

Welcome to the Section 508 Best Practices Webinar Series

A collaborative program between the
Accessibility Committee of the CIO Council, The U.S. Access Board and eFedLink/ODEP

The Session is Scheduled to begin at 1:00pm Eastern Time
We will be testing sound quality periodically

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Select Video

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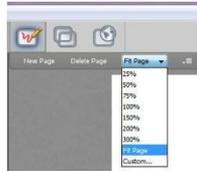
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Assistive Technology and 508

Moderator: Deborah Kaplan, Section 508 Policy Lead, Office of the CIO, HHS

Presenters:

Timothy Creagan, Senior Accessibility Specialist, U.S. Access Board

Mark Rew, Computer/Electronic Accommodations Program, Department of Defense

Terri Triggs, Front Line Manager, 508 Customer Support, IRS

Alison Levy, Disability Employment Program Manager, U.S. Department of Agriculture

May 22, 2014

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Agenda

- ▶ Introduction
- ▶ Assistive Technology and Section 508
- ▶ What is the difference between AT and Accessibility?
- ▶ How do different agencies handle AT?
 - Department of Defense/ CAP Program
 - Internal Revenue Service
 - Department of Agriculture
- ▶ Q& A -

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This webinar is sponsored by:



A Community of Practice to Advance Federal Employment for Persons with Disabilities

eFedLink.org



cio.gov



access-board.gov

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Welcome

- ▶ Webinar series: "Best Practices in Federal Section 508 Implementation"
 - This webinar is part of a series. Other presentations can be viewed at:
 - <https://efedlink.org/allqual/resource-shared-webinars.cfm> and <http://www.adaconferences.org/CIOC/Archives/>
- ▶ A best practice is a policy, process, procedure or technique proven effective over time and repeatable by multiple agencies.
- ▶ A best practice is generalized so that diverse agencies may use it in their own organizations but specific enough to provide useful guidance and instruction.
- ▶ The CIO Council's Accessibility Committee has published a library of 508 Best Practices at www.Section508.gov

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Section 508 Best Practices Webinar upcoming DATES for 2014:

- ▶ Webinars dates will be bi-monthly during 2014. January, March, May, July, September, December
- ▶ Next Webinar: July 29, 2014 - Topic: ICT NPRM (508 Refresh)
Time: 1:00 to 2:30 p.m. ET
- ▶ Future webinar dates and topics are forthcoming

Past webinars: ARCHIVED:

- <http://www.adaconferences.org/CIOC/Archives>
- <https://efedlink.org/allqual/collaborate-webex-archive.cfm>

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Section 508 Best Practices Webinar series 2014

▶ For more information, contact the Education Subcommittee co-chairs:

- Tim Creagan – creagan@access-board.gov
- Deborah Kaplan – deborah.kaplan@hhs.gov

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Presenters

Presenters:

- ▶ Timothy Creagan, Senior Accessibility Specialist, U.S. Access Board
- ▶ Mark Rew, Computer/Electronic Accommodations Program, Department of Defense
- ▶ Terri Triggs, Front Line Manager, 508 Customer Support, IRS
- ▶ Alison Levy, Disability Employment Program Manager, U.S. Department

Moderator:

- ▶ Deborah Kaplan, Section 508 Policy Lead, Office of the CIO, HHS

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Assistive Technology and Section 508

Assistive Technology and Section 508

- ▶ There is a wide variety of practices across the government in the use of Assistive Technology. AT may work well with existing IT systems or require modifications to achieve access.
- ▶ During today's webinar, we will see a brief overview of how several different agencies use Assistive Technology.
- ▶ There will be a question and answer session following the presentations.

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AT may used as an Accommodation or as part of Accessibility

- ▶ AT may used as an Accommodation (provide direct access for an individual) or as part of interactive components making information and data Accessible (added to a built in component to provide access).
- ▶ Accessibility (Section 508) is not the same as an accommodation (Section 504).
- ▶ An accommodation is a solution for a specific situation. Accessibility is a general solution across a system. AT may be used in both cases.

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Accommodation v. Accessibility

- | | |
|---------------------------|------------------------|
| ▶ Particular | ▶ Global |
| ▶ Occurs "after the fact" | ▶ "Built In" |
| ▶ §504 | ▶ §508 |
| ▶ "Person focused" | ▶ "Technology Focused" |
| | ▶ "Procurement" |
| ▶ "Civil Rights" | |

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Computer/Electronic Accommodations Program (CAP),

Department of Defense



The Accessibility Tipping Point

Mark Rew
CAP Assessment Team Leader

CIOC Accessibility Subcommittee
May 22, 2014

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CAP Overview

- CAP was established in 1990 as the DoD's centrally funded program to provide accommodations
- Partnerships with 68 Federal agencies
- To provide assistive technology and accommodations to ensure people with disabilities and wounded Service members have equal access to the information environment and opportunities in the DoD and throughout the Federal government



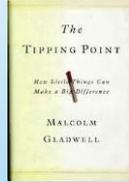
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Real Solutions for Real Needs

The Accessibility Tipping Point

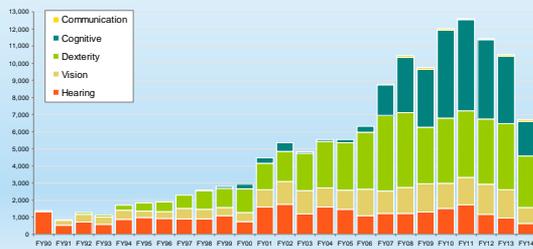
“The tipping point is that magic moment when an idea, trend, or social behavior crosses a threshold, tips, and spreads like wildfire.”



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CAP Accommodations Profile by Disability (FY90-FY14 YTD)

134,881



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Installation

- Assistive technology must be installed correctly and in a timely manner
- Assistive hardware and software should be managed like all other agency hardware and software
 - Risk Assessment
 - Network Certification
 - Inventory
- Without the installation of the software, federal employees with disabilities may not be able to access information needed to perform job duties

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Lifecycle Management

- Assistive technology needs to be on same schedule as all other network solutions
- When scheduling mainstream technology refresh; please confirm the version of assistive technology that will need to be available
- Assistive technology should be an end of life schedule consist with the end of life of the mainstream systems

Many people with reduced vision can benefit from a type of program that lets the user adjust the layout, appearance, of all electronic information on the screen, such as the size, placement of the pointers and cursors, the font size, or can listen without looking at all.



which I can customize and place anywhere on the screen.

Mobile Access

- Equipment that the agency provides employees for remote work needs to provide equal access for individuals who rely on assistive technology
- Many devices from smart phones to tablets have assistive models that can be turned on
 - iPhone has built in settings for turning speech output for someone who is blind
 - Voice recognition for someone who cant use the touch screen
- Remote access to perform work requires consideration beyond Section 508

The Accessibility Tipping Point

“That is the paradox of the epidemic: that in order to create one contagious movement, you often have to create many small movements first.”

Create the movement and spread the accessibility wildfire.

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Real Solutions for Real Needs

Resources

<p>Computer/Electronic Accommodations Program</p> <ul style="list-style-type: none"> • Website: www.cap.mil • Email: CAP@mail.mil <p>Department of Labor</p> <ul style="list-style-type: none"> • Job Accommodation Network www.askjan.org • Disability.Gov www.disability.gov • eFedLink www.efedlink.org 	<p>Office of Personnel Management</p> <ul style="list-style-type: none"> • Executive Order www.opm.gov/disability • USAJobs www.usajobs.gov • Feds Hire Vets www.fedshirevets.gov <p>Equal Employment Opportunity Commission</p> <ul style="list-style-type: none"> • www.eeoc.gov
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Real Solutions for Real Needs

Internal Revenue Service

Terri Triggs, Front Line Manager,
508 Customer Support, IRS


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Internal Revenue Service

- ▶ IRAP (Information Resources Accessibility Program):
 - Provides Section 508 oversight and guidance to the major agency initiatives, large projects, projects with broad employee impact
 - Is an Enterprise Life Cycle stakeholder
 - Reviews requisitions for electronic and information technology over \$3000
 - Provides Assistive Technology (AT) for IRS employees
 - Provides technical support to both employees who use the AT and desktop technicians who install the technology
 - Research new and emerging technologies for potential use within the agency for the benefit of our customers

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IRAP (Information Resources Accessibility Program):

- Answers Section-508 related questions and educates IRS employees about Section 508 policies and techniques
- Provides outreach and education on Section 508 and accessibility
- Hosts a variety of learning opportunities via demonstration, hosted teleconferences, ELMS content and classroom training.

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Department of Agriculture

Alison Levy
Disability Employment Program Manager
Office of Human Resources Management

Department of Agriculture (USDA)

Background/Structure

- ▶ Approximately 100,000 employees
- ▶ Decentralized
 - 7 Mission Areas
 - 17 Agencies
 - 17 Staff Offices
- ▶ Different OCIO Offices
- ▶ Disability Program contacts in different offices

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Section 508 & Section 504

- ▶ Section 508 provides the framework for establishing an accessible work environment that allows seamless use of assistive technology and related software.
- ▶ Section 504 provides reasonable accommodations to applicants and employees with disabilities.
 - Assistive technology and related software are provided to individuals as a reasonable accommodation.

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USDA Resources

- ▶ Employees with Disabilities
 - USDA Deaf and Hard of Hearing Employee Association Group established
 - Currently establishing a new group for employees with all disabilities
- ▶ Office of the Chief Information Officer: Angela Williams
 - Section 508 Officer
 - Section 508 Center of Excellence
 - Section 508 Agency Program Coordinators
 - Enterprise Architecture
- ▶ Disability Employment Program Manager: Alison Levy
 - Reasonable Accommodation Designees
 - Selective Placement Program Managers
 - Special Emphasis Program Managers (Disability)
- ▶ TARGET Center
 - Manages partnership with CAP
 - Provides assistive technology demos

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USDA Challenges: Desktop Management

- ▶ Different OCIO and Disability Program offices
- ▶ Agencies with separate funding sources
- ▶ Different desktop configurations
- ▶ Different types of assistive technology and related software
 - No inventory tracking and maintenance (types and versions)

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USDA: E-Learning: Challenges

- ▶ Off the shelf training package represents at least 70% of our e-learning.
 - We learned in August 2013, that it's inaccessible with JAWs on the Windows 7 platform
 - Modified the FY 2014 contract to strengthen accessibility requirements
 - Developed a work group to address ongoing issues
 - Communicating with employees and USDA OCIO Council to generate awareness and to actively resolve issues
- ▶ Live webinars require accessibility reviews prior to posting and live captioning services

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USDA: Security Patch Challenges

- ▶ Security needs change daily and sometimes hourly.
 - How to manage quick pushes of security patches to the desktop without disrupting AT/software used by employees with disabilities?
- ▶ Interim Measures
 - Educate and prepare
 - Help Desk staff
 - Agency Section 508 Officers
 - Employees/provide resources to help

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USDA: Collaborations

- ▶ Acknowledge that Section 508 touches every employee everyday
- ▶ Dismantle silos and cross pollinate
 - Section 508, Disability Employment Program, TARGET Center, Worker's Comp, and Enterprise Architecture must collaborate to develop an inclusive, accessible work environment
- ▶ Section 508 and DEPM meet at least monthly
- ▶ Disability Employment Program Team meets monthly
- ▶ Considering a formal way to consolidate disability employment/accessibility efforts.

RESOURCES

- ▶ **CAP:** www.cap.mil
- ▶ **IRS:** <http://www.youtube.com/watch?v=5sojPR6Pglc>
- ▶ **508 Resources – Other Government Agencies**
 - ▶ The **Social Security Administration** site has information for developers on incorporating accessibility in their products.
 - ▶ **Department of Navy** CIO site offers a toolkit with a detailed explanation of the Section 508 provisions.
 - ▶ **Veterans Affairs** has put together several excellent training presentations on Section 508 topics.
- ▶ **Assistive Technology Vendors**
 - ▶ **Freedom Scientific** manufactures JAWS as well as other assistive technology for blind and low vision customers. Training and documentation for JAWS are available.
 - ▶ **AI Squared** manufactures ZoomText as well as other assistive technology for low vision customers. A guided tour of ZoomText features can be accessed from the site.
 - ▶ **Nuance** manufactures Dragon Naturally Speaking. The Nuance site provides suggestions on using Dragon, training documents, and technical support.
- ▶ **Kurzweil Technologies** have created a variety of assistive technologies, including Kurzweil 1000 and Kurzweil 3000.
 - ▶ <http://askjan.org/>
- ▶ **USDA:** <http://www.dm.usda.gov/employ/disability/>



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For More Information

▶ Assistive Technology and Section 508:

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- USDA: Alison.Levy@dm.usda.gov
- U.S. Access Board: Creagan@access-board.gov

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