

JULY 24th, 2020

Celebrating the ADA's 30th Anniversary and Its Continued Impact in Georgia



Presented by: The State ADA Coordinator's Office, Center for Inclusive Design and Innovation, Georgia Department of Corrections, and Georgia Department of Driver Services

Blackboard Collaborate Ultra

! Closed captions are available for this session. Would you like to use them?

Yes

No thanks



- Closed Captioning
- Chat Access

Stacey Valrie Peace



Stacey Valrie Peace is the State ADA Coordinator for the State ADA Coordinator's Office - Georgia State Financing & Investment Commission. She is responsible for developing and implementing programs and activities to advance and monitor agency compliance with the ADA statewide. She has 14 ½ years of service with the State of Georgia. Stacey holds a B.A. in Psychology from Spelman College, a M.S.W. from Clark Atlanta University and a J.D. from the University of Georgia, School of Law.



Celebrating the 30th Anniversary of the ADA

The 30th Anniversary of the ADA



Impactful Ways to Celebrate the 30th Anniversary

- Issue a press release
- Feature the anniversary in internal and external communications
- Conduct employee training
- Review policies
- Share job announcements with disability service providers
- Become familiar with (and share) COVID-19 guidance



Celebrating the 30th Anniversary of the ADA

TODAY'S PRESENTERS:



STATE ADA
COORDINATOR'S OFFICE

**Stacey Valrie Peace,
State ADA
Coordinator**



STATE ADA
COORDINATOR'S OFFICE

**Cheryl Ann Frazier,
Assistant State ADA
Coordinator**



CENTER FOR INCLUSIVE
DESIGN AND INNOVATION

**John Rempel,
UX/ICT Quality
Assurance Manager**



GEORGIA DEPARTMENT
OF CORRECTIONS

**Tomeka Simpson-
Dumas,
ADA Coordinator**



GEORGIA DEPARTMENT
OF DRIVER SERVICES

**Latoya Doucette,
Title VI/ADA
Coordinator**



State ADA Coordinator's Office

History and Mission of the State ADA Coordinator's Office

- Our Office was created in 1993, Office of Planning and Budget
- Relocated to the Georgia Building Authority in 1997
- Established as a department within the Georgia State Financing and Investment Commission in 2000
- Our mission is to provide comprehensive educational and technical support for State agencies so that those programs, services and activities operated by the State of Georgia are accessible and usable by everyone.



State ADA Coordinator's Office

OUR TEAM



Stacey Valrie Peace
State ADA Coordinator



Cheryl Ann Frazier
Assistant State ADA Coordinator



Steven R. Jones
Senior ADA Architect



Barbara Tucker
**ADA Administrative Services
Coordinator**



State ADA Coordinator's Office

Cheryl Ann Frazier



Cheryl Ann Frazier is the Assistant State ADA Coordinator for the State ADA Coordinator's Office, and she serves as the contact for State agency ADA coordinators for assistance with training, technical assistance, and the resolution of complaints and grievances regarding access to programs, services, practices, and employment. Cheryl has over 28 years of service to the State of Georgia. She earned a Bachelor's Degree in Criminology from the University of West Georgia and a Master's Degree in Public Administration from Columbus State University. Cheryl is a **Certified Public Manager®**.



Celebrating the 30th Anniversary of the ADA

WHO WE SERVE

- State of Georgia Agencies (primary customers)
 - ADA Coordinators
 - Human Resources Professionals
 - Design and Construction Professionals
 - State Facility Directors and Administrators
- Collaborative Partners
- County and City Government Entities
- Individuals with Disabilities
- General Public



State ADA Coordinator's Office

Overview of Our Office's Functions and Services

- **Training**

Our office conducts general and customized training on ADA topics for state agencies and other targeted audiences.

- **Technical Assistance**

- Assistance with the implementation of ADA requirements
- Updating and Enhancing Self-Evaluation and Transition Plans
- Develop effective methods for people with disabilities to access ADA and other disability-related services and information



State ADA Coordinator's Office

Overview of Our Office's Functions and Services

- **Facility Access Reviews**
 - Existing State Buildings
 - New State Facility Construction
- **Statewide Facilities Improvement Program**
 - ADA Title II program access for State of Georgia facilities



State ADA Coordinator's Office

Our Office's Activities and Accomplishments

- **Training**

- **27** Individual Agency, Business, or Partner Training Sessions
- **1** Annual State and Local Governments Conference

- **Technical Assistance**

- **60** State and Local Government Agencies, with over **2400** engagements



State ADA Coordinator's Office

Our Office's Activities and Accomplishments (continued)

- **Facility Access Reviews**
 - Statewide, varied Physical Plant/Program Access Reviews
- **Statewide Facilities Improvement Program**
 - Secured \$1.8M to serve three State of Georgia agencies



Our Office's Current Projects

- **Development of a Web-based Training Program**
 - Quarterly ADA-related Webinars
 - FY'21 Annual ADA Conference for State and Local Governments
- **Agency ADA Coordinator Network**
 - Expansion of Network with increase in engagement
 - Review of Public Notices, Grievance Procedures, and Title I and Title II Provisions policies for all State Agencies



State ADA Coordinator's Office



Tomeka Simpson-Dumas, MS GDC ADA/LEP/SI Coordinator

23 Years with the State of Georgia and 20 years with GDC, Tomeka is a veteran member within the Office of Professional Standards. Detail-oriented professional offering expertise in ADA, risk management, policy development, strategic planning, criminal investigations and regulatory compliance. Collaborative and team-oriented with excellent communication and interpersonal skills to foster strategic partnerships and promote company reputation.



GEORGIA
DEPARTMENT OF CORRECTIONS



GEORGIA
DEPARTMENT OF CORRECTIONS

AMERICANS WITH DISABILITIES ACT (ADA)

TITLE II PROVISIONS

GEORGIA DEPARTMENT OF CORRECTIONS

Tomeka Simpson-Dumas,
GDC ADA/LEP/SI COORDINATOR

GDC Mission Statement

The Georgia Department of Corrections protects the public by operating safe and secure facilities through the development of professional staff and effective offender management.



GEORGIA
DEPARTMENT OF CORRECTIONS

GDC STATS.....

GDC is the largest law enforcement agency in the State of Georgia.

GDC serves as the fourth-largest correctional agency in the nation.

GDC has over **50,445** offenders assigned with ADA servicing over **88** facilities within the state.

There are over **688** offenders who are either deaf or hard of hearing. There are over **11,548** offenders who are blind or have low vision.

GDC has over **2,217** offenders who have some form of physical mobility disabilities and, GDC serves approximately **10,574** offenders through Mental Health Services.



FROM THE BEGINNING: COLLABORATIVE ACCOMPLISHMENTS

Since the inception of the ADA Coordinator's Office in January 2017, GDC has collaborated with the State ADA Coordinator's Office, the Center for Inclusive Design and Innovation, and other ADA Consulting entities to create and implement the following initiatives.

- GDC Title II Provisions ADA Action Plan
- Implementation of comprehensive Statewide ADA Training Curriculum
- Creation of the ADA Title II Provisions Standard Operating Procedure (SOP)
- Creation of the ADA Public Notice
- Self-Evaluation Checklist
- Statewide installation of Video Remote Interpreting (VRI) Services inside all state facilities and Video Relay Services (VRS) equipment in several state institutions



FROM THE BEGINNING: CONT'D

COLLABORATIVE ACCOMPLISHMENTS

- Web Accessibility Review (CIDI)
- Statewide Facility Assessment by CIDI partners
- Funding for Construction (State ADACO)
- Procurement of a myriad of Accessibility Solutions
- Provided conversational ASL training for Staff Members
- Secured sustainable Interpreting Services for clients, to include vendor contracts
- Developed ADA Communications Center



FY 2020: COLLABORATIVE ACCOMPLISHMENTS

For Fiscal Year 2020 the continued collaboration resulted in the noted accomplishments

TRAINING:

- Trained over 4,712 employees on ADA Title II Provisions
- ADA Van Transportation Lesson Plan and PowerPoint

CONTRACTUAL AGREEMENTS:

- Finalized the agreement with the Center for Inclusive Design and Innovation (CIDI) through Georgia Tech Research Corporation (GTRC) and GDC.
- Secured the agreement with Lionbridge - Translation & Localization Services Company
- Invested \$334,827.81 on American Sign Language (ASL) services and Language Interpretation Services via LATN, LanguageLine Solutions, Ad Astra, and Lionbridge Services (LEP)



FY2020: Accomplishments Cont'd

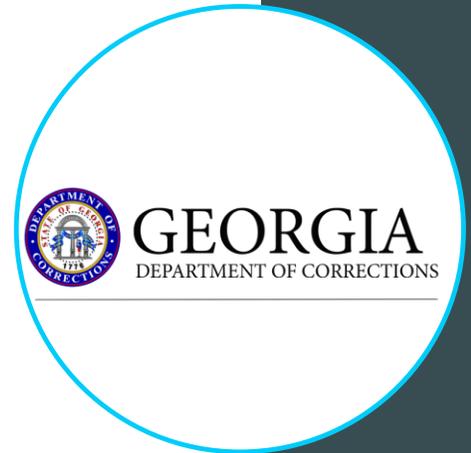
COMMUNICATION:

- ADA Intake/Orientation Video was captioned by CIDI for Offenders who are deaf or hard of hearing
- Video Relay Services (VRS) expansion Project for additional State Facilities
- Introduction of American Sign Language (ASL) or Speech/Lip Reading section in Offender SCRIBE Module
- Collaboration between GDC ADA Coordinator's Office and the Office of Information Technology to develop and implement an ADA Icon Project, ADA Icon Health Activity Profile Summary and ADA Accommodation Request Module in SCRIBE



STRATEGIC GOALS FOR FY 2021

- Update GDC ADA Action Plan
- Contracts Review/ Renewal/ Additions
- Secondary Phase of the ADA Construction Project Review beginning August 2020.
- Finalize the OIT ADA Accommodation Request Module and ID Card Project.



Latoya Doucette



Latoya Doucette is an attorney at the Georgia Department of Driver Services who also serves as a Title VI Coordinator and an ADA Coordinator for the agency. Mrs. Doucette, a graduate of Emory University School of Law, was born and raised in Atlanta, GA and has 19 years of experience working in state government.



Georgia Department of Driver Services

Ensuring Accessibility Through
Online and Mobile Services

Online Services

- License/ID Renewal
- Suspension Information
- Reinstatement Information
- Payment of Fees
- Driving History (MVR)
- Skip-A-Step
- Make Appointments and Check Reservation Status
- 411,576 customers used online and mobile app services between March 14th and July 13th



Online Services Accessibility Evaluation

- December 2017 DDS proactively requested that the Center for Inclusive Design and Innovation conduct an accessibility evaluation of the DDS website in accordance with WCAG 2.0 A and AA Success Criteria
- Evaluation Criteria: Most Frequently Visited Pages, Critical Pages, and Pages containing unique elements
- Examples of Pages/URLs reviewed: License Renewal, Apply for a New GA license, Skip-A-Step, Commercial Driver's License (CDL), Tests and Exams, Pay Super Speeder, Reinstatement and Other Fees (14 Pages/URLs reviewed)
- Barriers to persons with disabilities were identified and given an accessibility impact rating of Critical, High, Medium, or Low.



“Critical” Accessibility Impact Examples

Meaningful Sequence—the sequence of the content makes sense when using assistive technology

Page Titled—the webpages have descriptive titles

Contrast Minimum— there is sufficient contrast between text and its background

On Input—making interactive content more predictable

Benefits of Improving Accessibility of Online Services

- Meaningfully sequenced content does not confuse or disorient individuals who rely on assistive technologies that read content aloud
- Webpages with descriptive titles allow individuals who have visual disabilities, cognitive disabilities, or rely upon audio assistive technologies to quickly and easily determine if the information contained on a webpage is relevant
- Providing the appropriate amount of contrast between the text and its background makes the text more readable for individuals who see no color or a limited range of colors
- Predictable interactive content minimizes instances of confusion for individuals with visual disabilities or cognitive disabilities who may experience difficulties when encountering unexpected context changes such as a new window popping up or a back button no longer working as expected.

Mobile License Issuance Capability

- DDS began its Georgia Licensing on Wheels (GLOW) program in 2005.
- The initial program was launched using a bus that traveled the state of Georgia issuing up to 200 photo identification cards per day.
- This initiative coincided with metro Atlanta's celebration of the 40th anniversary of the Voting Rights Act. The GLOW bus assisted with efforts to make it easier for indigent citizens to meet the photo identification requirement for purposes of voting.



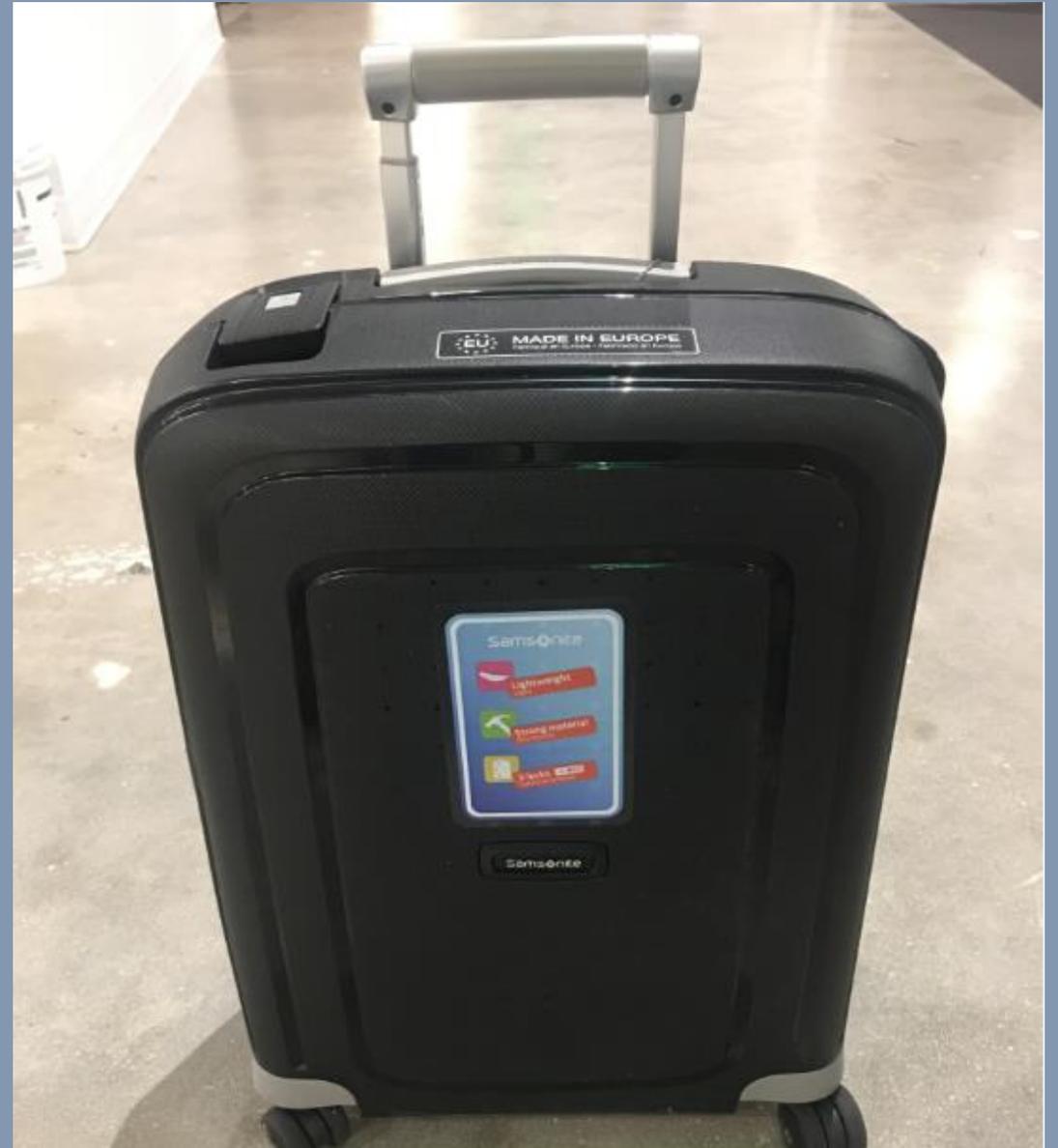


Mobile License Issuance Capability Continued (part 2)

- By 2015 the GLOW bus had been retired and the program had transitioned its focus to emergency preparedness in response to the Governor's Office initiative at that time.
- DDS purchased a 20-foot trailer with central heating, air conditioning, built-in cabinets, desks and digital licensing equipment. It was a Customer Service Center on wheels that not only issued photo identification cards but also processed driver's license renewals, reinstatements, and motor vehicle reports.
- The mobile Customer Service Center was deployed when it was necessary to provide services to military personnel and citizens impacted by natural disasters or other emergency situations.

Mobile License Issuance Capability Continued (part 3)

- As of 2020, DDS' mobile license issue capability has undergone additional transformation.
- In addition to the 20-foot trailer, DDS also has mobile emergency licensing units that fit into travel sized cases.
- Although these units will assist with emergency response situations, DDS also has expanded the use of the equipment to include providing services to individuals who are unable to visit a Customer Service Center due to extenuating medical reasons.



Benefits of Mobile Emergency Licensing Units

- Provides all the components necessary for conducting an issuance transaction in a portable luggage sized case
- Provides the opportunity for an “in person” customer service experience
- Provides a convenient method for individuals, who are unable to visit a Customer Service Center due to extenuating medical reasons, to obtain an identity credential
- Enhances the department’s ability to make its services more accessible

John Rempel



John Rempel serves as the UX/ICT Quality Assurance Manager at Center for Inclusive Design and Innovation at Georgia Tech.

Center for Inclusive Design and Innovation

AMAC is now the Center for Inclusive Design & Innovation (CIDI). AMAC began in 2005 as an initiative of the Board of Regents University System of Georgia, to help post-secondary disability services offices provide complete, timely, and efficient accommodations to the students with print disabilities that they serve. The new name more accurately reflects the depth and breadth of products, services, research, and education we now provide.



Products and Services at CIDI

Braille Services produces customized projects from both print materials and electronic text including partial books and chapters or graphics only using cutting-edge technology.

Professional E-Text provides high-quality e-text in many formats such as PDF, DOC, DAISY, and HTML.

Captioning and Audio Description Services makes classrooms, meetings, labs and other audio environments fully accessible for deaf or hard-of-hearing, includes remote captioning and captioned media.

Additional Products, Services & Research

Certified Assistive Technology Team (TFL) provides on-site and remote assessments, demonstrations, training and technical assistance for education, work, and daily living environments.

Accessibility Compliance, Best Practice and User Experience focuses on individual and organizational accessibility and usability needs through evaluations, testing, training, technical assistance, and website accessibility.

Research focuses on accessible environments for people with disabilities including students and aging individuals both online and within physical environments.

Accessibility is a Human Right for People with Disabilities



The ADA, Pre-Internet

The Internet came into existence six months after the ADA was signed into law in 1990.



Title II

Title II of the ADA requires that state and local governments provide “program access” for people with disabilities.

If state and local government websites are a “program,” it could be argued that they would need to be accessible, absent an undue burden.

What is AccessGA?

[AccessGA](#) is a joint initiative of the State of Georgia ADA Coordinator's Office and Center for Inclusive Design and Innovation at Georgia Tech.

The objective is to support Georgia state agencies that strive to provide equitable and timely access to their employees, students, and clients with a wide range of disabilities.



Benefits and Services Include...

- Webinars on the topics of digital accessibility
- Web accessibility evaluations and technical assistance
- Onsite and online trainings
- Periodic [newsletters](#)
- Up-to-date [wiki](#) of ICT accessibility resources and information
- Special events

WAG - Web Accessibility Group

- Housed at the Center for Inclusive Design & Innovation (formerly AMAC Accessibility) at Georgia Tech
- Focus on web accessibility for higher-ed
- WAG listserv discussion and technical guidance
- WAG website <http://www.amacusg.org/wag>
- Its purpose is to bring together individuals in Higher Ed seeking to navigate the complex requirements of state and federal accessibility standards and guidelines.



Georgia Agencies Served Under AccessGA

Over 35 state agencies and Higher Ed
Institutions Served

AOC	DPH	GDCS	GTA
DBHDD	DPS	GA Dept. of Law	GVRA
DDS	EPD	GA Public Libraries	Jekyll Isl. Park Serv.
Dept. of Juv. Justice	GBA	GGG	ODSO
DNR	GCDD	GPB	Office of the AG of GA
DOAS	GDC	GSFC	Sec. of State's Office
DOL	GEMA	GSFIC	Univ. System of GA

Services in Numbers

- **54 Web Accessibility Audits**

comprehensive accessibility audits of websites, applications and apps to evaluate their level of compliance

- **35 Webinars related to Digital Accessibility**

ICT accessibility and related topics by Subject Matter Experts addressing digital accessibility barriers, solutions, and the legal landscape related to compliance and best practice.

Agency-Specific Deliverables

- Georgia Technology Authority
 - Evaluation and remediation recommendations of more than a dozen Drupal templates
- The USG Galileo Application
 - Application accessibility evaluation and technical assistance of the Galileo portal
- Georgia Library System
 - Application accessibility evaluations and technical assistance of the PINES public catalog and Web Client

A Quote from a Name You'll Recognize

We do not need pity, nor do we need to be reminded that we are vulnerable. We must be treated as equals — and communication is the way we can bring this about.

Louis Braille

- 1809 – 1852
- Inventor of braille
- Adapted for use in languages worldwide



RESOURCES



LEARNING STRATEGY

SCHOOLING MEDIA LEARN INTELLIGENCE STRATEGY STUDY TEACH COLLEGE COMMUNICATION EDUCATIONAL SUCCESS INTELLIGENCE TRAINING DISCOVER INSTRUCTION TEACH TRAINING

TEACHER INFORMATION INSTRUCTION

UNIVERSITY PROJECT SCHOOL SUCCESSFUL GOAL

RESOURCES PLAN PROJECT SCHOOL SUCCESSFUL GOAL SKILL DISCOVER INSTRUCTION TEACH TRAINING

SCHOOLING MEDIA LEARN INTELLIGENCE STRATEGY STUDY

RESOURCES

- <https://www.ada.georgia.gov> – The State ADA Coordinator's Office provides educational and technical support for State agencies so that programs, services, and activities operated by the State of Georgia are accessible and usable by everyone.
- <http://www.ada.gov/pcatoolkit/chap2toolkit.htm>
(ADA Toolkit)

RESOURCES

- <http://www.adaactionguide.org/themes/custom/ada/docs/samples/PublicNoticeSamples.pdf> (ADA Action Guide)
- <http://www.adaanniversary.org/home> - The ADA National Network's countdown to the 30th Anniversary of the Americans with Disabilities Act. This informative website includes training opportunities, celebration ideas and historical information on the ADA.

RESOURCES

- http://www.eeoc.gov/laws/guidance/enforcement_guidance.cfm - EEOC sub-regulatory guidance documents express official agency policy and are used to explain how the laws and regulations apply to specific workplace situations.
- <https://www.eeoc.gov/wysk/what-you-should-know-about-covid-19-and-ada-rehabilitation-act-and-other-eeo-laws> - EEOC specific guidance regarding the ADA and other laws and COVID-19

RESOURCES

- <http://www.access-board.gov/> - 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.
- <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html> (CDC guidance regarding COVID-19 and the workplace)

RESOURCES

- <http://askjan.org/> -The Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues.
- <https://askjan.org/topics/COVID-19.cfm> - JAN's COVID-19 and the ADA specific guidance
- <http://www.adatitle2.org/> - This free self-paced, online tutorial is designed to provide the basic principles and core concepts of Title II of the Americans with Disabilities Act of 1990 (ADA). This tutorial is a valuable educational tool to orient ADA coordinators to their roles and how to address key ADA-related requirements applicable to state and local government under Title II of the ADA. CEUs available.

RESOURCES

- <http://www.adacoordinator.org/> - The ADA Coordinator Training Certification Program (ACTCP) is a unique program designed to meet the training and professional needs of ADA Coordinators. ACTCP certification verifies that participants have completed training in required content areas and have a depth of knowledge in ADA issues.
- <http://accessga.org/> - AccessGA is a joint project of the State of Georgia ADA Coordinator's Office, the Georgia Institute of Technology's Center for Inclusive Design & Innovation, and The Georgia Technology Authority. AccessGA's purpose is to support **State of Georgia agencies** with Information and Communication Technology (ICT) accessibility, promoting equal and timely access for employees and customers with a wide range of disabilities.

RESOURCES

<http://cidi.gatech.edu/> - Center for Inclusive Design and Innovation (CIDI) is dedicated to an inclusive society through innovations in assistive and universally designed technologies. CIDI combines the strengths of AMAC's advocacy and service solutions and CATEA's research in the areas of disability, aging, and universal design.

Through merging the two research centers into a supercenter, CIDI can address the full range of needs for accessibility. The Center seeks to maximize synergies between service and research so their clients (individuals, K-12 and higher education, corporations, nonprofits, and government entities) can reap the benefit of equal access to education, work, and life.

RESOURCES

- <https://dph.georgia.gov/covid-19-daily-status-report> - The Georgia Department of Public Health currently provides a Daily Status COVID-19 Report update at 3 p.m. DPH also provides a list of drive-up and walk-up COVID-19 testing locations available across the State of Georgia.
- <https://www.eeoc.gov/laws/guidance/pandemic-preparedness-workplace-and-americans-disabilities-act> - The EEOC is currently updating this 2009 publication to address its application to coronavirus disease 2019 (COVID-19).
- <https://www.dol.gov/agencies/whd/ffcra/benefits-eligibility-webtool>

RESOURCES

- <https://dol.georgia.gov/gdol-covid-19-information-> Georgia Department of Labor, updates its current systems to distribute federal unemployment funds as part of the CARES Act (Coronavirus Aid, Relief, and Economic Security) bringing economic relief to many Georgians.
- <http://gatfl.gatech.edu/index.php> - Tools for Life, Georgia's Assistive Technology Act Program, is dedicated to increasing access to and acquisition of assistive technology (AT) devices and services for Georgians of all ages and disabilities so they can live, learn, work and play independently and with greater freedom in communities of their choice.

RESOURCES

- <http://www.adasoutheast.org/> - The Southeast ADA Center (formerly known as Southeast DBTAC) is a leader in providing information, training, and guidance on the Americans with Disabilities Act (ADA) and disability access tailored to the needs of business, government, and individuals at local, state, and regional levels.
- <https://www.nationaldisabilityinstitute.org/wp-content/uploads/2020/03/cares-act-and-the-disability-community.pdf> - The National Disability Institute guidance on the Coronavirus Aid, Relief and Economic Security (CARES) Act's and Family First Response Act's the impact on the disability community

QUESTIONS?



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July 24, 2020

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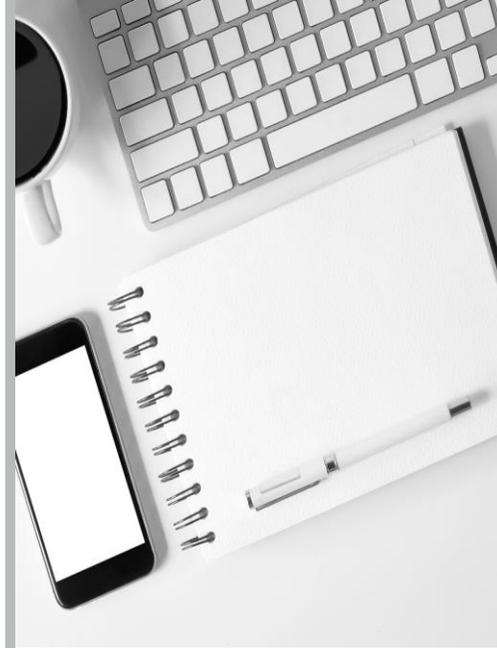
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