APPENDIX A

Resources Regarding Access for Individuals with Disabilities

Information technology. Section 508 of the Rehabilitation Act was enacted to eliminate barriers in information technology for people with disabilities, open new opportunities for such people, and encourage development of technologies that will help achieve these goals. While the law applies only to Federal agencies when they develop, procure, maintain, or use electronic and information technology, or EIT (also known as information and communication technology, or ICT), the resources developed to help Federal agencies give employees and members of the public with disabilities access to such technology are extensive, publicly available, and potentially useful to state UI agencies seeking to provide comparable access.

The U.S. Access Board is responsible for developing EIT / ICT accessibility standards. In January 2017, the Access Board issued updated accessibility requirements for technology covered by Section 508. The new standards went into effect in January 2018.

The updated Section 508 Standards apply to EIT / ICT in the Federal sector, including such examples as websites, information kiosks and transaction machines, electronic documents, telecommunications equipment, and software. The information in the updated Section 508 standards about software applications and operating systems, web-based Intranet and Internet information and systems, telecommunication products, and video and multimedia products may be helpful to state UI agencies in assessing whether their technology is accessible for individuals with disabilities. These two websites contain a wealth of information regarding the Section 508 Standards:
- http://www.access-board.gov/
- www.section508.gov

For example, the www.section508.gov website, provided by the Federal General Services Administration, contains numerous training materials on implementation of the updated Section 508 standards for individuals with varying levels of knowledge and expertise regarding IT and accessibility.

Another comprehensive resource for accessible technology is the Web Content Accessibility Guidelines developed by the Web Accessibility Initiative. These guidelines help designers make web pages as accessible as possible to the widest range of users, including users with disabilities. The Web Accessibility Initiative is a subgroup of the World Wide Web Consortium, which is the same organization that standardizes the programming languages followed by all web developers. Information for web developers, including the current version of the Web Content Accessibility Guidelines (and associated checklists), along with information about the Web Accessibility Initiative, may be found at http://www.w3.org/.

Equally effective communications. The Department of Justice has issued an explanation of communication requirements under the regulations implementing Title II of the Americans with Disabilities Act, which parallel the requirements of the WIOA nondiscrimination regulations. Among other topics, the document explains the performance standards that must be met if video

remote interpreting is used. The document may be found at https://www.ada.gov/effective-comm.htm.

Disability in general. The Department of Labor's Office of Disability Employment Policy (ODEP) has developed extensive resources to assist in ensuring meaningful access to employment and employment-related services for people with disabilities. Its website is https://www.dol.gov/odep/. Information on accessible technology is available on this site at https://www.dol.gov/odep/topics/Technology.htm. Additionally, general information on providing reasonable accommodations for people with disabilities may also be found on this site at https://www.dol.gov/odep/topics/Accommodations.htm. For specific information about accommodations, the Job Accommodation Network (JAN), a service provided by ODEP that provides free, confidential technical assistance about job accommodations and the Americans with Disabilities Act, may be accessed at https://askjan.org/index.cfm. Information on universal design and assistive technology models for individuals with disabilities may also be found on ODEP's website.

In 2019, ODEP, the Civil Rights Center (CRC), and the Employment and Training Administration (ETA) collaborated to issue an updated reference guide on promising practices for including individuals with disabilities in the nation's workforce system. The guide may be helpful for ensuring access to the UI system as well. It is available at https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/statutes/section-188-workforce-innovation-opportunity-act/guide.