



National Institutes of Health (NIH)
Procedures on Requesting Personal Assistance Services (PAS)
for Individuals with Targeted Disabilities

National Institutes of Health (NIH) provides Personal Assistance Services (PAS) to employees with targeted disabilities requesting and requiring personal assistance with non-medical and non-work related tasks, unless doing so would impose an undue hardship on the agency.

Per the Equal Employment Opportunity Commission (EEOC), “targeted disabilities” is one that is designated as a “targeted disability or serious health condition” on the [U.S. Office of Personnel Management Standard Form 256](#). Some targeted disabilities for which PAS may be needed include deafness, blindness, missing extremities, significant mobility impairment, and/or partial or complete paralysis.

Individuals receiving PAS require assistance with basic Activities of Daily Living (ADL) because of their disability. ADL include but are not limited to, eating, drinking, dressing, toileting, transferring, and walking. PAS do not help individuals with disabilities perform their specific job functions, such as reviewing documents or answering calls; and differ from services that assist an individual in performing job-related tasks, such as sign language interpreters.

The provision of PAS is a form of Reasonable Accommodation (RA). Before the agency can provide PAS, the agency must confirm the individual’s eligibility to receive an RA. Therefore, the requester must initiate an RA request through the [Reasonable Accommodation Program \(RAP\)](#) managed by the Office of Equity, Diversity, and Inclusion (EDI). EDI processes the RA request as outlined in the [NIH Policy Manual 2204-Reasonable Accommodation](#).

Once PAS eligibility is determined and the need and nature of PAS is verified, EDI works with the Department of Health and Human Services (HHS) Office of Equal Employment Opportunity, Diversity & Inclusion (EEODI) to coordinate PAS as follows:

1. EDI emails the HHS/EEODI PAS mailbox to initiate communication with the PAS Vendor.
2. The Vendor contacts EDI to obtain the requester’s contact information and other details including:
 - a. Services requested (with secure Personally Identifiable Information (PII), first, last name, etc.);
 - b. Length of time requested for services (mm/dd/yy to mm/dd/yy);
 - c. Cost of the required service(s) in total and cost per month;
 - d. First date services need to be provided; and,
 - e. As applicable, final date services need to be provided, if not permanent.

3. The Vendor contacts the requester, and the requester works with their first-line supervisor as needed to coordinate the services.

The NIH PAS point of contact is listed below for all related questions regarding PAS.

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