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Reasonable Accommodations Request and Portal Implementation

**Applicable to: Civilian**

Reasonable Accommodation (RA) is any modification or adjustment to a job, employment practice, the work environment, or the way things are usually done that allows a qualified individual with a disability to apply for a job, perform job functions, or enjoy equal access to benefits available to other individuals in the workplace, 29 CFR part § 1630.2 (o).

Reasonable accommodations may include, are not limited to: (1) making existing facilities used by employees readily accessible to and usable by individuals with disabilities; (2) job restructuring, modifying work schedules, or reassignment of a current employee to a vacant position; and (3) acquiring or modifying equipment or devices, adjusting or modifying examinations, training materials, or policies, and providing qualified readers or interpreters. Providing reasonable accommodations is a legal requirement under the Rehabilitation Act of 1973.

Department of Air Force (DAF) developed an electronic Reasonable Accommodation Request (RAR) submission process, to assist with increasing accessibility across the Air Force (AF) for Individuals with Disabilities (IwDs). Electronic submission allows simultaneous notification to be sent to the Disability Program Manager (DPM), Supervisors/decision authority and Requestor to expedite the processing.

**Who can Request a Reasonable Accommodation**

- An applicant for employment, either orally or in writing, from any employee authorized to interact with the applicant in the application process
- A qualified individual with a disability who is an employee, or an individual acting on behalf of a DAF employee, may request a RA either orally or in writing, from his/her supervisor, another supervisor in the immediate chain of command, or other DAF personnel

Note: Contractor personnel will refer to reasonable accommodation procedures established by their contracting employer.

Note: If you are unable to use the RAR submission process, a RA can still be requested

directly through interaction with your supervisor or DPM. IAW AFMAN 36-2710 13.2, an employee or applicant with a disability that is seeking reasonable accommodation is referred to as a “requestor”. For assistance during the submission process, please contact your local disability program manager: [Find a Disability Program Manager](#)

## **Reasonable Accommodation Request Submission**

The information provided on a RAR will be used to inform an installation DPM about details related to an accommodation. Proceed to submit a RAR using below link:

RAR Portal: [Reasonable Accommodation Request](#)

When submitting a RAR electronically, individuals will be prompted to: (1) Complete a series of questions, which will assist the supervisor to understand what type of accommodation(s) are needed and how the accommodation will help the individual perform the essential functions of the position, participate in activities or enjoy equal employment opportunities. (2) Upload documentation (if required) to support the request. Adding supporting documentation helps the DPM in making the determination that the requestor is a qualified individual with a disability, as defined by the Americans with Disabilities Act of 1990. (3) Enter supervisor’s email, requestor’s supervisor will be notified of the need for RA.

Note: Supervisors will only be able to see information included in the text fields of the electronic RAR submission. They will not automatically be able to view medical documentation associated with the request unless requested and provided by the DPM or requestor to assist in determining and effective accommodation. The requestor and DPM will receive confirmation of the RAR submission.

RARs can be initiated on behalf of another individual. IwDs who do not have a us.af.mil email will have their request initiated by their servicing DPM. Human Resource (HR) Servicing Staffers: Individuals not yet employed by the Air Force, who request an accommodation during the pre-employment phase, must have a RAR initiated on their behalf to ensure appropriate assignment, tracking and fulfillment. Employers may not ask disability related questions or require medical examinations at the pre-offer stage. Questions regarding accommodations may not be asked until a conditional offer is

made.

For additional guidance on Pre-employment Disability-related questions visit the following link: [Enforcement guidance: Preemployment Disability-related questions and medical examinations - U.S. Equal Employment Opportunity Commission](#)

AFPC/AFMC HR servicing staffer must communicate with the Civilian Personnel Office (CPO) to ensure gaining supervisor is made aware of the request. The gaining supervisor or DPM for the assigned installation will initiate submission of a RAR on behalf of the individual to ensure proper tracking and fulfillment of the request. Acceptance timeframe to a tentative job offer may be adjusted to enable consideration of reasonable accommodations.

DPMs will request an account in Envision and obtain PII Access, RAR Access Request Guide provides instructions on how to request accounts in Envision (See below Guide available under Resources).

### **RAR – Additional documentation and Document Upload**

If there is a need to request additional documentation, the DPM will notify the requestor, correspondence to obtain additional documentation will need to be accomplished outside of Envision as the system will not send notifications to the requestor once a request has been submitted. DPM will update the request in Envision by selecting the “More Information Needed” button, under the DPM Actions.

IwDs or DPMs can now upload additional documentation (i.e., medical documentation) associated with an existing RAR by using the following link: [RAR Additional Documentation](#)

The initial RAR number will be utilized to tie the documentation to the initial request. Requestors will enter the number when prompted.

### **Supervisor Acknowledgement of a RAR**

The decision authority for all RA's requests is the requestor's supervisor, unless the request is elevated to a higher level, notification emails will be titled "RAR Submission Review for Supervisor". Supervisors will need to take action and mark the request as "Validated" to concur with the request or "Reassign" the request as appropriately.

The supervisor may mark the request as "Denied" if the request is an illegitimate request for accommodation. Coordination to determine legitimacy of the request will be accomplished with the DPM. A request will only be identified as illegitimate, if there has been a determination that an individual is not a qualified individual with a disability. If there is a determination that the requestor is a qualified individual with a disability, and the request is denied, it will need to be routed for endorsement by the wing/delta commander (or equivalent) or designee, not below the grade of O-6 or civilian equivalent in accordance with DAFI 36-2710.

Supervisors can review a RAR by accessing the following link: [Supervisor Acknowledgement of a Reasonable Accommodation Request](#)

### **Interactive Process**

A RA must be timely processed, the interactive process begins within 10 days of receipt of a RAR or notification of RAR. The supervisor/decision authority will consult with the local disability program manager when reviewing reasonable accommodations requests to assist with effective communications and provide managers available resources which may assist with the interactive process.

Once a request for accommodation is received, DPMs will proceed to update the request in Envision and select "DPM Action" proceed to mark a RAR as "Acknowledge" and will advise supervisor to initiate and participate/collaborate in the interactive process. This will be done after the Supervisor takes initial action. It is recommended that the Supervisor setup a meeting with the requestor and DPM to facilitate the interactive process to determine the most effective accommodation.

### **Documenting a Reasonable Accommodation Request**

DPM: Once the interactive process is finalized, provide the supervisor/decision authority the Reasonable Accommodation Request (RAR) Decision Notification form (find below under "Resources) to be completed by the supervisor and/or requestor as applicable. Once the supervisor completes the decision form, ensure the decision form is uploaded to the case file in Envision.

Supervisor/Decision authority: Proceed to complete RAR Decision notification appropriately and document final decision. Any decision to deny a request for reasonable accommodation must first be reviewed and approved by the installation and/or organization legal office.

Once an effective accommodation has been agreed upon by the supervisor and requestor, the DPM will proceed to select "DPM Action" and appropriately mark the request as "accepted" or "denied". Information related to initiating the Interactive process is found on AFMAN 36-2710 13.2.1. Envision will allow visualization and processing of all assigned MAJCOM & Installation RA's requests.

### **Denial of a Reasonable Accommodation Request**

All Denials of requests for a RA must also be reviewed and endorsed by the Wing/Delta commander (or equivalent) or their designee at the level of O-6 or civilian equivalent. The employee must be advised of their right to file an Equal Employment Opportunity Complaint. Guidance is contained in Department of the Air Force Instruction 36-2710, Equal Opportunity. Denials will be documented in the RAR decision form, DPMs will ensure the decision form is uploaded to the case file in Envision.

### **Reasonable Accommodation Funding and Reimbursement Process**

In general, each respective organization will bear the cost of providing reasonable accommodations. Cost of the accommodation should not delay providing the accommodation within the prescribed timeline of 30 calendar days. Organizations may request reimbursement of costs associated with providing a RA in fiscal years in which the DAF RA account is funded. Where appropriate, organizations will utilize accommodation resources such as the DoD's Computer/Electronic Accommodation Program and the Department of Labor's Job Accommodation Network.

Organizational Finance POCs will utilize Emergency Special Program code “7F” to request reimbursement and to track all requests for reasonable accommodations. This enables organizations (at all levels) to properly plan for yearly reasonable accommodation costs. Should an organization be forced to defer another requirement in order to support a RAR, an unfunded request will be submitted through that organization's established corporate process.

### **Purchasing Items for Reasonable Accommodations**

DPM: If a RAR requires acquisition of an item, the DPM will identify and notify the Purchasing Agent/Resource Advisor of the need. The Purchasing Agent is the Person responsible for assisting with or providing guidance on making a purchase, at the requestor’s installation/organization. This will be accomplished after the interactive process has occurred and an effective accommodation has been determined. DPM will ensure information associated with purchases are input in the “Financial Manager Information” Section in Envision.

The individual who purchases or procure the items will be required to follow-up with the Resource Advisor to ensure cost are ESP coded for reimbursement. Resources Advisors will work with the Installation, Major Command or Field Command budget office, who will help with ensuring items are coded properly and reimbursed. The MAJCOM Budget Office will work with the wing budget office to ensure reimbursement. Any questions about funding for reasonable accommodations should be directed to the employee’s assigned installation or MAJCOM DPM.

### **Final Decisions - RAR**

DPM: Upon receipt of decision for the accommodation request, DPMs will upload the final decision in Envision using the upload process (link provided above) in the "Additional documentation and Document Upload" section. Requests will be submitted to a decision authority within 5 calendar days of making a determination. Documentation regarding the decision on reasonable accommodation requests should be uploaded to the RAR by the DPM.

Supervisor: Will provide a written decision from the decision authority on the request for accommodation in the shortest time practicable, but no later than 30 calendar days from receipt of the initial request.

If alternate reasonable accommodation is approved, this is a modification of accommodation and not a denial of reasonable accommodation. Written notification for modifications will explain both the reasons for the denial of the original accommodation and the reasons the modified accommodation is believed to be equally effective, alternate RA must be uploaded.

### **Closing-Out a Reasonable Accommodation Request**

DPM: Once the accommodation has been implemented or provided, update the request as complete in Envision, by selecting “DPM Action”, proceed to select “Complete” Marking the request as complete will stop the clock for the number of days taken to process the request.

Supervisor: Not all accommodations produce the desired outcome. Supervisors will monitor the effectiveness of any approved reasonable accommodation once it has been provided to ensure the accommodation is effective. If the accommodation proves ineffective, the interactive process begins again. A new reasonable accommodation request will need to be submitted by the requestor.

For questions regarding reasonable accommodations: please contact your local disability program manager by using below link: [Find a Disability Program Manager](#)

For additional questions: [SAF.Reasonable.Accommodations@us.af.mil](mailto:SAF.Reasonable.Accommodations@us.af.mil)

For operational questions: [afpc.dp3da.selectiveplacement.us.af.mil](mailto:afpc.dp3da.selectiveplacement.us.af.mil)



**U.S. AIR FORCE**

# REASONABLE ACCOMMODATION FACTSHEET FOR EMPLOYEES WITH DISABILITIES

**Air Force Equal Opportunity Policy Office - SAF/MRQ**

## **What is a reasonable accommodation?**

Reasonable accommodation (RA) is a modification to a job or work environment, or to a policy or procedure to enable a qualified applicant or employee with a disability to participate in the application process or to perform essential job functions.

## **Is providing a reasonable accommodation required?**

The Rehabilitation Act of 1973 (29 USC §791 et seq.) as amended by the Americans with Disabilities Act (ADA) of 1990, as amended (42 USC §12101 et seq.) requires all federal agencies to provide reasonable accommodation to qualified individuals with disabilities who are employees or applicants for employment, unless to do so would cause undue hardship. Air Force policy on the provision of RA is set forth in DAFI 36-2710.

## **What is an undue hardship?**

An undue hardship is an action that requires "significant difficulty or expense" in relation to: overall size of the agency's program with respect to the number of employees; number and type of facilities and size of budget; type of operation, including the composition and structure of the agency's workforce; and nature and cost of the accommodation. An agency is not required to make an accommodation if it can demonstrate that providing the accommodation would impose an undue hardship on its everyday operations.

Section 501 of the  
Rehabilitation Act

**The Rehabilitation Act of  
1973, protects qualified  
employees and applicants  
with disabilities in the  
Executive Branch of the  
Federal Government from  
employment  
discrimination based on  
disability. It requires  
federal agencies to provide  
reasonable  
accommodation for known  
physical or mental  
disabilities to qualified  
employees and applicants,  
unless to do so would  
cause an undue hardship.**

**The Law also ensures  
equal access to Federal  
programs, activities, and  
facilities for people with  
disabilities.**



### **What does a reasonable accommodation do?**

Reasonable accommodation enables a qualified person with a disability to perform the essential functions of his/her job and also ensures he/she has the same rights and privileges of employment as those without disabilities. It does not alter or lower the standards or expectations, but they do work around limitations caused by the disability.

### **How do I ask for a reasonable accommodation?**

If you need an accommodation, you should tell your first line supervisor or others in your chain of command (1) that you have a disability (unless your disability is obvious), (2) how your disability interferes with your ability to perform your job functions, and (3) what accommodations you need in order to perform your job functions. Your Disability Program Manager (DPM) may also be able to assist you. Although you may make your request orally or in writing, it is better practice to put your request in writing so you have a record of it. Your supervisor respond in writing within 10 business days.

### **What documentation can my supervisor request?**

If the need for an accommodation is not obvious (e.g. an employee uses a wheelchair), a supervisor can ask the employee for reasonable supporting documentation. This is documentation sufficient to establish that the employee has a covered disability and establish the need for the accommodation the employee seeks. The documentation should not be a "blank request" to seek the employee's entire medical record. Medical information is confidential, must not be disclosed to anyone who does not have a need to know, and must be filed separate from personnel files. Unauthorized disclosure of medical information is a violation of the law.

### **What is the interactive process?**

The interactive process is the discussion that takes place between the employee and the supervisor (augmented by the DPM as needed) to determine what limitations the individual is experiencing due to a medical impairment, clarify what the individual needs, and identify what accommodations might be helpful in working around those limitations.

### **What kind of actions may reasonably accommodate employees?**

An accommodation may involve making an existing facility readily accessible; modifying work schedules, hours, policies or methods; acquiring or modifying equipment; providing qualified readers or interpreters; or modifying examinations, training, or other programs. As a last resort, RA may include reassigning a current employee to a vacant position for which the individual is qualified. In selecting the particular RA, the principal test is that the device, service, or modification of policy or method must be effective so that it enables the individual to apply for the job, to perform the essential functions of the job, and to have equal access to the facility, information, activity or event.

### **Is my supervisor obligated to provide any accommodation that I request?**

No. Once your employer knows about your need for an accommodation, he or she must engage in an interactive process with you to help determine what accommodations might be appropriate. Your employer does not have to provide the exact accommodation you are requesting, but must have meaningful discussions with you about what will work and what is reasonable. Employers must make reasonable efforts to determine the appropriate

accommodation for you, by consulting with you and giving primary consideration to your preference. The employer may select an alternative accommodation as long as it is appropriate and meets your needs.

**How can I work with my supervisor to obtain a reasonable accommodation?**

You should participate in the process of developing or implementing the accommodation. If you and your employer do not initially agree on the accommodation, you can offer your employer a referral to accommodation specialists such as the Computer Electronic Accommodation Program (CAP) at [www.cap.mil](http://www.cap.mil) or the Job Accommodation Network (JAN) at [www.askjan.org](http://www.askjan.org). You can also contact your local DPM or EO Office for assistance.

**What should I do if my accommodation request is denied?**

You should be notified in writing if your request for reasonable accommodation is denied and no alternative accommodation is offered. The denial must include specific reasons for the denial and the employee or office that made the decision. Your manager must notify inform you that you have a right to file an EEO complaint, the procedures for doing so, as well as identify and explain any avenues available for informal dispute resolution For disability-related complaint procedures, see [DAFI 36-2710](#), *Equal Opportunity Program*.

**Where should I go for more information about reasonable accommodation?**

The installation Disability Program Manager or servicing Civilian Personnel Office may be contacted for information on reasonable accommodation. Additional information may also be found on the Equal Employment Opportunity website at <https://www.eeoc.gov/policy/docs/accommodation.html>.

Local DPM- Robert McConnell at 654-3342 or Amparo M Pena at 654-3325  
Email: [17FSS.FSCA.DPM@us.af.mil](mailto:17FSS.FSCA.DPM@us.af.mil)