

Division of Workforce Development

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Rick Beasley
Acting Director

August 27, 2001

DWD Issuance 04-01

Subject: Missouri Accessibility Policy
WIA, Section 188 Interim Final Rule and Accessibility Checklist
for One-Stop Service Delivery Systems

1. **Purpose:** Additional notification for One-Stop delivery system partners
listed in Section 121 (b) of WIA. Re-issuance of attachments.

2. **Substance:** Training and Employment Information Notice No. 16-99.

3. **Action:** Use as reference

4. **Contact:** Direct all questions regarding this issuance to Juanita J. Davis,
State WIA EO Officer, (573) 751-3193 or e-mail,
jdavis@wfd.state.mo.us.

5. **Attachments:** Missouri Accessibility Policy
29 CFR Part 37
One-Stop Disability Checklist
Software Accessibility Checklist
ITM Accessibility Checklist
IT Equipment Accessibility Checklist

Rick Beasley, Acting Director

RB/JJD/dp

Attachments

cc: DWD Administration
DWD Central Office Managers
DWD Regional Managers
WIB Chairs
WIB Local Contacts

B. Program Access

Each One-Stop shall provide program access, including communication access, as required by the WIA and ADA. Unlike architectural access, there are no national standards for program and communication access. Missouri has developed and adopted the following standards to assist One-Stop Centers comply with the communication access requirements of the WIA and ADA.

These standards were developed based on input from representatives of the disability community as providing a basic floor of communication access to core one-stop services in a cost-effective manner. Implementation of these standards will provide communication access to a wide range of individuals with visual, hearing, physical, cognitive, and other disabilities. However, additional communication accommodations may be needed to meet unique disabilities or combinations of disabilities.

- (1) Telephony - Each One-Stop Center shall provide the following basic assistive technology that ensures effective communication with voice telecommunications for individuals with disabilities:
 - a) Amplified Telephone - Consumers with moderate to severe hearing loss will benefit from a telephone with high-grade amplification, 30 to 40 dB of gain, either as a built-in feature of the phone or as an "in-line" addition. Such phones should be placed in quiet areas, removed from ambient noise, to support maximum speech discrimination.
 - b) TTY with Printout - Individuals who have hearing or speech disabilities can communicate by telephone through the use of a text telephone, referred to as a TTY. A TTY uses a keyboard to type messages, a display to receive messages, and some means of connecting to the telephone.
 - c) Hands-Free SpeakerPhone with Large Keypad - Individuals who have difficulty holding a receiver and/or dialing numbers will benefit from a telephone with an enlarged keypad and speaker phone access.
- (2) Computer Data and Sound - Each One-Stop Center shall provide the following basic assistive technology that ensures effective communication with computer input and output for individuals with disabilities:
 - a) 19"-21" Large Monitor with Moveable Mounting Arm - Effective for persons with low-vision. Provides for increased character size in proportion to monitor dimensions and provides a crisper, sharper image.

- b) Screen Enlargement Software - Also effective for persons with low vision and can be paired with a large monitor. Allows for enlargement of print on the monitor's screen, enabling the user to review a document with the text magnified to a comfortable size and with the colors of the screen adjusted for best contrast. The user can use any part of the screen by scrolling up, down or across.
- c) Speech Synthesizer and Screen Reading Software - Effective for persons with visual disabilities and reading limitations (e.g. persons with learning disabilities in print decoding and reading comprehension.) The hardware component of the speech access system, the speech synthesizer, can be a portable external device or an internal circuit board. The screen reading program "instructs" the synthesizer. Screen reading software allows users to access commercial software applications and convert text or graphics display to verbal output.
- d) Flatbed Scanner - Effective for persons with all types of disabilities who need information in digital rather than print form. The scanner is an add-on to the computer that converts an image from a printed page to a computer file.
- e) Trackball - Trackballs are an alternative to the mouse for consumers who have gross motor skills, but lack fine motor skills. A trackball is essentially an upside down mouse, with a moveable ball on top of a stationary base. The ball can be rotated with a pointing device, hand, or forearm.
- f) Alternative Keyboard - An alternative keyboard is a modified version of the standard keyboard which supports key selection by variable hand and finger motion. Consumers who might benefit from an alternative keyboard include one-handed typists, those who benefit from a different keyboard layout, those with limited use of their hands, those with limited gross or fine motor skills and those who fatigue easily.
- g) Word Prediction Software - Word prediction software enables the user to reduce the number of keystrokes used in typing by the selection of a desired word from an on-screen list or prediction window. This computer-generated list predicts words from the first one or two letters typed by the user. The word may then be selected from the list and inserted into the text. Individuals with significant physical disabilities and those with learning disabilities in writing and written expression benefit from this software.
- h) Large Keyboard Caps and Keyboard Orientation Aids - These key markings assist low vision users by enlarging letters and numbers on the keyboard. Many keyboards already have a raised dot or other tactile marker on home row keys to give orientation.

- i) Height Adjustable Table - Conventional tables are often not functional for wheelchair users or people of short stature. Height adjustable tables allow for adaptation to comfort height levels for computer use and other tasks. If assistive technology, beyond these basic devices, is needed to provide access to computer sound and data, the One Stop Center shall secure such assistive technology or provide an alternative method of access.
- (3) Print Materials - Each One-Stop Center shall provide effective communication with print materials via the following assistive technology:
- a) Tape Recorder - A tape recorder can be used by One-Stop staff to record print information for consumers who have visual disabilities or reading disabilities, so they can listen to the information instead of reading.
 - b) Electronic Enlarging - The magnification of print material by a closed circuit television system allows low vision users to read a full range of print materials. Electronic enlarging devices should have stationary beds for material placement (rather than hand-held cameras) and a 14-inch display monitor.

In providing alternative methods of print access, each One-Stop Center shall be able to produce a full range of alternative format materials (disk, Braille, large print, and audio) either with internal staff or by securing the services of external resources. Core One-Stop Center information (such as Center brochures) shall be available in all alternative formats without special request. For all other materials, each Center shall establish procedures and timelines for consumers to request the alternative format needed.

- (4) Aurally Communicated Information - Each One-Stop Center shall provide effective communication with auditory information via the following assistive technology:
- a) Portable Assistive Listening Device - Assistive listening devices are most often used by hard-of-hearing individuals with mild to severe hearing loss. The main function of an assistive listening device is to increase the loudness of specific sounds (in most cases the speaker) while also reducing background noise, allowing increased understanding of speech.
 - b) Captioning Display - Captioning display devices allow for viewing of text captions that correspond to the speech in videotapes and similar media. Caption decoders or built-in decoding chips in the video display equipment provide access to the text provided the media has captioning.

In providing alternative methods of oral communication access, each One-Stop Center shall be able to provide a full range of communication options (sign language interpreters certified at intermediate or above, real-time captioners, assistive listening devices). Each Center shall establish procedures and time lines for consumers to request oral communication options they need to participate in Center services. Delivery of both interpreter and real-time captioning services will likely involve contracting with external providers. [Reminder: request for auxiliary aids and services are the responsibilities of the consumer] Computer Assisted Real-Time (CART) captioning is provided by a "real-time" trained court stenographer with specialized equipment that allows for immediate transcription of steno-code into readable text. Interpreters are state certified and licensed and attention should be paid to the type of language interpreting needed by the consumer (e.g. American Sign Language, Manually Coded English, oral interpreting, etc.).

III. Implementation

A. Policy Development

Policies shall be developed and resources allocated to assure facility and program access. Such policies shall include adoption of the standards described in Section II as requirements for a basic floor of access. In addition, procedures shall be developed describing how communication access, beyond that provided by the standards in Section II, will be provided by One-Stops when necessary for program access and effective communication. Procedures shall be developed to complete the following:

- (1) Architectural barriers shall be removed and access features added as necessary for ADAAG compliance in each One-Stop Center.
- (2) Basic assistive technology, meeting the standards in section II, shall be purchased and installed in each One-Stop Center to assure access to telephony, computer data/sound, print, and oral communication. (See Attachment 1 for product suggestions to assist in equipment purchasing.)
- (3) Training and/or technical assistance on an on-going basis shall be provided to staff in each One-Stop Center regarding:
 - the installation and use of basic assistive technology purchased;
 - procedures and local resources to be used in the arrangement of access services such as sign language, interpreting, braille transcription, etc;
 - how to respond to request for auxiliary aids and services beyond those provided in Section II; and
 - guidance on disability etiquette and culture.

Training and/or technical assistance providers could include Rehabilitation Services for the Blind, Division of Vocational Rehabilitation, and various community based organizations such as Centers for Independent Living.

- (4) Each One-Stop Center and One-Stop Affiliate/Satellite sites shall have a written plan in place on how they will accommodate the program and architectural access needs of persons with disabilities. Details of the program and architectural access plan should be incorporated into the Memorandum of Understanding between the One-Stop partners and the Local Workforce Investment Boards.
- (5) Each One-Stop Affiliate/Satellite sites shall have no less than minimum ADA compliance.
- (6) Each One-Stop Centers shall have assistive technology, per Section II, in place by July 1, 2001.

B. Material Development

Promotional materials, in a variety of accessible formats and media, shall be developed to market the availability of accessible technologies and services at the One-Stop Centers.

U. S. Department of Labor Employment and Training Administration Washington, D.C. 20210	CLASSIFICATION One-Stop
	CORRESPONDENCE SYMBOL OS
	DATE April 12, 2000

TRAINING AND EMPLOYMENT INFORMATION NOTICE NO. 16-99

TO: ALL STATE WORKFORCE LIAISONS
 ALL STATE WORKER ADJUSTMENT LIAISONS
 ALL STATE EMPLOYMENT SECURITY AGENCIES
 ALL ONE-STOP CAREER CENTER SYSTEM LEADS

Lenita Jacobs-Simmons

For
 FROM: LENITA JACOBS-SIMMONS
 Deputy Assistant Secretary

SUBJECT: Workforce Investment Act of 1998 Section 188 Interim
 Final Rule and Accessibility Checklists for One-Stop
 Service Delivery Systems

1. Purpose. To provide information to assist One-Stop service delivery systems in developing accessible infrastructures and programmatic access for people with disabilities.
2. Background. The passage of the Workforce Investment Act of 1998 (WIA) marked the beginning of a new opportunity to develop a coordinated workforce investment system. State and local governments will be able to craft job training programs to meet identified needs within their own economies. Local workforce investment services are to be provided through One-Stop service delivery systems that will have the ability to respond to changing economic conditions within each local workforce investment area.

In addition, State and local governments will be afforded a high level of discretion in the development and implementation of their programs. Although there is increased flexibility in the administration of these programs, there still remains an obligation to assure fair and equitable access to all services, programs and facilities for members of both sexes, various racial and ethnic groups, individuals in differing age groups, and individuals with disabilities. This obligation, along with other obligations relating to nondiscrimination and equal opportunity, is set forth in the regulations (29 CFR part 37) implementing Section 188 of WIA, the statute's provision regarding nondiscrimination.

RESCISSIONS	EXPIRATION DATE Continuing
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The regulations, published on November 12, 1999, are attached to this TEIN; they will also be found in the Federal Register at 64 FR 61692 *et seq.* Although all of the obligations set forth in the regulations are significant, this TEIN is particularly directed toward those obligations relating to individuals with disabilities.

In a survey conducted by the Harris agency in 1998, it was reported that over 70% of individuals with disabilities were currently unemployed. This troubling situation exists in an economy where unemployment within the general population is at an all time low. Employers are finding it difficult to hire qualified employees and are looking to the workforce investment system to help meet their labor force requirements. As a result there will be an increased demand on One-Stop systems to serve people with disabilities. Although agencies that provide Vocational Rehabilitation services are required partners in One-Stop delivery systems, the section 188 regulations provide that it is unlawful for One-Stop delivery systems, including comprehensive Centers, to rely on such agencies alone to provide services to individuals with disabilities. Indeed, One-Stop delivery systems have an affirmative obligation under various nondiscrimination laws and regulations to administer their programs "in the most integrated setting appropriate to the needs of qualified individuals with disabilities"; this means that One-Stop delivery systems may not *require* such individuals to participate in special programs such as Vocational Rehabilitation programs, but must offer them the opportunity to participate in the same programs and activities as they offer to individuals without disabilities. (See, e.g., 29 CFR 37.7(d).)

The Department of Labor is committed to ensuring that the programs, services, and facilities of each One-Stop delivery system are accessible to all of America's workers, including individuals with disabilities. In a speech before the National Council on Independent Living (NCIL) in June, 1999 Secretary of Labor Alexis Herman stated, " ... I am sending this message from the top: One Stops were created for all people. And that means... people with disabilities." in addition she remarked that " ... the key to keeping the economy strong is tapping into the potential of every American... when Americans with disabilities lose out on opportunity, all of us do."

This TEIN has been prepared jointly by ETA and the Civil Rights Center (CRC). CRC is the agency within the Department of Labor charged with enforcing the various civil rights laws to which recipients of financial assistance from the Department are subject. This includes Section 504 of the Rehabilitation Act of 1973 as amended (Section 504), 29 U.S.C. 794.

3. Description. As noted in the Background section of this TEIN, on November 12, 1999, the Department of Labor published, at 29 CFR part 37, regulations that implement section 188 of WIA. The regulations provide significant guidance on the obligations of each One-Stop delivery system regarding nondiscrimination and equal opportunity for individuals with disabilities. Additionally, the regulations explain that these obligations extend to all programs and activities that are part of One-Stop delivery

systems and that are operated by One-Stop delivery system partners listed in Section 121(b) of WIA, to the extent that the programs and activities are being conducted as part of the One-Stop delivery system. 29 CFR 37.2(a)(2). The regulations also provide definitions for such terms as *qualified individual with a disability, qualified interpreter, and reasonable accommodation* (29 CFR 37.4), and outline both discriminatory practices (29 CFR 37.7) and affirmative responsibilities for providing reasonable accommodation for, and communicating effectively with, individuals with disabilities.

In addition to Section 188 and its implementing regulations, One-Stop delivery systems are also obliged to comply with Section 504 of the Rehabilitation Act of 1973 as amended, and various titles of the Americans with Disabilities Act (ADA), 42 U.S.C. 12101 *et seq.*, regarding the accessibility of programs and facilities. To assist One-Stop delivery systems in evaluating the accessibility of their programs, services and facilities, in meeting these obligations, we are attaching the following accessibility checklists:

- Customer Service/Accommodation Practices
- Existing Facilities Self Evaluation
- Software Accessibility
- Web Page Accessibility
- Information Transaction Machines (ITMs) Accessibility
- Information Technology Equipment

These checklists will enable each local workforce investment area to conduct self evaluations of the accessibility of its One-Stop delivery system's programs, services and facilities, and to plan to meet the accessibility needs of individuals with disabilities seeking to use those programs, services, and facilities. The checklists are essentially a management tool that will help local workforce investment areas to assess what they have already done to provide access for individuals with disabilities and to plan what needs to be done in the future. The self evaluation will capture both the strengths and weaknesses, and will allow local workforce investment areas to develop concrete plans, based on real data, to increase the level of accessibility in their programs, services and facilities.

A more comprehensive assessment tool along with detailed technical assistance will be available to One-Stop delivery systems later in the year 2000 in the form of a One-Stop delivery system guide to accessibility. In the interim, the attached Facilities and Customer Service/Accommodation self assessments, and accompanying checklists may be used as a tool in assessing the accessibility of the One-Stop delivery system programs and activities you are implementing.

4. Distribution and Use of Regulations Implementing Section 188 and the Accessibility Checklists. 29 CFR part 37, the Existing Facilities Self Evaluation Checklist, Customer Satisfaction/Accommodation Practice checklist, and the four technology accessibility checklists are also available on the disAbility Online website at <http://wdsc.org/disability>.

5. Action Required. States are requested to distribute copies of this TEIN, with attachments, to each One-Stop delivery system within the State, to each of their open One-Stop Career Centers, and to provide a copy to each of their developing Centers. States are also encouraged to share this TEIN with other workforce development partners.

6. Inquiries. Questions regarding the nondiscrimination regulations should be directed to your State or local WIA EO Officer or to the Civil Rights Center, 202-219-8927 (voice) or (202) 219-6118 or (800) 326-2577 (TTY/TDD) or to Jim Downing, 202-219-5500. Questions regarding other matters should be directed to your ETA Regional Office.

7. Attachments.

- 29 CFR Part 37
- One Stop Disability Access Checklist
- Software Accessibility Checklist
- Web page Accessibility Checklist
- ITM Accessibility Checklist
- IT Equipment Accessibility Checklist

IT Equipment Accessibility Checklist

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Equipment under review:

Type (choose one):

- (a) printer
- (b) fax machine
- (c) copier
- (d) other -- describe: _____

Manufacturer: _____

Model: _____

Number of units of this model operated or used by component: _____

Used by approximately _____ members of the public on a weekly basis.

Used by approximately _____ Federal employees on a weekly basis.

Hours of availability (choose the most appropriate):

- (a) 24 hours a day, seven days a week
- (b) normal business hours, weekdays only
- (c) normal business hours, 7 days a week
- (d) extended business hours, weekdays only
- (e) extended business hours, weekdays and some weekend hours

Question	Y	N	N/A
1. Can the user change sound settings, such as volume?			
2. Are any displays—including liquid crystal displays—readable by persons who are in a seated position, such as those who use wheelchairs?			
3. For free-standing equipment, is the highest operable part of controls, dispensers, receptacles, and other operable equipment placed within at least one of the following reach ranges? (a) If a forward approach is required, the maximum high forward reach is 48 inches. (b) If a side approach is allowed, and the reach is not over an obstruction, the maximum high side reach is 54 inches; if it is over an obstruction which is no more than 24 inches wide and 34 inches high, the maximum high side reach is 46 inches.			
4. Are status information and cues that are provided in a visual manner also available in an audible manner for persons with visual impairments?			

Any "no" answer may indicate a problem with accessibility.

IT Equipment Accessibility Checklist

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Question	Y	N	N/A
5. For fax machines, does the machine provide line status information (such as notifying the user of a "busy" fax line) in a visual manner (either text display or status lights) for users who are deaf or hard of hearing?			
6. Is the force required to operate or active controls no greater than 5 lbf?			
7. Can users confirm their selections? For instance, if a person has limited fine motor control, such as a person who has a palsy, it is helpful for him or her to have the opportunity to confirm selections —such as "number of copies" selected —before the operation begins.			
8. Are controls and operating mechanisms operable with one hand and operable without tight grasping, pinching, or twisting of the wrist?			
9. Is there a headphone jack for accessing information by users of assistive listening systems?			
10. Are instructions and all information for use accessible to and independently usable by persons with vision impairments, such as with recorded information or Braille labels and directions?			
11. Are there alternate operating mechanisms for persons who cannot use push-style controls? Ex. For instance, are there alternative methods of control —such as voice activation —for routine tasks?			

12. After you have evaluated this equipment using the Checklist, have users with a wide variety of disabilities test it for accessibility. Describe the accessibility successes and problems they encountered during these exercises, including your plans for addressing any problems:

Any "no" answer may indicate a problem with accessibility.

**Proposed
Final
Rule**

Friday
November 12, 1999

Part II

Department of Labor

Office of the Secretary

29 CFR Part 37

Implementation of the Nondiscrimination
and Equal Opportunity Provisions of the
Workforce Investment Act of 1998; Final
Rule

The One-Stop Disability Access Checklist: Determining Accessibility in Facilities and Provision of Services

The information and survey contained in this document will enable most One-Stop Career Centers to do the required self-evaluations and to plan to meet the accessibility needs of customers with disabilities who come to One- Stop Career Center's for services.

Accessibility is an on-going process. Technology, standards, and needs are constantly changing. Architectural accessibility codes of twenty years ago were a few pages long. Today, most codes are well over a hundred pages. Rather than look at this process as a static one, view it as an on-going process that is as much a part of your system building as staff development, budgeting and organizational development might be.

The attached checklist will enable your One-Stop Career Center to conduct a thorough self-evaluation and transition plan. Consider it a management tool that will help you to assess what you have already done to facilitate equal opportunity for people with disabilities and to plan what needs to be done in the future. The checklist addresses requirements of Section 504 of the Rehabilitation Act of 1973, as amended as well as those under the Americans with Disabilities Act.

The purpose of a self-evaluation is to allow you to gather information regarding your organization's level of accessibility in one place and at one time. A good self-evaluation will capture your strengths and weaknesses. It will allow you to develop a concrete plan, based on real data, to increase the level of accessibility in your program.

A transition plan accomplishes the same goals in terms of architectural accessibility. A good transition plan will identify priorities for barrier removal and will assist you in developing an annual plan continuing to do so.

In developing these tools, we have tried to simplify complex issues while maintaining the integrity of the goal of accessibility and the requirements of the law. Questions regarding specific situations for specific programs will arise and should be expected. Call your appropriate State DOL agency or local agency resource for additional information.

Developing Career Centers that are totally accessible to people with disabilities is critical for many reasons. By the year 2000, one in five Americans will have some type of disability due partly to the aging of our population. More significantly, for those of working age, is that people are surviving illness and injury at far greater numbers and expecting to resume work in some form. Societal attitudes have changed toward greater acceptance of workers with disabilities than previously. Yet, people with disabilities report widespread unemployment or underemployment. Citizens with disabilities not working are estimated to be at the 70 percent level.

As the One-Stop Career Centers reach advanced levels of integration with a broad group of agencies, the system will be expected to serve the full range of the American population -- from early teens to the elderly. Increasing numbers of people with disabilities will be coming to the One-Stop System as we become a significant part of service delivery in employment, training and educational services.

In order to better serve customers with disabilities, it is necessary to involve the disability community in your planning and development process. Begin by contacting disability

organizations. If you need assistance in identifying your local organizations, please contact Jim Downing at 202-219-5500, x130, or e-mail: jdowning@doleta.gov. The checklist is designed to be self-guiding. The point is to successfully be able to serve customers with disabilities and attract those customers.

Click below for the following checklists:

[\[Customer Service/Accommodation Practices\]](#)

[\[Existing Facilities Checklist\]](#)

[\[Top of Page\]](#)



U.S. Department of Justice

Civil Rights Division

Disability Rights Section

P.O. Box 66738

Washington, DC 20035-6738

Software Accessibility Checklist¹

This Checklist should serve as a tool for evaluating the extent to which software applications are accessible to most people with disabilities. This document is based on the U.S. Department of Education's "Requirements for Accessible Software Design," including the technical guidance that appears as *Appendix A* to the "Requirements." The "Requirements" document and the appendix are available at:

<http://ocfo.ed.gov/coninfo/clibrary/software.htm>

More specific recommendations for how to design accessible software can be obtained from Joe Tozzi or others on the Assistive Technology Team in the Department of Education's Office of the Chief Information Officer Technology Center, (202) 708-7298 (voice), (202) 401-8510 (TTY), Internet: Joe_Tozzi@ed.gov.

Although the Department of Education's guidelines may differ from the legally-enforceable standards that the Access Board will promulgate by February 7, 2000, they are among the most helpful references currently available to assist your agency in determining the extent to which your software applications are accessible to and useable by persons with disabilities.

When evaluating your software applications, be sure to test them under the same circumstances under which employees or members of the public with disabilities would be using them. For instance, if you use off-the-shelf software on a network environment, test the software on the same network, not in a stand-alone environment.

NOTE: In addition to filling out this "Software Accessibility Checklist," you must also test each

¹For persons with disabilities, additional copies of this document are available on computer disk and in alternate formats including large print, Braille, and audio cassette, by calling the U.S. Department of Justice at the following numbers:

Section 508 Coordinators: **1-202-305-8304** (voice)
 1-202-353-8944 (TTY)

ADA Information Line: **1-800-514-0301** (voice)
 1-800-514-0383 (TTY)

Alternate format copies for persons with disabilities may also be requested via e-mail to:
sec508.questions@usdoj.gov

This document is available on the Section 508 Home Page of the Civil Rights Division, U.S. Department of Justice:

<http://www.usdoj.gov/crt/508>

Software Accessibility Checklist

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application by running it with assistive technologies commonly used by persons with disabilities, including, at a minimum, screen readers, and, if possible, alternate input devices, screen enlargement software, and voice recognition software and devices. Make a note of any problems encountered during this exercise in the space provided on page 5.

Person filling out this Checklist:

Component/Agency: _____

Name: _____

Title: _____

Telephone: _____

Fax number: _____

E-mail address: _____

Software application under review:

Title/Version: _____

Developer (give full name, no acronyms): _____

Customization: choose the most appropriate description:

- (a) commercial off-the-shelf software (used "as is")
- (b) commercial software, but modified for agency use
- (c) custom software developed under contract
- (d) custom software developed in-house

Description: choose the most appropriate:

- (a) word processor
- (b) spreadsheet
- (c) database
- (d) groupware
- (e) e-mail
- (f) Internet browser
- (g) other Internet access
- (h) online database access
- (i) other (describe): _____

Used by approximately _____ members of the public and _____ Federal employees on a weekly basis.

Software Accessibility Checklist
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Category	Question	Y	N	N/A
Keyboard Access	1. Does the software provide keyboard equivalents for all mouse actions, including buttons, scroll windows, text entry fields, and pop-up windows?			
Keyboard Access	2. Does the program provide clear and precise instructions for use of all keyboard functions as part of the user documentation?			
Keyboard Access	3. Are instructions regarding keyboard use widely available for all users in your component?			
Keyboard Access	4. Does the software have a logical tabbing order among fields, text boxes, and focal points?			
Keyboard Access	5. When navigating screens and dialog boxes using the keyboard, does the focus follow a logical tabbing order?			
Keyboard Access	6. Is there a well-defined focal point that moves with keyboard navigation? (e.g., can you use the arrow keys to navigate through a list followed by pressing the ENTER key or space bar to select the desired item)?			
Keyboard Access	7. Are shortcut keys provided for all pull-down menus?			
Keyboard Access	8. Does the software support existing accessibility features built into the operating system (e.g., sticky keys, slow keys, repeat keys in Apple Macintosh OS or Microsoft Windows 95)?			
Timing	9. If timed responses are present, does the software allow the user to modify the timing parameters of any required timed responses?			
Screen Elements	10. Are all descriptions or labels for fields positioned immediately to the left or directly above the control, and do they end in a colon, so that it is easy for screen reading software to associate the labels with the corresponding fields?			
Screen Elements	11. Does every window, object, and control have a clearly named label?			

Any "no" answer may indicate a problem with accessibility.

Software Accessibility Checklist

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Category	Question	Y	N	N/A
Screen Elements	12. Does the software application use standard controls rather than owner-drawn or custom controls?			
Icons	13. Does the software have a user selectable option to display text on icons, <u>i.e.</u> , text only icons or bubble help?			
Icons	14. Is the use of icons consistent throughout the application?			
Icons	15. Are menus with text equivalents provided for all icon functions or icon selections on menu, tool, and format bars?			
Sounds	16. If there are audio alerts, are visual cues also provided? Note: Most operating systems handle this issue in the client/server environment; the question is most relevant in a dumb terminal environment .			
Sounds	17. Does the software support the "show sounds" feature where it is built into the operating system?			
Sounds	18. Can the user disable or adjust sound volume?			
Sounds	19. If information is provided in an audio format, is it also capable of being displayed by the user in a visual format?			
Display	20. Is the software application free of patterned backgrounds used behind text or important graphics?			
Display	21. Can a user override default fonts for printing and text displays?			
Display	22. Can a user adjust or disable flashing, rotating, or moving displays?			
Color	23. Does the software ensure that color-coding is never used as the only means of conveying information or indicating an action?			
Color	24. Does the application support user-defined color settings system-wide?			

Any "no" answer may indicate a problem with accessibility.



U.S. Department of Justice

Civil Rights Division

Disability Rights Section
P.O. Box 66738
Washington, DC 20035-6738

ITM Accessibility Checklist¹

This Checklist should serve as a tool for evaluating the extent to which Information Transaction Machines -- or "ITM's" -- are accessible to and usable by most people with disabilities. ITM's include, but are not limited to, the following:

- ATM's (automated teller machines);
- ticket vending machines;
- computer kiosks;
- electronic building directories;
- fare machines; and
- point of sale customer card payment systems

This Checklist is partly based on the publication, "User Needs, and Strategies for Addressing Those Needs" (hereinafter, "Strategies") by the Trace Research and Development Center of the University of Wisconsin-Madison, which can be found at:

<http://www.trace.wisc.edu/world/kiosks/itms/needs.html>

The development of the Trace Center's publication was funded by the National Institute on Disability and Rehabilitation Research ("NIDRR") of the U.S. Department of Education under grant number H133E30012. Use of the Trace Center's materials does not constitute an endorsement of the Trace Center or its work by the Department of Justice. Likewise, the Department of Justice's ITM Accessibility Checklist has not been adopted, endorsed by, or in any way approved by the Trace Center, NIDRR, or the Department of Education.

¹For persons with disabilities, additional copies of this document are available on computer disk and in alternate formats including large print, Braille, and audio cassette, by calling the U.S. Department of Justice at the following numbers:

Section 508 Coordinators: **1-202-305-8304** (voice)
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ADA Information Line: **1-800-514-0301** (voice)
 1-800-514-0383 (TTY)

Alternate format copies for person with disabilities may also be requested via e-mail to:
sec508.questions@usdoj.gov

This document is available on the Section 508 Home Page of the Civil Rights Division, U.S. Department of Justice:

<http://www.usdoj.gov/crt/508>

ITM Accessibility Checklist

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Note: The Trace Center's "Strategies" may differ from the legally-enforceable standards that the Access Board will promulgate by February 7, 2000.

Person filling out this Checklist:

Component/Agency: _____

Name: _____

Title: _____

Telephone: _____

Fax number: _____

E-mail address: _____

ITM application under review:

Type (choose the most appropriate description):

- (a) automated teller machine (ATM)
- (b) ticket vending machine
- (c) information or computer kiosk
- (d) electronic building directory
- (e) point of sale card payment system
- (f) fare machine
- (g) other —describe: _____

Hardware Manufacturer: _____

Model: _____

Software: _____

Number of units of this model operated or used by component: _____

Used by approximately _____ members of the public and _____ Federal employees on an average weekly basis.

Hours of availability (choose the most appropriate):

- (a) 24 hours a day, seven days a week
- (b) normal business hours, weekdays only
- (c) normal business hours, 7 days a week
- (d) extended business hours, weekdays only
- (e) extended business hours, weekdays and some weekend hours

Question	Y	N	N/A
1. Can the user change sound settings, such as volume?			
2. For all visual information and cues, are there simultaneous corresponding audible information and cues?			
3. Is there sufficient contrast between foreground and background colors or tones so that a person with low vision can use the technology, or is it possible for the user to select foreground and background colors?			

Any "no" answer may indicate a problem with accessibility.

ITM Accessibility Checklist

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4.	Is all text information displayed large enough that it can be read by someone with low vision, or is it possible for the user to select an enlarged display?			
5.	Can users select speech input?			
6.	If speech input is used, is an alternative method available for inputting information, such as typing on a keyboard or scanning printed material, so that someone who cannot speak can use the technology?			
7.	For all sound cues and audible information, such as "beeps," are there simultaneous corresponding visual cues and information?			
8.	Is there a headphone jack to enable the user to use an assistive listening system to access audible information?			
9.	Can users simultaneously change the visual display settings and the sound settings?			
10.	Can the user read displayed output with a tactile display such as Braille?			
11.	Does the technology allow the user to use scanning input?			
12.	Is the technology manufactured such that it allows a person using a wheelchair to approach the technology, including all controls, dispensers, receptacles, and other operable equipment, with either a forward or parallel approach?			
13.	<p>Is the technology manufactured so that, if the equipment is properly placed, the highest operable part of controls, dispensers, receptacles, and other operable parts fall within at least one of the following reach ranges?</p> <p>If a forward approach is required, the maximum high forward reach is 48 inches.</p> <p>If a side approach is allowed, and the reach is not over an obstruction, the maximum high side reach is 54 inches; if it is over an obstruction which is no more than 24 inches wide and 34 inches high, the maximum high side reach is 46 inches.</p>			
14.	If electrical and communication system receptacles are provided, are they mounted no less than 15 inches above the floor?			
15.	Are all controls and operating mechanisms operable with one hand and operable without tight grasping, pinching, or twisting of the wrist?			
16.	Is the force required to operate or active the controls no greater than 5 lbf?			

Any "no" answer may indicate a problem with accessibility.



U.S. Department of Justice

Civil Rights Division

Disability Rights Section

P. O. Box 66738

Washington, DC 20035-6738

IT Equipment Accessibility Checklist¹

This Checklist should help you evaluate the extent to which your component's information technology equipment (including —but not limited to —printers, fax machines, and copiers) is accessible to and usable by most people with disabilities. You should evaluate each model by each manufacturer, whether or not there is another type of equipment available that is accessible to people with disabilities and whether or not reasonable accommodations are provided to individuals with disabilities.

Person filling out this Checklist:

Component/Agency: _____

Name: _____

Title: _____

Telephone number: _____

Fax number: _____

E-mail address: _____

¹ For persons with disabilities, additional copies of this document are available on computer disk and in alternate formats including large print, Braille, and audio cassette, by calling the U.S. Department of Justice at the following numbers:

Section 508 Coordinators: 1-202-305-8304 (voice)
1-202-353-8944 (TTY)

ADA Information Line : 1-800-514-0301 (voice)
1-800-514-0383 (TTY)

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sec508.questions@usdoj.gov

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