

Making a Request for Personal Assistance Services Updated June 2020

The purpose of this document is to establish the U.S. International Development Finance Corporation (DFC) procedures on handling requests for Personal Assistance Services (PAS) in accordance with 29 C.F.R. § 1614.203(d)(5) and the Rehabilitation Act of 1973.

Requesting PAS is similar to requesting a reasonable accommodation. An individual may request PAS by informing their supervisor or the Human Resources Management (HRM) department that he or she needs assistance with daily life activities because of a medical condition. The individual does not need to mention Section 501 or the EEOC's regulations explicitly, or use terms such as "PAS" or "affirmative action" to trigger the agency's obligation to consider the request.

HRM oversees DFC's PAS program. HRM will process requests for PAS in a prompt and efficient manner in accordance with the time frames set forth in these procedures. If a request is given to a manager rather than directly to HRM, the manager should forward the request to HRM (HRMStaff@DFC.gov) within two business days. HRM will issue a final decision in writing to the requestor.

HRM will contact the employee within 10 business days after the request is made (even if the request is initially made to someone else) to begin discussing the PAS request. HRM will ask the employee what types of PAS he or she needs using the same type of informal, interactive process used for reasonable accommodation.

Communication is a priority throughout the entire process, but particularly where the specific limitation, problem, or barrier is unclear. Both the requestor and the decision maker should work together to identify effective PAS.

Approval of Personal Assistance Services

If DFC grants a request for PAS, HRM will provide the requestor with a written explanation of the PAS to be provided, and discuss implementation of the PAS. If the request is approved but the PAS cannot be provided immediately, HRM will inform the individual in writing of the projected time frame for providing the service(s).

Denial of Personal Assistance Services

If DFC denies a request for PAS, HRM will provide the requestor with a written explanation of the reason(s) for the denial, to include why the PAS would result in an undue hardship or why it would be ineffective.

Selecting a PAS Provider

DFC may use federal employees, independent contractors, or a combination of employees and contractors to perform personal assistance services. If DFC is hiring a PAS provider who will be assigned to a single individual, and if that individual prefers a

particular provider, then DFC will give primary consideration to the employee's choice to the extent permitted by law. However, it may not be possible to honor the individual's preference in all cases.

An individual may request permission to bring his or her own PAS provider to work as a reasonable accommodation if the individual does not request that the agency assume the cost of providing services. However, if the individual wants the agency to assume the cost of providing the services, the agency may have reasons to choose a different provider.

Inquiries

Managers, employees or applicants wanting further information concerning these Procedures may contact HRM via e-mail at HRMStaff@DFC.gov.