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May 11, 2023

By email only to: kathie.trotter@dhhs.nc.gov

Kathie B. Trotter
Director
North Carolina Division of Vocational Rehabilitation Services
2001 Mail Service Center
Raleigh, NC 27699-2000

Re: OCR Docket No. 11-22-7347
North Carolina Division of Vocational Rehabilitation Services

Dear Director Trotter:

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 North Carolina Division of Rehabilitation Services (DVRs). OCR investigated whether the DVRs'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 DVRs's online programs, services, and activities and noted possible compliance concerns including, but not limited to:

- Documents provided in portable document format (pdf) were inaccessible to people with vision disabilities who use screen readers.
- Links were not meaningfully labeled or titled, posing a barrier to people with vision disabilities who use screen readers.

On May 8, 2023, the DVRs 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 DVRs'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

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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:

Pam Scott
Assistant General Counsel
pam.scott@dhhs.nc.gov