu/>.

ADA Disability and Business Technical Assistance Centers (DBTACs)

1-800-949-4232 (Voice/TT)

Registry of Interpreters for the Deaf

(301) 608-0050 (Voice/TT)

RESNA Technical Assistance Project

(703) 524-6686 (Voice) (703) 524-6639 (TT)

<http://www.resna.org/>