



UNITED STATES DEPARTMENT OF EDUCATION
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November 29, 2022

By email only to: mbayham@lwc.la.gov

Melissa Bayham
Director
Louisiana Rehabilitation Services, Vocational Rehabilitation Program
1001 N. 23rd Street
P.O. Box 91297
Baton Rouge, LA 70821-9297

Re: OCR Docket No. 06-22-7001
Louisiana Rehabilitation Services, Vocational Rehabilitation Program

Dear Director Bayham:

This letter is to advise you of the resolution of the compliance review that the U.S. Department of Education (Department), Office for Civil Rights (OCR) initiated in Louisiana Rehabilitation Services, Vocational Rehabilitation Program (the VRP). OCR investigated whether the VRP's online programs, services, and activities exclude qualified persons with disabilities from participation in, deny them the benefits of, or otherwise subject them to discrimination under any program or activity, in violation of Section 504 of the Rehabilitation Act of 1973 and its implementing regulation at 34 C.F.R. §104.4.

OCR enforces Section 504 of the Rehabilitation Act of 1973 (Section 504) and its implementing regulation at 34 C.F.R. Part 104, which prohibit discrimination on the basis of disability in any program or activity receiving Federal financial assistance from the Department.

OCR conducted an assessment of the VRP's online programs, services, and activities and noted possible compliance concerns including, but not limited to:

- The page layout, when enlarged by low vision users, did not reflow, lost content or functionality.
- Links were not meaningfully labeled or titled, posing a barrier to people with vision disabilities who use screen readers.
- The foreground and background colors of important content lacked sufficient contrast, posing a barrier to people with low vision.

The Department of Education's mission is to promote student achievement and preparation for global competitiveness by fostering educational excellence and ensuring equal access.

www.ed.gov

On November 28, 2022, the VRP signed the enclosed resolution agreement (Agreement) to voluntarily resolve the compliance review pursuant to Section 302 of OCR's *Case Processing Manual*. OCR will monitor the implementation of the Agreement.

This concludes OCR's compliance review. This letter should not be interpreted to address the VRP's compliance with any other regulatory provision or to address any issues other than those addressed in this letter. This letter sets forth OCR's determination in an individual OCR compliance review. This letter is not a formal statement of OCR policy and should not be relied upon, cited, or construed as such. OCR's formal policy statements are approved by a duly authorized OCR official and made available to the public. An individual may have the right to file a private suit in federal court whether or not OCR finds a violation.

Under the Freedom of Information Act, it may be necessary to release this document and related correspondence and records upon request. If OCR receives such a request, we will seek to protect personally identifiable information that could reasonably be expected to constitute an unwarranted invasion of personal privacy if released, to the extent provided by law.

If you have any questions, please contact Cynthia Wesley at 202-987-1424 or cynthia.wesley@ed.gov.

Sincerely,

/s/

Judith Risch
Co-Lead, National Digital Accessibility Team

Enclosure

Courtesy copy by email only to:

Andrea Morrison
Assistant Secretary Office of Workforce Development
AMorrison@lwc.la.gov