

## **Resolution Agreement**

### **Riverside County SELPA** OCR Reference No. 09-17-1186

The Office for Civil Rights (OCR) of the U.S. Department of Education initiated an investigation into an allegation that the Riverside County SELPA (SELPA) violated Section 504 of the Rehabilitation Act of 1973 (“Section 504”) and that statute’s implementing regulations at 34 C.F.R. Part 104, and Title II of the Americans with Disabilities Act of 1990 (“Title II”) and that statute’s implementing regulations at 28 C.F.R. Part 35. Specifically, the complainant alleges that the SELPA’s website contains barriers to access for people with disabilities, thereby denying them an equal opportunity to participate in the SELPA’s programs, services, and activities, and denying them effective communication necessary for full participation in the SELPA’s programs, services, and activities.

This Agreement has been entered into voluntarily and does not constitute an admission that the SELPA violated Section 504 and Title II and those statutes’ implementing regulations.

Assurances of Nondiscrimination. The SELPA hereby reaffirms its commitment to ensure that people with disabilities have an opportunity equal to that of their nondisabled peers to participate in the SELPA’s programs, benefits, and services, including those delivered through electronic and information technology, except where doing so would impose an undue burden or create a fundamental alteration.

Benchmarks for Measuring Accessibility. For the purposes of this Agreement, the accessibility of online content and functionality will be measured according to the World Wide Web Consortium’s (W3C’s) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 for web content, which are incorporated by reference.

Adherence to these accessible technology standards is one way to ensure compliance with the SELPA’s underlying legal obligations to ensure people with disabilities are able to acquire the same information, engage in the same interactions, and enjoy the same benefits and services within the same timeframe as their nondisabled peers, with substantially equivalent ease of use; that they are not excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any the SELPA’s programs, services, and activities delivered online, as required by Section 504 and Title II and those statutes’ implementing regulations; and that they receive effective communications with the SELPA’s programs, services, and activities delivered online.

The SELPA voluntarily agrees to take the actions set forth below.

#### **Remedies and Reporting**

1. Procedures for New Online Content and Functionality. By August 11, 2017, the SELPA will submit to OCR for its review and approval proposed procedures (“the Plan for New Content”) to ensure that all new, newly-added, or modified online content and functionality will be accessible to

people with disabilities as measured by conformance to the Benchmarks for Measuring Accessibility set forth above, except where doing so would impose a fundamental alteration or undue burden.

- a) When fundamental alteration or undue burden defenses apply, the Plan for New Content will require the SELPA to provide equally effective alternate access. The Plan for New Content will require the SELPA, in providing equally effective alternate access, to take any actions that do not result in a fundamental alteration or undue financial and administrative burdens, but nevertheless ensure that, to the maximum extent possible, individuals with disabilities receive the same benefits or services as their nondisabled peers. To provide equally effective alternate access, alternatives are not required to produce the identical result or level of achievement for persons with and without disabilities, but must afford persons with disabilities an equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement, in the most integrated setting appropriate to the person's needs.
  - b) The Plan for New Content must include sufficient quality assurance procedures, backed by adequate personnel and financial resources, for full implementation. This provision also applies to the SELPA's online content and functionality developed by, maintained by, or offered through a third-party vendor or through the use of open sources.
  - c) Within 30 calendar days of receiving OCR's approval of the Plan for New Content, the SELPA will officially adopt, and fully implement, the amended policies and procedures.
  - d) Reporting: Within 45 calendar days of receiving OCR's approval, the SELPA will submit to OCR the approved policies and procedures, evidence of their adoption and distribution, and a description of how they are being implemented.
2. Undue Burden and Fundamental Alteration. For any technology-related requirement in this Agreement for which the SELPA asserts an undue burden or fundamental alteration defense, such assertion may only be made by the SELPA Executive Director ("Director") or by an individual designated by the Director and who has budgetary authority after considering all resources available for use in the funding and operation of the service, program, or activity, and must be accompanied by a written statement of the reasons for reaching that conclusion, including the cost of meeting the requirement and the available funding and other resources. The written statement will be certified by the Director or designee. If such a determination is made, the certifying official will describe in the written statement how it will provide equally effective alternate access, i.e. , other action that would not result in such an alteration or such burdens but would nevertheless ensure that, to the maximum extent possible, individuals with disabilities receive the same benefits or services provided by the SELPA as their nondisabled peers.
  3. Designation of Auditor. By August 15, 2017, the SELPA will propose for OCR's review and approval the identity and bona fides of an Auditor (employee of the SELPA or a member school district, or an outside contractor) to audit all content and functionality on its website, including, but not limited to, the home page, all subordinate pages, to identify any online content or functionality

that is inaccessible to persons with disabilities, including online content and functionality developed by, maintained by, or offered through a third-party vendor or an open source. The Auditor will have sufficient knowledge and experience in website accessibility for people with disabilities to carry out all related tasks, including developing a proposed Corrective Action Plan.

- a) Reporting: OCR will evaluate whether the Auditor proposed according to Paragraph 3 has the requisite experience and knowledge to carry out an appropriate Audit and to develop a proposed Corrective Action Plan. Within 30 calendar days of receiving OCR's approval of the proposed Auditor, the SELPA will submit to OCR documentation that it has assigned or retained the Auditor approved by OCR to conduct the Audit of existing content and functionality.
4. Audit of Existing Content and Functionality. The Auditor approved by OCR will audit all content and functionality of the SELPA's website, including, but not limited to, the home page, all subordinate pages, to identify any online content or functionality that is inaccessible to persons with disabilities, including online content and functionality developed by, maintained by, or offered through a third-party vendor or an open source. The Audit will use the Benchmarks for Measuring Accessibility set out above, unless the SELPA receives prior permission from OCR to use a different standard as a benchmark. During the Audit, the SELPA will also seek input from members of the public with disabilities, including parents, students, employees, and others associated with the SELPA, and other persons knowledgeable about website accessibility, regarding the accessibility of its online content and functionality.
    - a) Reporting: Within 60 calendar days of receiving OCR's approval of the proposed Auditor, the SELPA will submit to OCR documentation of the steps to be taken by the Auditor during the audits, a schedule for auditing each web page, a description of the outreach it undertook and the input it received, and a detailed accounting of the results of the audits.
5. Proposed Corrective Action Plan. Simultaneously with the submission of the Audit documentation, The SELPA will submit to OCR for its review and approval a proposed Corrective Action Plan to address all inaccessible content and functionality identified during the SELPA's Audits. The proposed Corrective Action Plan will set out a detailed schedule for addressing problems, taking into account identified priorities, with all corrective actions to be completed within 6 months of the date OCR approved the Corrective Action Plan, setting up systems of accountability and verifying claims of accessibility by vendors or open sources; and setting up a system of testing and accountability to maintain the accessibility of all online content and functionality on an ongoing basis.
    - a) Within 30 calendar days of receiving OCR's approval of the proposed Corrective Action Plan, the SELPA will officially adopt and implement the Corrective Action Plan.
    - b) Reporting: Within 45 calendar days of receiving OCR's approval of the proposed Corrective Action Plan, the SELPA will submit to OCR the approved Corrective Action Plan, and documentation establishing that the approved Corrective Action Plan is being implemented

according to the approved schedule. Reports will be due every six months thereafter until the Corrective Action Plan has been completed.

6. Notice. Within 30 calendar days of the date of this Agreement, the SELPA will submit to OCR for review and approval a proposed Notice on its website to persons with disabilities regarding how to request the webmaster or other appropriate person to provide access to (or notify the SELPA regarding) online information or functionality that is currently inaccessible. The proposed Notice will also include information or an accessible link to information instructing people how to file more formal grievances with the SELPA under Section 504 and Title II. Within 10 calendar days of receiving OCR's approval of the proposed Notice, the SELPA will officially adopt and publish the approved Notice by prominently posting the approved Notice on its home page and throughout its website (including all subordinate pages and intranet pages and sites).
  - a) Reporting. Within 15 calendar days of receiving OCR's approval of the SELPA's proposed Notice, The SELPA will provide documentation to OCR regarding the locations and content of its published Notice.
7. Training. Starting no later than 60 calendar days from the date of this Agreement, and periodically thereafter at the discretion of the SELPA. The SELPA will deliver website accessibility training to all appropriate personnel responsible for developing, loading, maintaining, or auditing web content and functionality. After OCR closes monitoring of this agreement, training shall be continued on a schedule designed to maintain website accessibility consistent with, that which is required under federal law.
  - a) Reporting: For each training session required by this Agreement, until such time as OCR closes its monitoring of this Agreement, the SELPA will submit to OCR documentation that the training has been delivered. The documentation will include a list of invitees and attendees and their position titles, a description of the delivered training content, and the presenters' credentials for providing such training.
8. The SELPA understands that by signing this Agreement, it agrees to provide the foregoing information in a timely manner in accordance with the reporting requirements of this Agreement. Further, the SELPA understands that during the monitoring of this Agreement, if necessary, OCR may visit the SELPA, interview staff and students, and request such additional reports or data as are necessary for OCR to determine whether the SELPA has fulfilled the terms of this Agreement and is in compliance with Section 504 and its implementing regulation at 34 C.F.R. §104.21, and Title II implementing regulation at 28 C.F.R. §35.149. Upon completion of the obligations under this Agreement, OCR shall close and dismiss this case.
9. The SELPA understands and acknowledges that OCR may initiate administrative enforcement or judicial proceedings to enforce the specific terms and obligations of this Agreement. Before initiating administrative enforcement (34 C.F.R. 100.9 and 100.10), or judicial proceedings to

enforce this agreement, OCR shall give the SELPA written notice of the alleged breach and 60 calendar days to cure the alleged breach.

This Agreement will become effective immediately upon the signature of the SELPA's representative below.

\_\_\_\_\_/s/\_\_\_\_\_  
SELPA Director or Designee

\_\_\_\_\_08/10/2017\_\_\_\_\_  
Date