

State of Nevada

American Disability (ADA) Remediation Efforts

Updates – May 2018 – to Present
Website: <http://ada.nv.gov>

Department of Administration – Division of Information Technology (EITS)
EITS Enterprise Web Team - Linda M DeSantis, Manager
February 13, 2018
Updated: May 3, 2018

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ADA Remediation Efforts

December 2017 to present

Our Goal:

Our goal is to make all of the State of Nevada websites meet Section 508 and WCAG 2.0 requirements and provide proven ADA training, outreach and support to State of Nevada websites to meet the ADA compliance laws.

First ADA Partner Meeting:

December 1, 2017, we had our first [State of Nevada ADA meeting](#). State of Nevada [partners](#) included Shannon Rahming, CIO, Division of Enterprise IT Services; David Haws, Deputy Administrator (EIS), Suzie Block, Chief IT Manager, Agency IT Services (EITS); EITS Web Team, and representatives from the Governor's Office, Attorney General's Office, Department of Human Resources, Department of Education and Division of Library and Archives.

Thomas Kearns from the Office of Disabilities Services, and Assistive Technology Consumers (AT Consumers) were also present. During this meeting Thomas Kearns was named a Co-chair (AT Consumers) along with Linda DeSantis (State of Nevada).

The Division of Information Technology Services, Enterprise Web team is excited to have this great opportunity to work with numerous agencies throughout the State of Nevada; with Thomas Kearns from the Office of Disabilities Services at Truckee Meadows Community College, and the Assistive Technology consumers that have volunteered to work with us to test our websites and validate that they are ADA complaint to everyone.

Our ADA Partners:

Our ADA Partners consist of individuals who are working to make State of Nevada websites and digital media Section 508 and WCAG 2.0 compliant and to provide ADA physical accommodations. For a complete list of all members, please click on the links for each group.

- [State of Nevada Partners](#)
 - Linda M DeSantis – Co-chair
- [State of Nevada – Equal Employment Opportunity Office \(EEO\)](#)
 - Amy Taylor – EEO Administrator
- [Office of Disability Services](#) – Truckee Meadows Community College (TMCC)
 - Thomas Kearns – Co-Chair
- [Assistive Technology Consumers \(AT Consumers\)](#)
 - Mona Coker – Co-Chair

December 2017 - ADA Partner Meeting with Co-Chairs:

December 20, 2017, the co-chairs Linda DeSantis (State of Nevada) and Thomas Kearns (Office of Disabilities Services TMCC) met to discuss strategies and to develop a plan to move this effort forward. Items discussed included previous efforts and where they failed, lessons learned, and what the main goals we could work on first. Thomas also gave us questions we could ask vendors if we are [purchasing software or having your websites built from vendors to ensure their products are ADA compliant](#).

January 2017 - ADA Partner Meetings & Remediation Efforts:

January 9, 2018, our newly hired Public Intern started to work with the EITS web team to assist in our ADA Efforts (20 hours, 24 minutes a week)

1. We asked the Intern to follow the instructions in our [Training for ADA Documentation Remediation documentation](#) (pdf) and provide us with feedback. This document is going to be one of the tools we want to give our Agency users and wanted to make sure it clear, easy to follow, and had enough information for users to accomplish the remediation of *documents* (see *Things Users Can do to start making their websites ADA compliant* (below)
 - a. This document covers “What is Web Accessibility?”
 - b. ADA webinar the EITS team built to get users familiar with ADA
 - c. How to obtain a library card so they have access to Lynda.com training for Free
 - d. This document walks users through the remediation of Microsoft Documents (Word, PPT, Excel, PDF)
2. Our intern was able to navigate through the training, and succeeded in making several Word, Excel and PDF documents compliant

This information is located on the homepage of our State of Nevada American Disability (ADA) Remediation Efforts website under [THINGS USERS CAN DO to start making their websites ADA Compliant](#), along with other information to help users when they begin to remediate their websites.

Things Users Can do to start making their websites ADA Compliant



January 11, 2018 the web staff made some modifications to the [ADA website](#).

ADA Remediation Snapshot

This snapshot is a quick summary of the State of Nevada CMS Website Accessibility Tracking Log of the Total # of Websites in our CMS, # of sites being remediated, # of sites that are ADA Compliant, and # of Sites that need to be remediated.

Note: the State of Nevada is striving for all content to meet the standard A & AA compliance, however, we are trying to meet AAA complaint, whenever possible

ADA Remediation Snapshot

Total # of websites in our CMS	# of Sites that are being Remediated	# of Sites that are ADA Compliant	# of Sites that need to be Remediated
142	22	5	115

State of Nevada CMS Website Accessibility Tracking Log

This report contains a [list of all websites that reside in the State CMS, and the website status](#):

1. Website Remediation **Not Started**
2. Website Remediation **In Progress**
3. **Website is ADA Compliant**

Other statuses that **are not being tracked** (sites that were renamed or moved away from our CMS or never went to production):

1. **Website turned OFF**
2. **Website has been Redirected**
3. **Intranet site**

State of Nevada Remediation Efforts

By clicking on the link below, it will take you to our Remediation Efforts page (see below)

[Ektron Website Accessibility Status](#)

[What is an ADA Compliant Website?](#) A brief overview of ADA compliance, Section 508 and WCAG 2.0, and conformance levels (A, AA, AAA)

[Siteimprove Site Accessibility Status/Progress Reports](#) Site improve evaluation reports used to update compliance status

On our Remediation Efforts page, we are tracking multiple types of websites.

1. Websites that are monitored by our Siteimprove tool
 - a. Department of Education websites
 - b. Official State of Nevada Website
2. Prototype and new sites that are not in production yet
3. Websites that monitored by our Siteimprove tool
4. Department of Administration websites
5. Boards & Commissions

EITS Remediation Efforts to Date

1. Remediation Efforts (History)

Compliant training, Lessons Learned & What Users can do information

[Complete list of State of Nevada Website Accessibility Tracking log](#)

State of Nevada Remediation Efforts:

Remediation Efforts

[Remediation Plan](#)

[Siteimprove Progress Reports](#)

[Compliance Training](#)

[Lessons Learned](#)

[What Users Can Do](#)

[ADA.nv.gov](#)

[Department of Education](#)

[Governor's Office Remediation](#)

[State of Nevada Official Website](#)

[Frequently Asked Questions \(FAQs\)](#)

REMEDIATION EFFORTS

What is an ADA Compliant Website?

Note: Each of the documents below open in a new window.

SiteImprove Monitored Sites Accessibility Status as of 2/1/2018

Only webpages & PDF documents are monitored and evaluated by Siteimprove. Microsoft Word, Excel, PowerPoint and other file types are not monitored or evaluated. Document remediation is in-progress. Once the webpages and pdf documents are compliant if they are pulled out of compliance Siteimprove will report the violation so it is brought to the editor/developer's attention and can be corrected.

Nevada is required to meet A & AA compliance levels, though we are striving to meet AAA.

	Name/URL	Pages	A Issues	AA Issues	AAA Issues	PDF Issues
1.	Governor's Office*	48	0	0	2	2,116
2.	Official State of Nevada Website	38	1**	0	0	6
3.	Department of Education	770	2	1	1	1,174
4.	Bully Free Zone	44	0	0	0	0

*The News & Media section and PDF documents are not monitored by Siteimprove.

** This issue refers to the Agencies lists (found at the top right of each page in the site). See New Nevada Website Prototype for remediation resolution.

Siteimprove Progress Reports

Website Prototypes (SilverNet Users Only)

Nevada is required to meet A & AA compliance levels, though we are striving to meet AAA.

	Name/URL	Date Remediated	Pages	A Issues	AA Issues	AAA Issues	PDF Issues
5.	State of Nevada nv.gov Prototype	10/17	35	0	0	0	0
6.	dhhsNEW.nv.gov Prototype	2/1/18	64	0	0	0	0
7.	LVIncident.nv.gov Prototype	In-Progress	11	22	0	2	0

Accessibility Status of sites not monitored by SiteImprove

Siteimprove is not currently monitoring these websites for compliance. The website must be manually checked one page at a time for compliance with Section 508 and WCAG 2.0 using the SiteImprove Chrome Extension tool. Once the webpages and pdf documents in these sites are compliant, should they be updated or replaced there is no monitoring system in place to report the violations to editors/developers for correction.

Governor's Office Websites Not Monitored by SiteImprove

	Name & Remediation Report Link	Date Remediated	Pages	A Issues	AA Issues	AAA Issues	PDF Issues
8.	Nevada's Governor's Mansion (formerly Nevada's First Lady website (docx))	10/30/17	12	0	0	0	0

Department of Administration Remediation

	Name & Remediation Report Link	Date Remediated	Pages	A Issues	AA Issues	AAA Issues	PDF Issues
9.	EITS American Disability (ADA) Remediation Efforts*(docx)	In-Progress 10/17	201	0	0	0	99
10.	Department of Administration	In-Progress	136	63	0	13	203
11.	Enterprise IT Services	In-Progress	302	30	0	2	223
12.	Human Resources	In-Progress	485	22	0	8	4,565

URL of Remediation Efforts: <http://ada.nv.gov/Remediation/Efforts/>

Assistive Technology (AT) Consumers:

Welcome to the Assistive Technology (AT) Consumers and special thanks to all of you who have graciously volunteered to work with the State of Nevada to assist in making the State's website ADA compliant. Your efforts are greatly appreciated. This section has been built for the AT Consumer's convenience while helping us test.

1. We have also added a new [AT Consumer section](#) for your convenience. It is here that we will be posting new forms, new testing needs, and we have also built a new [ADA Evaluation Form for AT Consumers](#) users to make it easier to evaluate any testing you perform for the State of Nevada.
2. After the testing of the complaint forms, the next most important area that we would like to have tested is our [Smart Form Configurations \(Templates\)](#). These templates have been created in one of the Department of Education's websites as that site is being monitored by Siteimprove and it makes it easier for us to make it compliant and keep it compliant. All of these templates are used in 95% of the websites within the State of Nevada's Content Management System (CMS).

Once these templates are tested and certified, we will be able to do outreach to all of the other agencies that have websites in the State CMS and train them how to make their current websites compliant.



American Disability (ADA) Remediation Efforts

Google Custom Search



ADA Americans with Disabilities Act

- [HOME](#)
- [COMPLIANCE](#)
- [PARTNERS](#)
- [REMEDATION EFFORTS](#)
- [RESOURCES](#)
- [AT CONSUMERS](#)

AT Consumers

▶ ASSISTIVE TECHNOLOGY (AT) CONSUMERS

Welcome *Assistive Technology (AT) Consumers* and special thanks to all of you who have graciously volunteered to work with the State of Nevada to assist in making the State's websites ADA compliant. Your efforts are greatly appreciated.

- [Assistive Technology Consumers \(AT Consumers\) List](#)

On January 18, 2018, Linda DeSantis and Joseph Diarte from the State of Nevada web team met with Thomas Kearns and several Assistive Technology (AT) consumers to discuss three main topics:

1. How to implement a statewide web accessible complaint form
2. AT Users (aka Screen Reader users) will be asked how we want to proceed in testing state accessible templates. This is a high priority issue for the State of Nevada web team because once we can confirm that the templates/smart form in our State of Nevada content management system (CMS) is compliant, we can begin our outreach to train and assist agencies within our CMS to make their websites ADA compliant.
3. How AT users can test newly implemented state accessible websites

Below are our suggested solutions to address and satisfy these three main issues.

ADA Evaluation Form for our AT Consumers

In order to provide you with an easy way to review and record your evaluation of our templates, websites, documents and forms, we have created a new ADA Evaluation Form. This form collects your comments and writes them to a file that will be uploaded into a database. Monthly and on-demand reports will be available.

- [ADA Evaluation Form for AT Consumer testing](#)

AT Consumer Testing - Complaint Forms

The State of Nevada has created two Complaints form; the first one is for complaints regarding Website & Digital Media Accommodations, the other complaint form is for complaints regarding Physical Accommodations. Both of these forms can be found by clicking the ADA Americans with Disabilities Act logo at the top right banner directly under the Google Custom Search or at the link below this paragraph.

NOTE: This ADA Americans with Disabilities Act logo can be found on every page of every website that resides in the State of Nevada Content Management System (CMS). If you are on a website that does not have this ADA logo present and you have an issue, please link to this page and enter your complaint. Please make sure you include the URL of the website so we can notify the correct owner of the website.

- [ADA Accessibility Information & ADA Complaint Forms](#)

AT Consumer Testing - Templates, Forms, Content

The State of Nevada Content Management System (CMS) templates (smart form configurations), forms and content have been validated by an outside auditor and also using our ADA Accessibility Tool, Siteimprove. The next step is to have them evaluated by the AT Consumers who can let us know if there are any barriers than continue to make it impossible or difficult to navigate the websites in the State of Nevada CMS. We encourage the AT Consumer's feedback to assist us in improving the User experience for everyone. We have also built a new ADA Evaluation form for the AT consumers testing for their convenience. This information is also tracked so we can refer back to their comments and try to address them. Once the testing is competed and the testing is completed and the templates and Smart forms are compliant, we can begin our outreach to our CMS agency's websites so they can begin to remediate their website's content.

- [AT Consumer Testing Content](#)

AT Consumer Testing - Websites

Not all of the State of Nevada websites reside in State of Nevada's Content Management System (CMS). The State would like AT Consumers to evaluate and make suggestions on websites we have made compliant, or are working on. Regarding websites outside of our CMS, the State would also like AT Consumers to evaluate them and help us identify issues that make it impossible or difficult to navigate the site so EITS can work with those departments and divisions to help make their websites ADA compliant.

- [Websites - State Content Management System \(CMS\) and Other Websites outside of CMS](#)

Want to volunteer in this effort?

We are very interested in getting volunteers who would like to help us in our efforts to make the State of Nevada ADA compliant. Please send an email to [Linda M DeSantis](#) if you are interested. Thank you!

URL of Assistive Technology (AT) Consumers page: http://ada.nv.gov/ATConsumers/AT_Consumers/

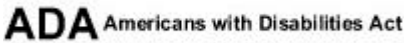
January 18, 2018, Linda DeSantis and Joseph Diarte from the State of Nevada web team met with Thomas Kearns and several Assistive Technology (AT) consumers to discuss three main topics:

1. How to implement a statewide web accessible complaint form
2. AT Users (aka Screen Reader users) will be asked how we want to proceed in testing state accessible templates. This is a high priority issue for the State of Nevada web team because once we can confirm that the templates/smart form in our State of Nevada content management system (CMS) are compliant, we can begin our outreach to train and assist agencies within our CMS to make their websites ADA compliant.
3. How AT users can test newly implemented state accessible websites
4. Below are our suggested solutions to address and satisfy these three main issues.
5. Partner Meeting Agenda and Meeting Minutes can be found on the [ADA Partner Meetings](#).

January 2017 - ADA Partner Meetings & Remediation Efforts:

January 26, 2018, EITS team came up with the following solutions to satisfy the requests from January 18 meeting:

1. The [Accessibility Information page](#) (see below) has been updated to accommodate the following changes. One of the major changes is that we moved the Complaint form links to the top of the page and separated the complaints into two separate forms as we felt they were looking for different information.
 - a. The first complaint form is for registering a complaint regarding [Website and Digital Media Accommodation](#)
 - b. The second complaint form is to register a complaint regarding [Physical Accommodations](#)
2. You can find this updated Accessibility Information page by going to the [State of Nevada American Disability \(ADA\) Remediation Efforts website](#).

Once you are there, please click on the ADA Americans with Disability Act logo  in the upper right hand banner located under the Google Custom Search.

NOTE: This ADA Americans with Disability Act logo is in the same place on every page of every website that is located in the State of Nevada Content Management System (CMS). Currently other websites that have been built outside of the State of Nevada's CMS do not have this logo, so please come to the State of Nevada American Disability (ADA) Remediation Efforts website and register your complaint there. Efforts to request that all State of Nevada websites have this logo on their site is upcoming.

3. Once the submit button is clicked on either complaint form, the information collected in these forms will be written to the Google Drive (a secure cloud). It will then send an email to the following:
 - a. Website & Digital Media Accommodation Complaint Form - Email sent to EITS web team & response back to person who filled out the form thanking them for taking the time to fill out the form
 - b. Physical Accommodation Complaint Form - Email to Amy Taylor & Tammy Smith & response back to person who filled out the form thanking them for taking the time to fill out the form

By using this process, it will allow us to collect information in a format that we can reviewed and tracked. Our process for handling these complaints are as follows:

Step 1: Identify the website that the complaint is about and:

- i. Forward the complaint to the appropriate department, division, board for resolution
 1. Let the complainant know who their complaint has been forwarded to as they will
- ii. If department, division, board does not have an ADA logo
 1. We will request they add a copy of ours on their website so when someone needs to make a complaint, it will be emailed to the EITS and EEO staff for distribution
- iii. Offer to familiarize the State of Nevada department, division or board the State of Nevada ADA information and suggest how they might be able to resolve the issue
 1. Send them to the [State of Nevada \(ADA\) Remediation Efforts website](#) so they can view "Things Users can do to start making their websites ADA Compliant"
 2. Go to [State of Nevada \(ADA\) Remediation Efforts website, Resources](#) to find tools, training opportunities, accessibility checkers and other helpful information
 3. Share our ADA Accessibility Training Checklist

January 2017 - ADA Partner Meetings & Remediation Efforts (continued):

- iv. Track progress of complaint
- v. Generate a monthly report of:
 - 1. Number of complaints received
 - 2. What type of Complaint was it?
 - a. Website and Digital Media
 - b. Physical Accommodations
 - 3. Who was the complaint forwarded to
 - 4. Status of the complaint

Step 3: Provide monthly reports to management, and add statistical information on the [ADA Remediation Efforts website](#).



State of Nevada- Division of Enterprise IT Services

American Disability (ADA) Remediation Efforts

NV.gov Agencies Jobs About Nevada

ADA Americans with Disabilities Act

HOME COMPLIANCE COLLABORATORS REMEDIATION EFFORTS RESOURCES AT CONSUMERS

ACCESSIBILITY INFORMATION

Accessibility Complaint Forms

If you have a website, digital media or electronic media issue please select the Website & Digital Media Accommodation Complaint Form button below. If you have a physical accommodation issue please select the Physical Accommodation Complaint Form button below. If you need additional information on website & digital media accommodations and physical accommodations review the material below the buttons.

Website & Digital Media Accommodation Complaint Form

Physical Accommodation Complaint Form

Website Accessibility Accommodation

The State of Nevada Department of Administration, Division of Information Technology Services (EITS) is committed to providing access to our electronic and information technology, including our web pages and PDFs in the State of Nevada's Content Management System (CMS), for individuals with disabilities in accordance with the World Wide Web Consortium's (W3C's), Web Content Accessibility Guidelines (WCAG) 2.0 Levels A & AA, and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 for web content.

The State of Nevada Department of Administration, Division of Information Technology Services (EITS), is working to ensure that State employees with disabilities, and members of the public with disabilities seeking information or services from us, have access to and use of information and data that is comparable to the access and use by State employees, or members of the public who are not individuals with disabilities, unless an undue burden would be imposed on us. To meet this commitment, we are in the process of re-designing our web pages to exceed the standards of the World Wide Web Consortium's (W3C's), Web Content Accessibility Guidelines (WCAG) 2.0 Levels A & AA, and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 for web content.

Thank you for your patience while we re-design our site to better serve all constituents.

State of Nevada Website ADA Compliance Logos



This logo will display on all State of Nevada Websites that have been tested and met the Section 508 WCAG 2.0 Levels A & AA Compliance Standards



This logo will display on all State of Nevada website that are currently updating their site to meet the Section 508 WCAG 2.0 Levels A & AA Compliance Standards

Physical Accessibility Accommodation

Division of Human Resource Management's Equal Employment Opportunity Office (EEO)

The Division of Human Resource Management's Equal Employment Opportunity Office (EEO) coordinates the State's various ADA programs and resources, ensuring employees and citizens are referred to the right person. ADA is considered to be the first lawful affirmation for equal treatment of Americans with mental and physical disabilities, the ADA prohibits discrimination against people with disabilities in employment, government services, public accommodations, commercial facilities, education and other areas of society.

Citizens with concerns regarding ADA issues related to government services, public accommodations, commercial facilities, and other areas can find various resources through the Department of Transportation or the Department of Administration's Public Works Division. Citizens who would like to file a complaint can do so by following the Department of Transportation or Public Works Division links or by submitting our online form and the EEO office will forward your complaint to the proper Agency for review. Department of Transportation Complaint Form Department of Administration's Public Works Division Complaint Form File a Complaint Online.

Employees with concerns regarding ADA issues should contact their Agency Human Resource or Personnel representative, or can file a complaint online through NEATS, or by completing the Sexual Harassment or Discrimination Complaint form and forwarding the document to our office. Sexual Harassment or Discrimination Complaint form

Contact

For information on the State of Nevada ADA Compliance please contact:

Tammy Smith – EEO Officer
100 North Stewart Street, Suite 200
Carson City, NV 89701
Phone: (775) 684-0104

Amy Taylor
EEO Administrator
Phone: (702) 486-5725
amytaylor@admin.nv.gov

Page Number: 234834 | [Edit Page](#)

HOME
State of Nevada
Governor's Office Website
Enterprise IT

COMPLIANCE
What is an ADA Compliant Website?
Training
What Users Can Do
Testing for Compliance

COLLABORATORS
Meetings

REMIATION EFFORTS
Remediation Plan
Siteimprove Progress
Reports
Compliance Training
Lessons Learned
What Users Can Do
ADA.nv.gov
Department of Education
Governor's Office
Remediation
State of Nevada Official Website

RESOURCES

AT CONSUMERS

[Select Language](#)



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URL of Accessibility Information page: [http://ada.nv.gov/Home/Features/Accessibility Information/](http://ada.nv.gov/Home/Features/Accessibility%20Information/)

Website and Digital Media Accommodations

The State of Nevada Department of Administration, Division of Information Technology Services (EITS) is committed to providing access to our electronic and information technology, including our web pages and PDFs in the State of Nevada's Content Management System (CMS), for individuals with disabilities in accordance with the Section 508 and World Wide Web Consortium's (W3C's), Web Content Accessibility Guidelines (WCAG) 2.0 Levels A, AA & AAA whenever possible, and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 for web content.

The State of Nevada Department of Administration, Division of Information Technology Services (EITS), is working to ensure that State employees with disabilities, and members of the public with disabilities seeking information or services from us, have access to and use of information and data that is comparable to the access and use by State employees, or members of the public who are not individuals with disabilities, unless an undue burden would be imposed on us. To meet this commitment, we are in the process of re-designing our web pages to exceed the standards of the World Wide Web Consortium's (W3C's), Web Content Accessibility Guidelines (WCAG) 2.0 Levels A, AA & AAA whenever possible, and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 for web content.

Thank you for your patience while we re-design our site to better serve all constituents.

The State of Nevada's Content Management System (CMS) is Ektron. Currently that CMS supports 142+ websites. Our goal is to make all websites and digital media in our CMS ADA Section 508 WCAG 2.0 compliant.

This is a huge undertaking for the web group, especially because we are using free ADA evaluation tools, WAVE and Siteimprove. Both free tools evaluate ONLY one page at a time. The tool flags errors on the page based on WCAG 2.0 Section 508 standards; categorizes by level of error; and gives recommendations on how to resolve the error. The webmaster needs to understand what must be done to resolve this issue.

The limitations of the ADA WAVE and SiteImprove tool, and the number of websites that we need to make compliant, is the reason we need to collaborate with other departments, divisions, boards and user groups in Nevada. Numerous recommendations and/or fixes made by the tool require a knowledge of that Agency's business rules.

[Website & Digital Media Accommodation Complaint Form](#)

Physical Accommodations

Division of Human Resource Management's Equal Employment Opportunity Office (EEO)

The Division of Human Resource Management's Equal Employment Opportunity Office (EEO) coordinates the State's various ADA programs and resources, ensuring employees and citizens are referred to the right person. ADA is considered to be the first lawful affirmation for equal treatment of Americans with mental and physical disabilities, the ADA prohibits discrimination against people with disabilities in employment, government services, public accommodations, commercial facilities, education and other areas of society.

Citizens with concerns regarding ADA issues related to government services, public accommodations, commercial facilities, and other areas can find various resources through the Department of Transportation or the Department of Administration's Public Works Division. Citizens who would like to file a complaint can do so by following the Department of Transportation or Public Works Division links or by submitting our online form and the EEO office will forward your complaint to the proper Agency for review. Department of Transportation Complaint Form Department of Administration's Public Works Division Complaint Form File a Complaint Online.

Employees with concerns regarding ADA issues should contact their Agency Human Resource or Personnel representative, or can file a complaint online through NEATS, or by completing the Sexual Harassment or Discrimination Complaint form and forwarding the document to our office. Sexual Harassment or Discrimination Complaint form.

Contact

For information on the State of Nevada ADA Compliance for Physical Accommodations, please contact:

Tammy Smith – EEO Officer
100 North Stewart Street, Suite 200
Carson City, NV 89701
Phone: (775) 684-0104

Amy Taylor
EEO Administrator
Phone: (702) 486-5725
amytaylor@admin.nv.gov

[Physical Accommodation Complaint Form](#)

February 2017- ADA Partner Meetings & Remediation Efforts:

February 1, 2018 meeting with Equal Employment Opportunity (EEO) group lead by Amy Taylor

1. Had the opportunity to meet with the EEO officers in the State of Nevada
 - a. There were numerous EEO officers that were from departments that had their websites outside of the State of Nevada CMS
 - b. Directed everyone to the [State of Nevada American Disability \(ADA\) Remediation Efforts website](#)
2. Presented EEO Officers with an overview of the ADA Remediation Efforts we have been taking since December 1, 2017.
 - a. Gave everyone a handout of the State of Nevada's efforts
 - i. Located on [State of Nevada American Disability \(ADA\) Remediation Efforts website](#), under [Partner Meetings](#)

February 11, 2018 – **ADA Compliant 2018 Proclamations, 2016 and 2017 Emergency Orders went into production 2/11/2018.**

An email from the Governor's office stating that the non-complaint Proclamations, Executive Orders and Emergency orders can be replaced by the ADA compliant documents.

Originally Proclamations, Executive Orders & Emergency Orders were posted as a graphical image and were not accessible to disabled users. Disabled users typically only find the title of the proclamation accessible to them and cannot read each paragraph as non-disabled users can. The goal of Accessibility is providing the same experience to all.

1. [Governor's Website original issues and remediation testing](#)
2. [ADA Compliant Press Releases, Proclamations, Executive Orders and Emergency Orders](#)

February 12, 2018 – ADA Content Management Training Class in Nevada eLearn (Moodle)

Build a training class in Moodle eLearn for State of Nevada CMS users on ADA:

1. EITS Web team has put together the following training Class syllabus to be added to the Nevada eLearn (Moodle)
 - a. First time on-line training for the State of Nevada CMS users, and then future refresher courses
 - b. Mandatory:
 - i. Everyone using the State of Nevada CMS is required to take this
 - ii. New Employees (part of onboarding process)
2. Training class will in user training (UT) the 3rd week of February
3. All class sessions will be an overview & several quick ways to accomplish what you are trying to do
 - a. Additional documentation

Moodle ADA Training Class (Section 1)

1. **Section 1 – Overview of ADA**
2. Outline/Preview for the State of Nevada Content Management System (CMS) users:
 - a. This is an overview course covering multiple
 - b. ADA Resources
 - i. ADA webinars – <http://ada.nv.gov/Compliance/Training/>
 - ii. Link to EITS Web Team’s Chronological list of our Remediation Efforts
 - c. Quiz – one to three questions

Overview Course

U.S. Access Board, Department of Justice and World Wide Web Consortium

There are two Federal Agencies that play a major role in accessibility. These are the [United States Access Board](#) and the United States Department of Justice.

The private organization that is largely responsible for developing website accessibility standards is the World Wide Web Consortium or (W3C).

The three groups listed above play roles in the creation, adoption and/or enforcement of website accessibility standards.

U.S. DEPARTMENT OF JUSTICE (abbreviated U.S. DOJ or DOJ)

The Civil Rights Division of the Department of Justice, created in 1957 by the enactment of the Civil Rights Act of 1957, works to uphold the civil and constitutional rights of all Americans, particularly some of the most vulnerable members of our society. The Division enforces federal statutes prohibiting discrimination on the basis of race, color, sex, disability, religion, familial status and national origin. The Disability Rights Section of the DOJ Civil Rights Division works to achieve equal opportunity for people with disabilities in the United States by implementing the Americans with Disabilities Act (ADA).

More information about the Civil Rights Division of U.S. Department of Justice can be found at <https://www.justice.gov/crt/disability-rights-section>.

U.S. ACCESS BOARD

The U.S. Access Board is a federal agency that promotes equality for people with disabilities through leadership in accessible design and the development of accessibility guidelines and standards for the built environment, transportation, communication, medical diagnostic equipment, and information technology.

More information about the U.S. Access Board can be found at <https://www.access-board.gov>.

WORLD WIDE WEB CONSORTIUM

W3C's Web Accessibility Initiative (WAI) develops and coordinates the public work to develop Web standards and Web accessibility guidelines, develops staff, and the public work together to develop Web standards. W3C's Web Accessibility Initiative (WAI) develops strategies, guidelines, and resources to help make the Web accessible to people with disabilities, including their latest standards Web Content Accessibility Guidelines 2.0 (WCAG 2.0).

More information about W3C's Web Accessibility Initiative can be found at <https://www.w3.org/WAI>.

NEXT >>>

Moodle ADA Training Class (Section 2):

3. **Section 2 – “Remove/delete it, or you have to remediate it!”**
 - a. Recommend users review the content & one previous year’s data
 - b. Recommend they only keep current & one previous year of data
 - i. Websites are NOT Storage areas – Don’t use it to archive your information
 - c. Quiz – one to three questions

Remove/Delete It, or Remediate it!

Remove/Delete It, or Remediate it!

As you may recall from the [overview course](#), On January 18, 2017 the [United States Access Board](#) approved a rule change that included adoption of W3C WCAG 2.0 Standards, and the United States Department of Justice (DOJ) is currently requiring state entities that receive federal funds to have accessible websites. The DOJ is considering imposing a broad requirement on state governments to have accessible websites whether they receive federal funds or not.

These changes affect all web related content, like any of the content on your web pages and documents (Word, PDF, Excel and more) within your site. There is no exemption for documents and pages that were posted before the rule changes went into effect.

Accordingly, it is important for State of Nevada content management system (currently Ektron) editors to remove outdated content and documents from the website. Any content and documents that are not removed will need to be remediated to meet by the site’s content editors to meet accessibility requirements.

END OF LESSON

Moodle ADA Training Class (Section 3):

4. Section 3 – Siteimprove browser extension tool

- a. What is it?
- b. Why we need to do it?
- c. How Siteimprove can help them identify ADA errors
- d. How Siteimprove will suggest possible solutions to correct their ADA errors
- e. What is required of them to start using the tool
- f. Resources (O/S class) – (See Stat CMS Evaluation – Webpages, Smart forms – Suggested Smart Forms in CMS
- g. Quiz – One to three questions

Siteimprove Accessibility Checker
offered by [Siteimprove](#)
★★★★★ (28) | [Accessibility](#) | 22,546 users

ADDED TO CHROME

OVERVIEW REVIEWS SUPPORT RELATED

Gain a Quick Overview of Detected Issues

Runs Offline
Compatible with your device

Jumpstart Your Web Accessibility Efforts Directly in Google Chrome

The Siteimprove Accessibility Checker is your tool to evaluate any web page for accessibility issues at any given time. It provides intuitive, visual feedback about your content by highlighting detected issues right on the page and gives you:

- an immediate overview of your page's accessibility issues
- clear explanations of how they affect your

Website
Report Abuse

Additional Information
Version: 95
Updated: January 9, 2018
Size: 168KIB
Language: English (United States)

RELATED

- WAVE Evaluation Tool
★★★★★ (86)
- Accessibility Developer Tools
★★★★★ (127)
- aXe
★★★★★ (45)
- WCAG Accessibility Audit Developer UI
★★★★★ (6)

Moodle ADA Training Class (Section 4):

5. Section 4 – How to remediate their content

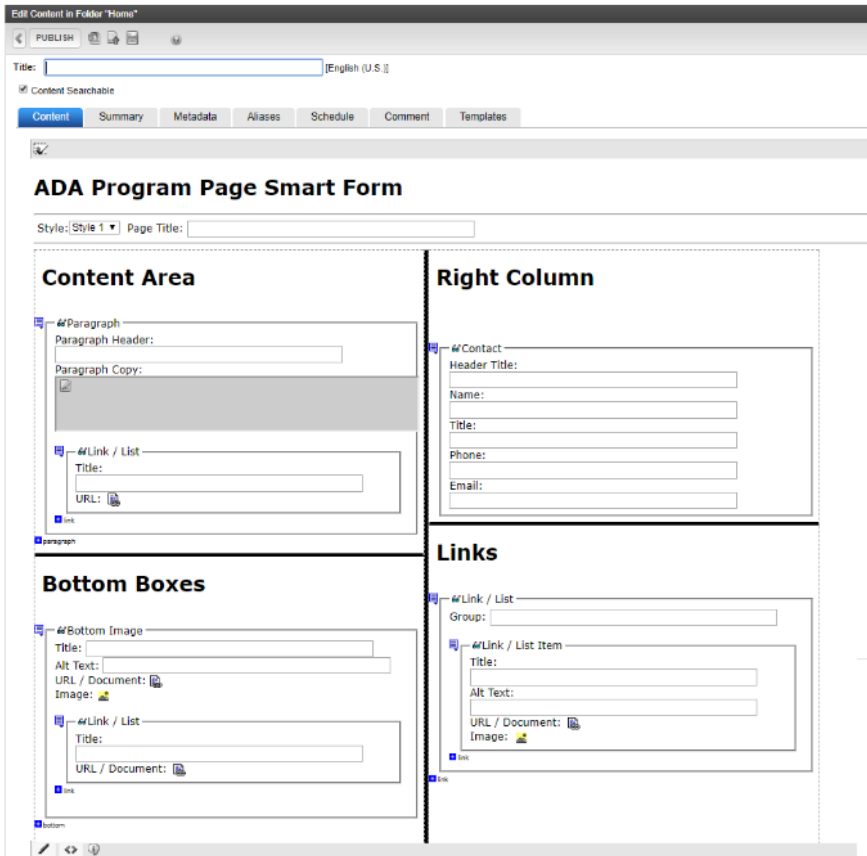
- a. Lessons about the new ADA Smart Forms
- b. What they need to do to remediate the content
- c. Step by Step - Example of how to remediate our Smart Forms
- d. Resources
 - 1. Each new ADA Smart Form
 - a. Will be available on the State of Nevada ADA website
 - b. Will have detailed instructions how to remediate
- e. Quiz – one to three questions

Sample from Smart Form – ADA Page Program

Smart Form - ADA Page Program

“ADA Page Program” Smart Form

1. The information contained within this document guides users on how to use the “ADA Page Program” Smart Form.



The screenshot shows the Moodle Smart Form editor interface. At the top, there's a title field and a 'Content Searchable' checkbox. Below that are tabs for 'Content', 'Summary', 'Metadata', 'Aliases', 'Schedule', 'Comment', and 'Templates'. The main content area is titled 'ADA Program Page Smart Form' and is divided into four sections: 'Content Area', 'Right Column', 'Bottom Boxes', and 'Links'. Each section contains various form elements like text boxes, links, and images, all with labels and input fields. A 'NEXT >>>' button is located at the bottom left of the editor.

Moodle ADA Training Class (Section 5):

Section 5 – How to remediate Documents and PDFs

- f. Steps on how to remediate Word
- g. Steps on how to remediate Excel
- h. Steps on how to remediate PDFs
- i. Resources
 - i. Resources (O/S classes that are available – Training for ADA Documentation Remediation if the users feel they need more detail.

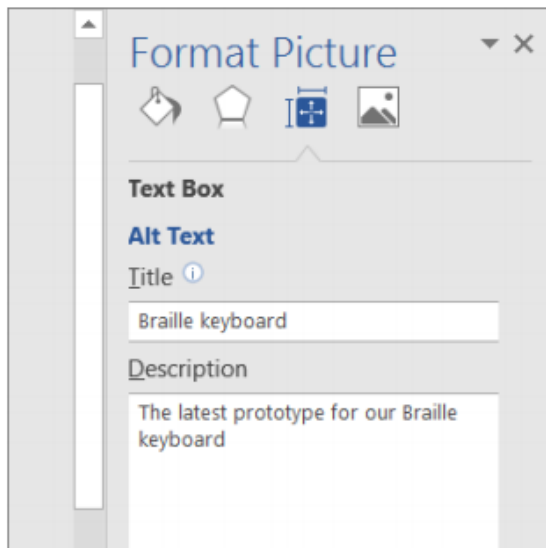
Sample from Remediating Microsoft Word Documents

Remediating Microsoft Word Documents ?

Add alt text to images

Add alt text to images, such as pictures, clip art, and screenshots, so that screen readers can read the text to describe the image to users who can't see the image.

1. Right-click an image.
2. Select Format Picture > Layout & Properties.
3. Select Alt Text.
4. Type a description and a title.



Moodle ADA Training Class (Section 6):

6. Section 6 – Other information included in the ADA Moodle Course

- a. Frequently Asked Questions
- b. Tips & Suggestions
- c. Final Exam (certificate)
 - i. Based on Quizzes at end of each section
- d. Feedback/Survey

Frequently Asked Questions



FAQs

Tips & Suggestions



Tips & Suggestions

Course Test



Final Examination

Feedback/Survey



Feedback

Moodle Training Class Resources:

State of Nevada- Division of Enterprise IT Services

American Disability (ADA) Remediation Efforts

ADA Americans with Disabilities Act

HOME COMPLIANCE PARTNERS REMEDIATION EFFORTS RESOURCES AT CONSUMERS

▶ ADA COURSE RESOURCES

Overview (Resources)

- [United States Access Board](#)
- [U.S. Department of Justice - Civil Rights - Disability Rights Section](#)
- [Section 508 of the Rehabilitation Act](#)
- [Web Content Accessibility Guidelines \(WCAG\) Overview](#)
- [Information about Web Accessibility Standards](#)
- [Conformance Severity Explanations](#)

Accessibility Overview Video Lessons

- [Introduction to ADA and Section 508 \(Video 1-A\) - \[1:46\]](#)
- [Entities Responsible for Website Accessibility \(Video 1B\) - \[2:21\]](#)
- [Reasons to be ADA & Section 508 Compliant \(Video 2A\) - \[2:25\]](#)
- [Barriers to Website Accessibility \(Video 3A\) - \[2:08\]](#)
- [Accessibility Standards for State Websites \(Video 4A\) - \[2:08\]](#)
- [Items that Require Website Accessibility \(Video 5A\) - \[0:45\]](#)
- [Training, Resources and Tools for Web Accessibility \(Video 6A\) - \[1:01\]](#)

Delete It or Remediate It (Resources)

- [Delete It or Remediate It](#)

Site Improve Browser Tool (Resources)

- [Site Improve Browser Tool for Chrome Browser](#)

Remediating Content (Resources)

- [How to Write Alternative Text](#)
- [Training Videos on How to Create and Edit Content in Ektron \(CMS\)](#)

Remediating Documents (Resources)

- [Creating Accessible Microsoft WORD Documents](#)
- [Make Your WORD Documents Accessible](#)
- [Make Your EXCEL Spreadsheets Accessible](#)
- [PDF Techniques for WCAG 2.0](#)
- [WCAG 2 Compliance With PDF \[PDF\]](#)
- [Acrobat DC Accessibility Guides for PDF](#)

HOME
[State of Nevada](#)
[Governor's Office Website](#)
[Enterprise IT](#)

COMPLIANCE
[What is an ADA Compliant Website?](#)
[Training](#)
[What Users Can Do](#)
[Testing for Compliance](#)

PARTNERS
[Partners: State of Nevada](#)
[Partners: Office of Disability Services - Truckee Meadows Community College](#)
[Partners: Assistive Technology \(AT\) Consumers](#)
[Partners: EEO Meetings](#)

REMEDIAATION EFFORTS
[Remediation Plan](#)
[Siteimprove Progress Reports](#)
[Compliance Training Lessons Learned](#)
[What Users Can Do](#)
[ADA.nv.gov](#)
[Department of Education](#)
[Governor's Office](#)
[Remediation](#)
[State of Nevada Official Website](#)
[Frequently Asked Questions \(FAQs\)](#)

Select Language ▼

Section 508 WCAG 2.0 ADA Compliance In Progress

RESOURCES AT CONSUMERS

URL of [ADA Course Resources](http://ada.nv.gov/Resources/ADA-Course-Resources/): <http://ada.nv.gov/Resources/ADA-Course-Resources/>

These resources have been built in the State of Nevada – Division of Enterprise IT Services ADA Disability (ADA) Remediation efforts website so users can refer these resources without having to go back into eLearning training course.

February 2018 - ADA Partner Meetings & Remediation Efforts:

February 16, 2018 – ADA class has been finished and created in NVELearn. We are currently asking for CMS users to volunteer for user testing.

February 17, 2018 – Request from Matt Robinson, Communications Officer for DCHFP, to start the process of making all websites within the Department of Health & Human Resources ADA compliant. Websites with DHHS include:

- Department of Health & Human Services (DHHS)
- Aging and Disability Services (ADSD)
- Child & Family Services (DCFS)
- Health Care Financing & Policy (DHCFP)
- Public and Behavioral Health (DPBH)
- Welfare & Supportive Services (DWSS)

Linda provided Matt with a test website that was built several months ago to satisfy a request to redesign all DHHS websites. This test website also has ADA templates installed. The web team will add additional training links and webinars to assist DHHS staff with this task.

We have also suggested that the DHHS transition team be part of the user testing for the new ADA remediation class in the state's eLearn system. Matt has agreed and will work with Web team to get them started.

February 18, 2018 – ADA Status:

TOTAL number of websites being remediated as of 2/22 are 38; Total number of websites that are ADA Compliant are 5.

February 20, 2018 – Linda & Robert, new Public Intern, worked with James King at Smart 21 to walk through making documents ADA compliant. Robert will continue to review and work with James to get all documents remediated. State web will assist Smart 21 to make their website ADA compliant.

February 21, 2018 – Robert created a ‘how to make your word document ADA complaint’ in a few easy steps. This document has been sent to James King, Derek Hawkins and Matt Robinson for user testing. It has also been added to our ADA Remediation Guide at <http://ada.nv.gov/CMS/Remediation-Guides/>. These instructions include a practice document that has all of the issues that the instructions provided are trying to remediate. Hopefully this method will give the users ‘hands-on’ experience.

State of Nevada- Division of Enterprise IT Services

American Disability (ADA) Remediation Efforts

NV.gov Agencies Jobs About Nevada

Google Custom Search

ADA Americans with Disabilities Act

HOME COMPLIANCE PARTNERS REMEDIATION EFFORTS RESOURCES AT CONSUMERS CMS USERS

REMEDATION GUIDES

Remediation Guides and Documents

Remediation guides designed to assist in the creation of Microsoft Word documents, Adobe PDF documents, and Microsoft Excel documents are included in this page. Each remediation guide covers the creation of accessible documents in more detail than the lesson in the NVeLearn Web Accessibility Training for State of Nevada Website Editors.

If you would like try remediating non-accessible documents, practice documents for Microsoft Word, PDF, and Microsoft Excel have been included on this page. This has been added to help the CMS user develop practical experience while they work through the remediation guide.

PRACTICE DOCUMENTS	REMEDATION GUIDES
Word	Word Remediation Guide
PDF	PDF Remediation Guide
Excel	Excel Remediation Guide

HOME
State of Nevada
Governor's Office Website

COMPLIANCE
What is an ADA Compliant Website?

PARTNERS
Partners: State of Nevada
Partners: Office of Disability

REMEDATION EFFORTS
Remediation Plan

Select Language

February 21, 2018 (Meeting) - AT Consumer meeting at TMCC – Joe & Linda met Thomas Kearns and the AT consumers to continue to understand issues they face when trying to navigate websites and other digital media. It was certainly an eye opener, and once again Joe and I realized we need to continue to try to make modifications to make our websites a better user experience for them.

February 22, 2018 – Linda Desantis was asked to give a presentation to the Department of Health and Human Services Aging and Disability Services Nevada Assistive Technology Council (AT Council).

The State of Nevada’s Remediation efforts was positively received. We will be added to their next agenda to give an update on our progress.

NOTE: Meeting and presentation can be found at <http://ada.nv.gov/Partners/Meetings/>

February 25, 2018 – A twitter feed, Web Accessibility Nevada, was created and posted to the State of Nevada American Disability (ADA) remediation Efforts website. Follow us, <https://twitter.com/adanevada>.

March 2018 - ADA Partner Meeting & Remediation Efforts:

March 6, 2018 - An email was sent by Linda to all ADA Partners to update them on the State of Nevada's Remediation Status. This is the first update to everyone since our first phone conference call on December 1, 2017. Instead of sending out attachments, we directed everyone to visit <http://ada.nv.gov>. The web team does bi-weekly updates on the State's ADA status and keeps a chronological list of updates under <http://ada.nv.gov/Reporting/Reporting/>.

State of Nevada- Division of Enterprise IT Services

NV.gov Agencies Jobs About Nevada

Google Custom Search

ADA Americans with Disabilities Act

HOME COMPLIANCE PARTNERS REMEDIATION EFFORTS RESOURCES AT CONSUMERS CMS USERS

Partners

[Partners: State of Nevada](#)

[Partners: Office of Disability Services \(TMCC\)](#)

[Partners: Assistive Technology \(AT\) Consumers](#)

[Partners: EEO](#)

[Partners: Volunteers](#)

[Meetings](#)

▶ ADA PARTNERS, COMMITTEES

Our Goal:

Our goal is to make all of the State of Nevada websites meet the Section 508 WCAG 2.0 requirements and provide proven ADA training, outreach and support to the State of Nevada websites to meet the ADA compliance laws.

By having this great opportunity to work with numerous agencies throughout the State of Nevada; with Thomas Kearns from the Office of Disabilities Services at Truckee Community College, and the Assistive Technology consumers that have volunteered to work with us to test our websites and validate that they are ADA compliant to everyone.

ADA Partners:

Our ADA Partner consist of individuals that are working to make the State of Nevada websites and digital media Section 508 WCAG 2.0 compliant and to provide ADA physical accommodations.

- [State of Nevada Partners](#)
- [State of Nevada - Equal Employment Opportunity \(EEO\) Office](#)
- [Office of Disability Services - Truckee Meadows Community College](#)
- [Assistive Technology Consumers \(AT consumers\)](#)
- [Volunteers to assist with ADA testing](#)

ADA Partner Meetings:

- [ADA Meetings \(agendas, Minutes, Attachments\)](#)

Committees, Councils

State of Nevada Committees and Councils we have addressed regarding the State of Nevada's ADA Remediation efforts.

- [Nevada Assistive Technology Council \(AT Council\)](#)
- [Information Technology Advisory Board \(ITAB\)](#)

Additional Information:

- Development of a new ADA Compliance website (Executive Summary-2016)
 - [Word](#)
 - [pdf](#)

March 6, 2018 – ADA Status:

TOTAL number of websites being remediated as of 2/22 are 38; Total number of websites that are ADA Compliant are 5.

March 7, 2018 – EITS Web team sent an email to all CMS user and CMS Managers opening up the new eLearn class:

NVeLearn class:

The State of Nevada Department of Administration, Division of Information Technology Services (EITS) is committed to providing access to our electronic and information technology, including our web pages and PDFs in the State of Nevada's Content Management System (CMS), for individuals with disabilities in accordance with the World Wide Web Consortium's (W3C's), Web Content Accessibility Guidelines (WCAG) 2.0 Levels A & AA, and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 for web content. Please visit our State of Nevada American Disability (ADA) Remediation Efforts website at <http://ada.nv.gov> for constant updates.

IMPORTANT ANNOUNCEMENT:

Today, we are inviting you to take our new Web Accessibility Training in the NVeLearn environment. This training is highly recommended for our CMS content users.

Please go to http://ada.nv.gov/CMS/CMS_Users/ for details and information on how to the course.

The training class includes topics to help users:

- Remediate their current non-compliant web pages to ADA complaint templates
- Remediate non-complaint documents; Word, Excel, PowerPoint, PDF to ADA compliant documents in ten easy steps or less
- Find additional training resources
- Answer some Frequently Asked Questions (FAQs)

Once you finish the CMS training, you can contact stateweb@admin.nv.gov and our staff will help you add our ADA compliant templates so that you can begin to remediate your content.

Additional Information About the Remediation Effort:

- All reporting, status updates can be located at: <http://ada.nv.gov/Reporting/Reporting/>
- The remediation of State Content Management websites can be located at <http://ada.nv.gov/Remediation/Efforts/>
- Our ADA Partner Meetings can be found at <http://ada.nv.gov/Partners/Meetings/>
Please view the list of our ADA Partners at http://ada.nv.gov/Partners/ADA_Partners/.
- You can find a place where AT Consumers could ask for help regarding Physical Accommodations and/or Website& Digital Media Accommodations information at http://ada.nv.gov/Home/Features/Accessibility_Information/.

April 2018 - ADA Partner Meeting & Remediation Efforts:

April 16, 2018 – Met with the Nevada State Library, Archives and Public records (NSLA)

NSLA purchased a new Content Management System (CMS) called Libguides and moved away from the State CMS. The new NSLA website is a well-organized, attractive and clean website and we agreed to redirect their URL from our CMS to their new site. While we were reviewing the site, we realized the new NSLA website is not ADA Compliant. We are currently working with NSLA staff to resolve that problem.

- We are getting a quote for them to purchase Siteimprove, the ADA remediation tool we use to remediate our CMS websites
 - Working with Siteimprove to get a quote for them to purchase the software
- We are coordinating a conference call with Thomas Kearns, who is familiar with Libguides, to give them some pointers to help get their new site ADA compliant
- We are recommending their use our [Document remediation guide](#) so their can make their documents compliant

A special thanks to Thomas Kearns, Office of Disabilities Services & EITS Web team's Diana for checking to ensure this website was ADA compliant.

NSLA website - <https://nsla.libguides.com/home>



Welcome to the Nevada State Library, Archives & Public Records

The Nevada State Library, Archives & Public Records (NSLAPR) is one of twelve divisions of the State [Department of Administration](#), and is led by Jeff Kintop, administrator, with assistant administrators Teri Mark (archives and records) and Tammy Westergard (library services and library development). Primarily focused on providing internal support to State of Nevada agencies and employees, we also serve the residents of the Silver State.

NSLAPR has a vast collection of resources, including books, historical artifacts (including photos), state government records, preservation services, research assistance, library development, and much more. Come in and see us!



April 18, 2018 – Met with the Department of Public Safety (DPS) to revamp their website

The Division of Highway Patrol requested we met to discuss updating their current website to include new features. The Public Information Officer from DPS also attended.

We agreed to create a new prototype for them in our current CMS that can be used by all divisions of DPS. The prototype would use our ADA compliant Smart forms, but we modified the CSS to make the look and feel look different.

DPS prototype that will be used by DPS and all divisions;

[Skip to Main Content](#)

Department of Public Safety

NV.gov Agencies Jobs About Nevada

Google Custom Search

DPS Site Search Nevada Site Search

ADA Americans with Disabilities Act

HOME DIVISIONS MEDIA CAREERS DOING BUSINESS

Slide 1

Tweets by @NevadaDPS

Nevada DPS Retweeted

NHP Northern Command @NHPNorthern

Today, the @NevadaDPS cadets of Academy 80 completed a leg of the 2018 Law Enforcement Memorial Run in Douglas County. @NVHighwayPatrol

Embed View on Twitter

Careers

Public Records Requests

Crash Reports

Box 4

Box 5

Box 6

Page Number: 246568 | [Edit Page](#)

STATE OF NEVADA GOVERNOR BRIAN SANDOVAL

Select Language

Section 508 WCAG 2.0 ADA Compliance In Progress

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The agreement we made with DPS is that before they go live with the new prototypes, they will need to do the following:

- Take the NVeLearn class for CMS Users
- Make the new site ADA compliant *BEFORE THEY CAN MOVE the NEW WEBSITE into production.*
- The following 13 websites will be rebuilt:
 - Department of Public
 - Capitol Police
 - Criminal Justice Assistance
 - Emergency Management/Homeland Security
 - Highway Patrol
 - Human Resources (DPS)
 - Investigation Division
 - Parole & Probation
 - Professional Responsibility
 - Records, Communications and Compliance
 - State Fire marshal
 - Traffic Safety
 - Training

Next Steps for DPS rewrites:

- Meeting scheduled with DPS PIO on 5/16 to move project forward

April 20, 2018 – “EITS Explorer” Newsletter

Starting in February 2018, Enterprise IT Services Web team is featuring a series of articles about the State of Nevada’s ADA Compliance Efforts. Links to our EITS Explorer Newsletter can be found on <http://ada.nv.gov/>, under Helpful Links, “[Nevada accessibility in the News](#)”

- [February 2018 – ADA Compliance Efforts](#) (Part I)
 - What is being done to bring state website into compliance?
 - First State of Nevada ADA meeting with State of Nevada Stakeholders and partners
- [April 2018 – ADA Compliance Efforts](#) (Part II)
 - Nevada’s ADA Partners
 - How to remediate documents in Ten Easy Steps

April 26, 2018 – Meeting with EITS Operations Division to help us remediate website documents

The EITS web team and the EITS Operations staff (8 people) are collaborating. The operations staff can have free time during their workday and they are willing to help us remediate non-complaint documents. Our intern, Robert Shrader, has created a [Document Remediation Guide](#) to train our users how to remediate their documents. By working with the Operations staff, we will be able to put a dent in the number of PDFs that the websites in our CMS has, and they will also be helping us get the process clean so when we do the outreach to our users, it will be a proven solution.

This remediation Guide has written instructions on how to remediate Word, PDF, Excel and PowerPoint and includes a practice document for each that the users can download and use when they follow the instructions. We are currently creating Remediation Guide webinars to give users an option of paper or captioned YouTube webinars. These webinars should be available mid-May.

The first training class given to the operation staff was on April 26. We started with the remediation of WORD documents and after the class, three additional documents were sent to the Ops team to to practice.

Robert will continue to meet with the Op staff weekly and help review their progress and ensure they are feeling comfortable and are remediating the documents correctly.

The documents we are using giving to the Ops group are documents from current CMS websites that the EITS web team updates. The content pages for all the sites have already been made compliant, but the documents were not. Once these documents have been remediated & verified, they will be uploaded to the CMS websites.

Documentation Remediation Guides:

State of Nevada- Division of Enterprise IT Services

NV.gov Agencies Jobs About Nevada

Google Custom Search

ADA Site Search Nevada Site Search

ADA Americans with Disabilities Act

HOME COMPLIANCE PARTNERS REMEDIATION EFFORTS RESOURCES AT CONSUMERS CMS USERS

CMS Users

DOCUMENT REMEDIATION GUIDES

Document Remediation Guides

Remediation Guides and Documents

Remediation guides designed to assist in the creation of Microsoft Word documents, Adobe PDF documents, and Microsoft Excel documents are included in this page. Each remediation guide covers the creation of accessible documents in more detail than the lesson in the NVeLearn Web Accessibility Training for State of Nevada Website Editors.

If you would like try remediating non-accessible documents, practice documents for Microsoft Word, PDF, and Microsoft Excel have been included on this page. This has been added to help the CMS user develop practical experience while they work through the remediation guide.

PRACTICE DOCUMENTS	REMEDATION GUIDES
Word	Word Remediation Guide
PDF	PDF Remediation Guide
Excel	Excel Remediation Guide
PowerPoint	PowerPoint Remediation Guide

Additional Training Guides

- [Training for ADA Documentation Remediation \(pdf\)](#)
- [ADA Course Resources](#)

Issues encountered: Most of our documents are PDFs, and after researching and working with Thomas Kearns, it appears the ONLY tool that will help remediate PDFs is Adobe Acrobat. The problem is a lot of the agencies do not have Adobe Acrobat and because it is an expensive tool, they might not be able to purchase it. We are currently looking at alternatives:

- Find a tool to convert the PDF back to Word if they do not have the word document
 - Then, remediate the word document
 - Create a PDF that is compliant
- Exploring other options

May 2018 - ADA Partner Meeting & Remediation Efforts:

May 1, 2018 – Department of Health & Human Services (DHHS)

The websites involved:

- Department of Health & Human Services
- Aging & Disability Services (ADSD)
- Child & Family Services (DCFS)
- Health Care Financing & Policy (DHCFP)
- Public & Behavioral Health (DPBH)
- Welfare and Supportive Services (DWSS)

Their staff is currently reviewing their existing websites to determine what can be cleaned up in preparation of building a new ADA website. Attached is an example of the report we send our users to help them identify all of the content pages within their CMS websites

- Staff is also taking NVeLEARN ADA class
- Staff is reviewing Documentation Remediation guide
 - We also suggest the users clean up their sites first, and work on getting their documents complaint

May 2, 2018 – CMS user and CMS Managers who took the new NVeLearn Class on ADA:

As of 5/2, the following 24 CMS users have taken our CMS users class:

- Christina Cole – Division of Human Resources
- Athena Cox – Silver State Health Insurance Exchange
- Gideon David - Purchasing
- Michelle Dufrisne – EITS HR Help Desk
- Diana Estey (EITS Web Team staff)
- Perry Faigin – Business & Industry - Housing Division
- Derek Hawkins (EITS Web Team class creator)
- Theodore Hendricks – Business & Industry
- Stephanie Klapstein – Department of Taxation
- Catherine Krause – Attorney General’s Office
- Denise Madera – Public and Behavioral Health (DPBH)
- Heather Mitchell – Health Care Financing & Policy
- Sean Nichols – Environmental Protection
- Nathan Orme - Public and Behavioral Health (DPBH)
- Kelley Railey – Division of Mortgage Lending
- Erik Ringle – Environmental Protection
- Michael Shannon – Division of Human Resources
- Amalia Sifuentes – EITS HR Help Desk
- Susan Slack - Division of Mortgage Lending
- Glen Smith – Division of Child and Family Services
- Millicent Thomas – Aging and Disability Services Division
- Alicia Whipple – Judicial Branch
- Elizabeth Williams – Library & Archives & Public Records
- Jun Yuan – Department of Veteran Services

Only 10 people took the survey to review the class. Reviews of the class ranged from Poor to Excellent. Currently the survey does not ask for the user's name, so we have not been able to reach out to the users and find out what they liked and disliked about the survey. We are currently modifying the survey to resolve that.

In the meantime, we are working on sending out a follow up survey that gets more specific information, so we can modify the class to be more effective for our users.

Next steps: Our staff is going to reach out to all the users who have taken the class & begin to work with them on getting their websites compliant. That involves:

- Adding the new ADA smart forms to their site (EITS Web team)
- Applying CSS and JavaScript files to the site (EITS Web team)
- Converting the properties of the old smart form to the new ADA properties (EITS Web team)
- Walk the users through how to make the new ADA page compliant based on knowledge gained from the NVeLearn class and the Siteimprove Accessibility Chrome Extension tool

May 2, 2018 – [ADA complaints](#) (using new on-line complaint form)

To date, we have had four complaints regarding Physical accommodations. These complaints have been forwarded to Tammy Smith, EEO office for resolution.

- Tammy has reviewed the complaints and has forwarded them to the appropriate person

To date, we had two complaints regarding Website & Digital Media. These complaints are handled by the EITS web team.

- One of the complaints was not a complaint, but a person volunteering to assist us in our effort.
- The second complaint was against the State of Nevada Treasurer.
 - Treasurer's website is linking to a bank that the AT consumer could not navigate
 - EITS staff talked with the Nevada Disability Advocacy & Law Center Rights Attorney who spoke on behalf of the person who filed the complaint to gather the specific details of the complaint.
 - EITS staff verified the accessibility issue and then talked with the web coordinator at Nevada Treasurer
 - Together they came up with a solution on how to fix the issue that the vendor can apply. This resolution was identified on 5/2, and explicit instructions were sent by EITS to the Treasurer's coordinator for forwarding to their vendor for resolution
- Next Step:
 - EITS will verify fixes have been made
 - EITS and/or Treasurer coordinator will contact the person who filed the complaint to ensure they can get what they need

NOTE: Even though there are two separate complaint forms, EITS staff continues to monitor ALL complaints and ensure they are getting to the correct person for resolution. A recent modification was made to the process to send an automatic 'notification email' to the EITS Staff whenever a complaint has been filed.

May 3, 2018 - Status of our ADA Website Remediation Efforts:

- Total # of websites in our CMS: **142**
- Total # of sites that are currently being remediated: **38**
- Total # of Sites that are ADA compliant: **7**

- Total # of Sites that need to be remediated: **99**

May 3, 2018 - Department of Education (DOE) & Office of Civil Rights (OCR):

The Department of Education was cited for non-compliance websites in May 2016. At that time, EITS coordinated the purchase of Siteimprove software to help them begin their remediation process. Education has several main websites and several other websites that are not in our CMS. DOE is following the OCR reporting schedule, and they are making significant progress. When DOE was originally cited, they had about 765 pages and over 5,000 PDFs to remediate. The first thing they did was review the 5,000 PDFs and eliminate anything that was old and not needed. That left them around 4,000 PDFs to remediate. They also set up training classes to teach the 100+ content owners how to remediate their documents.

- [Final signed document from OCR](#)
- [Nevada Department of Education Remediation efforts](#)

In March, OCR reached out to DOE to relax their schedule and DOE “DECLINED”. They felt that they have made a lot of progress and DOE wanted to continue to make the Department of Education’s websites A, AA, AAA compliant.

- Department of Education website has four A issues, and 812 PDFs that still need to be remediated
- Bully Free Zone website is A, AA, AA compliant and so are all their PDFs.

Congratulations and Kudos for all their efforts and their decision to decline the relaxed schedule that OCR offered.

May 10, 2018 - Seamless Docs Kickoff

Seamless Docs will allow us to transform manual processes to paperless. The platform provides workflows, electronic signatures, on-line payment capabilities, and will help users create ADA compliant documents and on-line forms. Seamless Docs will also satisfy Senate Bill 236 which requires state agencies to make all forms available electronically. These forms will allow for online completion and secure submission. All forms can become downloadable to meet any specific requirements. All online forms that are completed and submitted are archived with the information from the form stored in a searchable database. I wanted to update you on where we are at with our efforts in the project and provide an overview of the Seamless Docs environment.

Pilot program:

- One of the first forms that will be used in our pilot is to combine the two ADA complaint forms into one

See attached **Seamless Doc Kickoff letter**

Upcoming ITAB Meeting – June 6, 2018, 1:00pm

Agenda will not be posted until a few days before meeting. Not sure if ADA initiative will on the June agenda.

Budget Enhancements:

Web team has put in budget requests for the following:

- New Content Management System
- Enterprise version of Siteimprove for all CMS users
- Two additional staff members in the Web team area
- ADA training for Web team staff

ADA Chronological History Summary 2001 - 2016

The Division of Information Technology, Enterprise began working on ADA compliance in 2001, when Governor Guinn issued an Executive Order requiring ADA compliance as well as a consistent look and feel (branding) for all state of Nevada websites. A training website was also created that hosted instructions, templates, style guides and other tools to assist agencies in redesigning their existing content to meet the branding and ADA requirements mandated by the Governor. An ADA class were developed by the EITS web team and over sixty agency webmasters were trained in about 2 months. The classes were developed to train the agency webmasters how to update their current website and make them ADA compliant. During those classes, special individual websites were developed and given to each agency webmaster that reflected their agency's information. These websites had all of the ADA requirement built in so they could just take those site and move their current information into them.

After the last class, agencies were given 30 days to make homepages compliant and then 90 days for the entire sites to be ADA compliant with new branding. This goal was met, unfortunately without an ADA monitoring tool in place; the sites did not stay compliant very long and the ADA compliant sites quickly became non-compliant

In 2012, EITS Web Team then purchased and managed the implementation of the State Web Content Management System (CMS). A web developer was hired, and templates and smart forms were created to help brand the State of Nevada websites. The team helped customer's convert state websites from FrontPage to the State's Content Management System. During that time 500+ users were trained to build and maintain their own CMS sites, which was new as previous all updates to state websites were made by the EITS Web team

Realizing the State CMS templates were not built to be Section 508 WCAG 2.0 Section 508 compliant, the web group began to focus their efforts to correct that. In September 2015, our team began to research and evaluate ADA accessibility evaluation tools and it was determined that WAVE was the best free option

We were also able to work with Brett Silver, a blind employee who worked for the State of Nevada Division of Library and Archives (NSLA), Office of Talking books. Brett uses JAWs, and he was able to assist us in testing for compliance [≡](#)

Brett continues to help our team, whenever needed. We also worked with the Division of Human Resources Management's Equal Opportunity office (EEO) who coordinates the State's various ADA program and resources.

A logo was added to all State CMS websites; with a link to their information regarding providing physical accommodations for persons with disabilities. This information did not cover state CMS websites, so the EITS web team's Manager wrote a white paper suggesting the state create an ADA Website Coordination Committee to share the web group's current effort to make the State of Nevada websites become Section 508 WCAG 2.0 Section 508 compliant. The first meeting was held February 11, 2016, and [the State of Nevada, Division of Enterprise IT Services, American Disability \(ADA\) Remediation Efforts website](#) was created

To view a status of the State of Nevada ADA Remediation Efforts, please visit the [State of Nevada, Division of Enterprise IT Services, American Disability \(ADA\) Remediation Efforts page](#). The content on this page is updated bi-weekly and reflects he efforts made to get the State of Nevada's websites ADA compliant. On the bottom of the same page, a chronological history of the State of Nevada's ADA compliance efforts, also with testing results working with Brett Silver, are listed.

Future Goals:

1. Continue to work with the AT Consumers to test other selected websites and other Digital media so that they have a sample of what is compliant. That way we can use that as a standard.
2. Finalize our ADA Training Class for users that have websites in our Content Management System (CMS).

- a. Make this Training Class a required class for ALL CMS Users.

NOTE: This ADA Training class is currently in user testing as of 2/8/17

3. Keep reviewing our current processes and make enhancements, including expanding our outreach beyond websites.
4. Continue to do outreach to agency webmasters that have their websites in our State CMS
 - a. Instruct them to take the Training class
 - b. Assist them with additional suggestions, webinars, etc.
5. Work with Governor's office to obtain an Executive Order that requires all websites in the State of Nevada, not only in the State CMS, to be ADA Compliant.
6. Continue to work with the Department of Education to ensure their success with the Office of Civil Rights (OCR).