DEPARTMENT OF DEFENSE
MISSILE DEFENSE AGENCY
5700 18TH STREET
FORT BELVOIR, VIRGINIA 22060-5573

HR

JUN 0 8 2018

MEMORANDUM FOR ALL MDA PERSONNEL

SUBJECT: Personal Assistance Services (PAS)

The Equal Employment Opportunity Commission (EEOC) amended the regulations implementing Section 501 of the Rehabilitation Act of 1973. These regulations prohibits discrimination in employment on the basis of disability and requires the federal government to engage in affirmative action for people with disabilities. Beginning on January 3, 2018, all federal agencies are required to provide PAS to employees who need such assistance to participate in the workplace or work-related travel.

PAS are services that provide support to individuals who, because of targeted disabilities, require assistance to perform basic activities of daily living, such as removing and putting on clothing, eating, and using the bathroom. The Section 501 requires federal agencies to provide PAS to employees who have targeted disabilities unless doing so would impose an undue hardship on the Agency.

The Missile Defense Agency (MDA) is fully committed to providing all employees with the required tools and resources essential for participating, contributing, and being successful in the workplace. Therefore, it is my expectation for all supervisors to immediately assess and respond to all PAS requests in a timely and effective manner.

The attached instruction provides guidance on the Agency's Personal Assistance Services. If you have questions regarding this process, please e-mail the Disability Program Manager at ReasonableAccommodation@mda.mil.

JOHN H. JAMES, JR.
Executive Director

Attachment:
As stated

MISSILE DEFENSE AGENCY

PERSONAL ASSISTANCE SERVICES

MDA INSTRUCTION 1438.01-INS

May DD, 2018

Office of Primary Responsibility: Human Resources Directorate (HR)

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HR

1438.01-INS

SUBJECT: Personal Assistance Services

References: (a) Rehabilitation Act of 1973 (Section 501 Rule)
(b) 29 C.F.R. § 1614.203(d)(5), current edition
(c) Code of Federal Regulations, Title 29, Part 1614, current edition

1. PURPOSE. This instruction:

a. Is established in accordance with the Rehabilitation Act of 1973 (Section 501 Rule) (Reference (a)) and 29 C.F.R. § 1614.203(d)(5) (Reference (b)).

b. Provides written guidance for processing Personal Assistance Services (PAS) requests made by MDA employees with targeted disabilities.

c. Will assist the MDA in fulfilling its obligation for ensuring that individuals with targeted disabilities who request PAS receive a proper and timely response.

2. APPLICABILITY AND SCOPE.

a. This instruction applies to all MDA Executives, Managers, Supervisors, and federal employees with targeted disabilities.

b. The Rehabilitation Act of 1973 (Section 501 Rule) (Reference (a)) requires federal agencies to provide PAS to employees who, because of a targeted disability, require such assistance to be present in the workplace and participate in work-related travel, employer-sponsored events, and training.

c. Federal agencies are required to provide an employee with PAS during work hours and work-related travel if:

(1) The employee requires such services because of a targeted disability;

(2) Provision of such services would, together with any reasonable accommodation enable the employee to perform the essential functions of his/her position; and

(3) Provision of such services would not impose undue hardship on the agency.

3. POLICY. It is MDA policy to fully comply with the PAS requirement of the Rehabilitation Act of 1973 (Section 501 Rule) (Reference (a)) and 29 C.F.R. § 1614.203(d)(5) (Reference (b)).

The MDA has a legal obligation to provide PAS to qualified employees with targeted disabilities, unless to do so would cause undue hardship. The MDA is committed to providing PAS to its employees in order to assure that individuals with targeted disabilities have full access to equal employment opportunity. The MDA will process both oral and written requests for PAS, and when appropriate, provide PAS in a prompt and efficient manner in accordance with the timeframes set forth in these procedures.

4. RESPONSIBILITIES.

a. The Executive Director will:

(1) Ensure implementation of the PAS procedures is provided in these procedures.

(2) Promote the use of PAS throughout the Agency.

(3) Provide sufficient resources (personnel and funds) necessary for effective and efficient accomplishment of the PAS process.

b. The Director for Human Resources (HR) will:

(1) Exercise overall responsibility for administering PAS procedures.

(2) Provide advice and guidance to agency officials regarding PAS matters.

(3) Designate a Disability Program Manager (DPM) to process PAS requests.

(4) Provide training to supervisors, managers, and employees regarding PAS.

(5) Consult as appropriate with the General Counsel (GC) on PAS requests.

(6) Submit PAS data to EO for external reporting requirements, as needed.

(7) Ensure PAS is fully employed throughout the day by assigning other duties when not performing PAS activities.

c. The Director of Equal Opportunity and Diversity Management (EO) will:

(1) Submit reports to the Equal Employment Opportunity Commission (EEOC) and other federal agencies, as required, regarding MDA's PAS activity and compliance.

(2) Provide policy guidance to HR as required.

d. The Disability Program Manager (DPM) will:

(1) Process all requests for PAS.

(2) Coordinate with appropriate MDA officials as necessary on PAS issues and the interactive process.

(3) As part of the interactive process, obtain and evaluate documentation supporting a PAS request (such as medical documentation).

(4) Provide advice to supervisors on options for appropriate action in response PAS requests.

(5) Provide training to supervisors, managers, and employees regarding PAS and the interactive process.

(6) Ensure the MDA Form 23, "Request for Personal Assistance Services" (Enclosure 2) is completed and maintained with the PAS record.

(7) Ensure the MDA Form 24, "Resolution of Personal Assistance Services Request" (Enclosure 3) is completed and maintained with the PAS record.

(8) Compile and provide data for HR and EO on requests for PAS from employees.

(9) Use the PAS data to provide an ongoing assessment of the MDA PAS program.

e. The General Counsel (GC) will provide all legal advice to Agency officials regarding PAS matters.

f. The First-Level Supervisor will:

(1) Serve as the MDA decision maker on PAS requests.

(2) Consult with DPM and GC no later than two business days after receipt of PAS requests. If the supervisor grants the request, he/she will work with the DPM to ensure PAS is provided within the applicable time limits.

(3) Participate in the interactive process with other interested parties.

g. The Second-Level Supervisor will:

(1) Serve as the final MDA decision maker on employee requests for reconsideration.

(2) In consultation with the DPM and GC, respond to appeals for reconsideration within 10 business days.

h. The Employee will:

(1) Initiate the PAS request using MDA Form 23.

(2) Provide medical documentation within 15 calendar days (except for extenuating circumstances) supporting the request.

(3) Participate in the interactive process with MDA decision maker, DPM, and other stakeholders.

5. ELIGIBILITY. An MDA employee is eligible for PAS if:

a. the individual is an employee of the Agency;

b. the individual has a targeted disability;

c. the individual requires the services because of his or her targeted disability;

d. the individual will be able to perform the essential functions of the job, without posing a direct threat to safety, once PAS and any reasonable accommodations have been provided; and

e. providing PAS will not impose undue hardship on the Agency.

6. PROCEDURES.

a. Requesting Personal Assistance Services (PAS).

(1) An employee may request PAS by informing a supervisor, human resources professional, DPM, or other appropriate individual that he/she needs assistance with daily life activities because of a targeted disability.

(2) A list of targeted disabilities can be found on the U.S Office of Personnel Management (OPM) webpage and the Standard Form 256 (Self-Identification of Disability)

(3) The PAS request may be made orally or in writing to any of the MDA officials listed below. However, any official receiving the request, other than the DPM, must forward the request to the DPM within 2 business days.

(a) DPM.

(b) An employee's first-level supervisor;

(c) An employee's second-level supervisor.

(d) HR.

(e) EO.

(4) A request does not have to use any special words, such as Section 501, EEOC regulations explicitly, or use terms such as "PAS" or affirmative action to trigger MDA's obligation to consider the request.

b. Written Request for Record-Keeping Purposes.

(1) When an employee makes an oral request for PAS, the employee must follow up the oral request in writing by completing the MDA Form 23, "Request for Personal Assistance Services" (Enclosure 2). The written requests will enable MDA to maintain accurate records regarding PAS requests.

(2) The DPM will begin processing the oral request as soon as it is made, whether or not the written confirmation has been provided.

c. Processing the Request. While the DPM has responsibility for processing requests for PAS, he/she will work closely with the requestor's supervisor to gather relevant information so the supervisor can appropriately assess and respond to requests.

d. The Interactive Process.

(1) After an employee makes a request for PAS, the next step is for the stakeholders to begin the interactive process. The interactive process is the dialogue between the employee, the supervisor, the DPM, and other stakeholders with the objective of identifying the need and completing requests in a timely and effective manner.

(2) The DPM will contact the employee within 5 business days upon receipt of the request to begin discussing the PAS request.

e. Timeframes for Processing Requests.

(1) The timeframe for processing a PAS request is as soon as possible but no later than 30 business days from the date the DPM receives the request.

(2) MDA will process PAS requests and, where appropriate, provide services in as short a period of time as reasonably possible. The above timeframe indicates the maximum amount of time it should generally take to process a request and provide PAS absent extenuating circumstances. The DPM will strive to process the request sooner, if possible.

(3) If the DPM or a health care provider acting on behalf of MDA requests medical information or documentation from a requestor's doctor or other health professional, the timeframe will stop on the day that the request is made to the individual to obtain medical information or sends a request for information, and will resume on the day that acceptable medical information is received by the DPM or health care provider making the request.

(4) In special time-sensitive circumstances, expedited processing may be required, thus reducing the 30-day timeframe. An example may include when the PAS is needed for an

applicant to participate in a job interview or to participate in an agency specific activity that is scheduled to occur when little advanced notice is given. There is no requirement to provide a PAS during the application process.

(5) There may be circumstances that cannot reasonably be anticipated or avoided in advance of the PAS request, or that are beyond MDA's ability to control. When extenuating circumstances are present, the time for processing a PAS request and providing the service will be extended as reasonably necessary. Extensions will be limited to circumstances where they are absolutely necessary and only for as long as required to deal with the extenuating circumstances.

(6) If there is a delay in processing a PAS request, the DPM must notify the employee in writing of the specific reasons for the delay, and to the extent possible, keep the employee informed of the date on which MDA expects to complete the process.

(7) The DPM will work with the employee and management official to explore alternatives to mitigate the adverse effect of any delay.

f. Medical Information.

(1) MDA is entitled to know that an employee or applicant who requests PAS has a targeted disability covered by the Rehabilitation Act of 1973 (Reference (a)). Only the DPM or a health care provider designated by MDA may determine whether medical information is needed, and if so, may request such information from the employee or applicant and/or the appropriate health professional.

(2) The DPM may request information about the targeted disability, the activities it limits, and the need for PAS. The DPM may request this information only if the targeted disability is not obvious, or if the information submitted by the individual is insufficient for the deciding official to make an informed determination.

(3) Specifically, the DPM may request information regarding:

(a) The nature, severity, and duration of the individual's impairment.

(b) The activity or activities that the impairment limits.

(c) The extent to which the impairment limits the individual's ability to perform the activity or activities.

(d) The reason(s) the individual requires PAS, how will PAS assist the individual to be present in the workplace and enjoy the benefits of the workplace.

(4) It is the employee's responsibility to provide all medical information requested within 30 calendar days. The failure to provide appropriate documentation or to cooperate with the MDA efforts to obtain such documentation may result in a denial of the PAS request.

(5) If the initial information provided by the health professional or volunteered by the requestor is insufficient to enable the DPM to determine whether the individual has a targeted disability and/or that PAS is needed, the DPM or a health care provider designated by MDA will explain why the documentation is insufficient and what additional information is needed. If necessary, the individual should then ask his or her health care provider or other appropriate professional to provide the requested information. The DPM may also give the individual a list of questions to give to the health care provider or other appropriate medical professional to answer.

(6) If the individual does not provide sufficient medical information after the first or subsequent attempt, the DPM may ask the individual requesting accommodation to sign a limited release permitting the DPM or health care provider designated by the DPM to contact the employee's health care provider directly for additional information. The DPM may have the medical information reviewed by a doctor of MDA's choosing, at MDA's expense. If this does not result in sufficient information, MDA may then require the requestor to go to a health care provider of MDA's choice at MDA's expense. Any such medical examination must be limited to determining the existence of a disability and/or the functional limitations that require personal assistance services. Refusal or failure to undergo examination by health care professionals selected by MDA or to provide consent authorizing release of necessary medical information to decision makers, the DPM, or health care professional selected by MDA may result in denial of the PAS request.

g. Confidentiality Requirements.

(1) Under the Rehabilitation Act of 1973 (Reference (a)), medical information obtained in connection with the PAS process must be kept confidential. This means that all medical information that MDA obtains in connection with a request for PAS must be kept in separate files. This includes PAS requests, approvals, and information about functional limitations. It also means that any MDA employee who obtains or receives such information is strictly bound by these confidentiality requirements.

(2) The DPM may share certain information with an employee's supervisor or other MDA officials as necessary to make appropriate determinations on a PAS request. Under these circumstances, the DPM will inform the recipients about these confidentially requirements. This means those individuals may not disclose this information except as follows:

(a) To supervisors and managers who need to know may be told about necessary adjustments to the work environment/facilities.

(b) To first aid and safety personnel if the targeted disability might require emergency treatment.

(c) To workers' compensation offices or insurance carriers, in certain circumstances.

(3) Supervisors are not permitted to discuss specific details about an individual's PAS request with peers or subordinates. Supervisors will consult with the DPM and GC prior to answering any specific questions from the individual's co-workers.

h. Selection of PAS Providers.

(1) MDA's preferred method of service provider will be through a contracted vendor centrally funded and managed through the Directorate of Human Resources. To the extent possible, a service provider will provide PAS to more than one employee.

(2) MDA will give consideration to the employee's PAS provider of choice, to the extent permitted by law. This will be determined on a case by case basis and because it may not be possible to honor the employee's preference.

(3) MDA may choose a different PAS provider as appropriate. For example, if the PAS is unable to obtain appropriate credentials for entry in the facility or costs otherwise dictate.

(4) Provided there is no cost to MDA for the PAS, an employee may request to bring their own PAS provider to work if the employee does not request MDA to assume the cost of providing the services, and if the provider can obtain security credentials and meet all other requirements for entry into MDA facilities. MDA may grant or terminate this arrangement as its sole discretion when it determines that it is no longer appropriate to approve it.

i. Approval of PAS Request.

(1) When a request for PAS is approved, the supervisor, if he/she is the deciding official and the DPM will give the MDA Form 24, "Resolution of Personal Assistance Services Request" (Enclosure 3) to the requestor, and discuss implementation of the request.

(2) If the PAS request is approved but cannot be provided immediately due to extenuating circumstances, the DPM will inform the individual in writing of the projected timeframe for providing the services.

j. Denial of PAS Request.

(1) If MDA denies an individual's request for PAS, the supervisor, if he/she is the deciding official, will give the MDA Form 24, "Resolution of Personal Assistance Services Request" (Enclosure 2) to the requestor and discuss the reason(s) for the denial.

(2) When completing the form, the explanation for denial will clearly state the specific reason(s) for the denial. This means that the supervisor cannot simply state that a PAS request is denied because of undue hardship or because it would be ineffective. Rather, the form will state, and the supervisor will explain, specifically why the request would result in undue hardship or why it would be ineffective.

k. Reconsideration Process. An individual dissatisfied with the resolution of a PAS request may file a written appeal to his/her second-level supervisor within 10 business days of receiving the decision. The second-level supervisor will issue a response to the appeal within 10 business days of receipt of the request for reconsideration. The second-level supervisor serves as the final MDA decision-maker on requests for reconsideration of denials.

l. EEO Complaints. If the individual wants to file an EEO complaint pursuant to part 1614 of Title 29, Code of Federal Regulations (Reference (c)), he or she must contact the MDA Office of Equal Opportunity and Diversity Management within 45 calendar days from the date he/she received written or verbal notification (whichever occurs first) of the final denial of request for personal assistance services.

7. EFFECTIVE DATE. This instruction is effective immediately.

JOHN H. JAMES, JR.
Executive Director

Enclosures
1. Sample MDA Form 23, "Request for PAS," May 2018
2. Sample MDA Form 24, "Resolution of PAS Request," May 2018
3. Sample SF 256, Self-Identification of Disability
4. Glossary

ENCLOSURE 1

SAMPLE REQUEST FOR PERSONAL ASSISTANCE SERVICES FORM

ENCLOSURE 2

PERSONAL ASSISTANCE SERVICES (PAS) REQUEST

PRIVACY ACT STATEMENT

The Rehabilitation Act of 1973, as amended, (Section 501) authorizes the collection of this information. The primary use of this information is to consider, decided, and implement requests for personal assistance services. Additional disclosures of the information may be: To medical personnel to meet a bona fide medical emergency; to another Federal agency, a court, or a party in litigation before a court or in an administrative proceeding being conducted by a Federal agency when the Government is a party to the judicial or administrative proceeding; to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of the individual; and to an authorized appeal grievance examiner, formal complaints examiner, administrative judge, equal employment opportunity investigator, arbitrator or other duly authorized official engaged in investigation or settlement of a grievance, complaint or appeal filed by an employee.

SECTION I: EMPLOYEE INFORMATION

Name	Pay Plan/Series/Grade	Telephone Number
Functional Organization	Matrixed Organization	

SECTION II: FUNCTIONAL SUPERVISOR INFORMATION

Name	Position Title	Telephone Number

MATRIXED SUPERVISOR INFORMATION *(If Applicable)*

Name	Position Title	Telephone Number

SECTION III: REQUEST INFORMATION

1. Describe the personal assistance services that are needed. *(Please be specific)*

2. Explain reason for the request.

Requestor's Signature	Date

MDA FORM 23 MAY 2018

SAMPLE RESOLUTION OF PERSONAL ASSISTANCE SERVICES REQUEST FORM
ENCLOSURE 3

RESOLUTION OF PERSONAL ASSISTANCE SERVICES (PAS) REQUEST

1. Employee's Name	2. Type of PAS requested
3. PAS Request(s) ☐ Approved ☐ Denied	
4. Reason for Denial: *(Must provide detailed reason(s) the request will cause undue hardship)*	

If you disagree with the resolution of this request, you may ask your second-level supervisor to reconsider the decision within 10 business days of receiving this form or verbal notification of the resolution. NOTE: Requesting reconsideration does not extend the time limits for initiating administrative or statutory claims.

If you are dissatisfied with the resolution of this request, and wish to pursue administrative or statutory rights, you must take the following step:

Contact an EEO counselor within 45 days from the date of receipt of this form or a verbal response *(whichever comes first)* to file an EEO complaint pursuant to 29 C.F.R. § 1614.

Name of Deciding Official	
Signature of Deciding Official	Date

MDA FORM 24 MAY 2018

SAMPLE SF 256, SELF-IDENTIFICATION OF DISABILITY

SELF-IDENTIFICATION OF DISABILITY

(Please read the Privacy Act information and additional instructions on Page 2)

Name (Last, First, Middle Initial)	Date of Birth (MM/YYYY)	Social Security Number

Purpose:

Each agency in the Executive Branch of the Federal government has established programs to facilitate the hiring, placement, and advancement of individuals with disabilities. Self-identification of disability status is essential for effective data collection and analysis of the Federal government's efforts. While self-identification is voluntary, your cooperation in providing accurate information is critical to these efforts. Every precaution is taken to ensure that the information provided by each employee is kept in the strictest confidence.

ENTER CODE HERE →

Targeted Disabilities or Serious Health Conditions:

02- Developmental Disability, for example, autism spectrum disorder
03- Traumatic Brain Injury
19- Deaf or serious difficulty hearing, benefiting from, for example, American Sign Language, CART, hearing aids, a cochlear implant and/or other supports
20- Blind or serious difficulty seeing even when wearing glasses
31- Missing extremities (arm, leg, hand and/or foot)
40- Significant mobility impairment, benefiting from the utilization of a wheelchair, scooter, walker, leg brace(s) and/or other supports
60- Partial or complete paralysis (any cause)
82- Epilepsy or other seizure disorders
90- Intellectual disability
91- Significant Psychiatric Disorder, for example, bipolar disorder, schizophrenia, PTSD, or major depression
92- Dwarfism
93- Significant disfigurement, for example, disfigurements caused by burns, wounds, accidents, or congenital disorders

Other Options:

01- I do not wish to identify my disability or serious health condition.
05- I do not have a disability or serious health condition.
06- I have a disability or serious health condition, but it is not listed on this form.

Other Disabilities or Serious Health Conditions:

13- Speech impairment
41- Spinal abnormalities, for example, spina bifida or scoliosis
44- Non-paralytic orthopedic impairments, for example, chronic pain, stiffness, weakness in bones or joints, some loss of ability to use part or parts of the body
51- HIV Positive/AIDS
52- Morbid obesity
59- Nervous system disorder for example, migraine headaches, Parkinson's disease, or multiple sclerosis
80- Cardiovascular or heart disease
81- Depression, anxiety disorder, or other psychiatric disorder
83- Blood diseases, for example, sickle cell anemia, hemophilia
84- Diabetes
85- Orthopedic impairments or osteo-arthritis
86- Pulmonary or respiratory conditions, for example, tuberculosis, asthma, emphysema
87- Kidney dysfunction
88- Cancer (present or past history)
94- Learning disability or attention deficit/hyperactivity disorder (ADD/ADHD)
95- Gastrointestinal disorders, for example, Crohn's Disease, irritable bowel syndrome, colitis, celiac disease, dysphexia
96- Autoimmune disorder, for example, lupus, fibromyalgia, rheumatoid arthritis
97- Liver disease, for example, hepatitis or cirrhosis
98- History of alcoholism or history of drug addiction (but not currently using illegal drugs)
99- Endocrine disorder, for example, thyroid dysfunction

U.S. Office of Personnel Management

SF 256
Revised October 2016
Previous editions not usable

Page 1 of 2

Definition

An individual with a disability: A person who (1) has a physical or mental impairment which substantially limits one or more major life activities; (2) has a record of such an impairment; or (3) is regarded as having such an impairment. This definition is provided by the Rehabilitation Act of 1973, as amended (29 U.S.C. 701, et seq.).

The Rehabilitation Act of 1973

The Rehabilitation Act of 1973, as amended (29 U.S.C. 701, et seq.), requires each agency in the Executive Branch of the Federal government to establish programs that will facilitate the hiring, placement, and advancement of individuals with disabilities. One method for determining agency progress in fulfilling these requirements is through the production of reports at certain intervals showing, for example, the number of employees with disabilities who are hired, promoted, trained, or reassigned over a given time period; the percentage of employees with disabilities in the work force and in various grades and occupations; etc. Such reports bring to the attention of agency top management, OPM, and the Congress, the progress or any deficiencies within specific agencies or the Federal government as a whole in the hiring, placement, and advancement of individuals with disabilities.

The disability data collected on employees will be used only in the production of reports such as those previously mentioned and not for any purpose that will affect them individually. The only exception to this rule is that the records may be used for selective placement purposes and selecting special populations for mailing of voluntary personnel research surveys. In addition, every precaution will be taken to ensure that the information provided by each employee is kept in the strictest confidence and is known only to those individuals in the agency Personnel Office, who obtain and record the information for entry into the agency's and OPM's personnel systems. You should also be aware that participation in the disability reporting system is entirely voluntary, with the exception of employees appointed under the Schedule A Excepted Appointing Authority for People with Intellectual Disability, Severe Physical Disability, or Psychiatric Disability (5 CFR 213.3102(u)). Agencies will request that these employees identify their disability status and, if they decline to do so, their correct disability code will be obtained from medical documentation used to support their appointment.

Employees who wish to confirm the disability code carried in their agency's and OPM's personnel systems is consistent with the employees' representation, may ask their Personnel Officer for a printout of the code and definition from their individual records. The code noted in the employees' records in the agencies' system will be identical to that carried in OPM's system.

Privacy Act Statement

Collection of the requested information is authorized by the Rehabilitation Act of 1973, as amended (29 U.S.C. 701, et seq.). Solicitation of your Social Security Number (SSN) is authorized by Executive Order 9397, which permits agencies to use the SSN as a means for identifying persons with disabilities in personnel information systems. Your SSN will only be used to ensure that your correct disability code is recorded along with other employee information that your agency and OPM maintain on you. It should be noted, however, that where individuals decline to furnish their SSN, the SSN will be obtained from other records in order to ensure accurate and complete data. Employees appointed under the Schedule A Appointing Authority for People with Intellectual Disability, Severe Physical Disability, or Psychiatric Disability (5 CFR 213.3102(u)) are requested to furnish an accurate disability code, but failure to do so will not affect them. Where employees hired under this authority fail to disclose their disability, the appropriate code will be determined from the employee's existing records or medical documentation submitted upon appointment.

ENCLOSURE 4

GLOSSARY

PART I. ACRONYMS

DPM	Disability Program Manager
EO	Equal Opportunity
GC	General Counsel
HR	Director for Human Resources
MDA	Missile Defense Agency
PAS	Personal Assistant Services

PART II. DEFINITIONS

Personal Assistance Services (PAS). Services provided by an individual which provide assistance to the employee in performing activities of daily living that the employee would typically perform if he or she did not have a disability, and that is not otherwise required as a reasonable accommodation.

PAS are services that provide assistance to individuals with targeted disabilities to perform basic activities of daily living, such as removing and putting on clothing, eating, and using the restroom.

This instruction does not attempt to list every activity that might constitute PAS. For example, someone providing PAS might push a wheelchair or assist someone with getting into or out of a vehicle at the worksite.

Undue Hardship. The term "undue hardship" is based on an individualized assessment of established factors that show a request for PAS would cause significant difficulty or expense. Determinations are made in accordance with the law, and on a case-by-case basis, considering all relevant factors including the nature and cost of the request and its impact on MDA operations.