

Program #10017C - ADA Digital Accessibility FY 2025 Department Requested

Department: Nondepartmental **Program Contact:** Joy Fowler
Program Offer Type: New Request **Program Offer Stage:** Department Requested
Related Programs:
Program Characteristics: One-Time-Only Request, Out of Target

Executive Summary

Digital content, websites, and applications must be accessible to people with disabilities. The goal of the Digital Accessibility Pilot Program is to ensure that employees and county residents have meaningful access to digital resources. Creating a Digital Accessibility Program will allow the Office of Diversity and Equity (ODE) to support and bolster the work of IT. Both teams recognize what is essential for some people is good for everyone.

Program Description

Employees should have meaningful access to the tools they need to do their work, and residents have barrier-free access to county services - digital resources accessible to everyone, employees and residents alike. The county will become known as an employer that welcomes, hires, and retains people with disabilities.

Our Actions:

- A set of countywide leaders dedicated full-time to accessibility
- Obtain departmental leadership, buy-in, training, and ownership of accessibility
- Train county staff as subject matter experts in accessibility
- Maintain a strong working relationship with the IDEA Employee Resource Group and other internal partners
- Build community engagement and compensation models that include diverse representation from community

To sustain the program:

1. Processes and structures - such as promotion of basic standards, creation of a community of practice, and community accountability.
2. Team to lead, advocate, and coordinate this work, to speak and act in support of it countywide.

Long-Term Outcomes:

1. The county's digital resources, applications, and services are universally accessible.
2. Employees have meaningful access to the tools they need to do their work.
3. The county meets and complies with Federal regulations and WCAG 2.1 AA.
4. Residents have barrier-free access to county services.
5. Responses to future advances in technology are nimble.

Performance Measures

Measure Type	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Outcome	County staff will report high levels of satisfaction with access and utility of digital resources	N/A	N/A	N/A	80% Agreement
Output	Create standards for forms and processes that require digitization	N/A	N/A	N/A	1 Doc
Output	Number of countywide staff trained as subject matter experts	N/A	N/A	N/A	12
Output	Number of members of the countywide content creators community of practice	N/A	N/A	N/A	12

Performance Measures Descriptions

- Outcome 1: Measure the number of positive responses from satisfaction surveys distributed to those served by the Digital Accessibility Program.
Output 2: Create guidance for the digitization of forms and identification of manual processes to be digitized
Output 3: Develop and deliver training to county staff on creating accessible materials for employees and the public
Output 4: Create a countywide community of practice for content creators to meet regularly

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Department Requested General Fund	Department Requested Other Funds
Program Expenses	2024	2024	2025	2025
Personnel	\$0	\$0	\$359,480	\$0
Materials & Supplies	\$0	\$0	\$5,020	\$0
Internal Services	\$0	\$0	\$1,500	\$0
Total GF/non-GF	\$0	\$0	\$366,000	\$0
Program Total:	\$0		\$366,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

This program is supported by General Fund revenues.

Significant Program Changes

Last Year this program was:

N/A: this will be the inaugural year