

MULTNOMAH COUNTY
FY 2025 Budget Work Session Follow Up

Office of Diversity and Equity

May 9, 2024

Due May 17, 2024



Commissioner Brim-Edwards (District 3)

1. Please provide more information on the intersectionality of ODE and IT and roles, responsibilities and examples of what each group will be doing for the Website Redesign project. What will ADA accessibility look like for this project - please provide specific examples.

Department of County Assets - [Public Website and Digital Services Transformation \(78332B\)](#)

Office of Diversity and Equity - [ADA Digital Accessibility \(10017C\)](#)

Response

Intersectionality exists between the Office of Diversity and Equity (ODE) Digital Accessibility Program and IT's Public Website and Digital Services. Below are details regarding program goals, examples of what the team will be working on (including how ADA shows up at the County), roles and responsibilities for the program and intersectionality with the Website Redesign project.

The Chair's proposed FY 2025 budget includes funding for ODE to establish an [ADA Digital Accessibility \(10017C\)](#) program, and for IT to begin work implementing the [Public Website and Digital Services](#)

[Transformation \(78332B\)](#). These two initiatives are mutually supportive with individual and intersecting goals.

The Office of Diversity and Equity's Individual Goals

Through [ADA Digital Accessibility \(10017C\)](#), ODE will ensure that employees have meaningful access to the tools they need to do their work, and residents have barrier-free access to county services. This program is expected to do the following:

- Set overall accessibility objectives and success criteria
 - Assessment of accessibility success measures
 - Internal and external communication
- Organizational Accountability
 - Develop and lead a Digital Experience Advisory Council.
 - Drive accountability of department efforts to ensure public website content is accessible.

Examples:

1. *The Digital Accessibility team to provide monthly accessibility reports to each department*
2. *The backing of ODE to require and support remediation plans will be essential*
3. *Aid in the development of other websites and plans - Sheriff's Office, DA, Library*
4. *Serve as the central point of contact for reporting issues related to accessibility on any County website, and facilitate the evaluation, routing, and follow-up on those issues*

- Establish community channels to understand accessibility needs

Examples:

1. *Community building of disabled persons (internal and external) to engage in collaborative digital and non-digital service design and testing*
 2. *Assess the County's ability to provide for those needs, trains staff*
- Establish accessibility requirements within the procurement process

Example:

1. *Engaging with contracts and procurement partners to evaluate and assess where accessibility requirements may be added throughout their processes*
- Provide Countywide guidance and consultation
- Example:*
1. *Identifying digital accessibility barriers and recommend changes to key partners*
 2. *Highlight and address accessibility concerns through software and IT's delivery of digital services*

Roles and Responsibilities

The Digital Accessibility program will be supported by 2.00 FTE - one (1) Manager and one (1) Human Resources Analyst. Together they will focus on organizational capacity building which may include some or all of the following items below and a feasibility study as to what will work for the program:

- A partnership with HR to identify and consider updating job profiles that include Digital Accessibility KSAs in the positions of - Office Assistant, Program Communications Coordinator, Contract Specialist, Project Manager, Business Systems Analyst
- Develop accessibility knowledge testing for job applicants, establishing training pathways for newly hired candidates

- Work with Procurement and Contracting to ensure that accessibility is a standard lens in all purchasing and contracts.
Example: Providing accessibility training to all procurement and contracting employees
- Update the [Administrative Procedure PUR-8](#) to operationalize accessibility as a requirement and names connection to social equity
- Train relevant employees to assess vendor-provided Voluntary Product Accessibility statements (VPAT) and use the lens of
- accessibility to evaluate software prior to bringing in purchase requests
- Make available accessibility and usability testing and consulting services by people with disabilities to all departments
Example: IT is establishing a contract with [WeCo](#), and they could be used as a 3rd-party vendor
- Support IT's request to approve a county-wide automated incentive solution
Example: Use of [Tremendous](#), to provide equitable incentives of user research and usability testing participants.

How ADA Accessibility is Expected to Show up in the County:

- Be known as employer that welcomes, hires, and retains people with disabilities
- Employees have access to assistive technology
Example:
 1. Partner with HR to ensure access for employees with disabilities

2. Work with county leadership to include assistive technology access in onboarding

- Employees and Community have access to resources and tools to do their work or utilize a County program or service

Example: People using screen readers can fill out and submit forms

- Digital content, websites, and applications accessible to people with disabilities

Examples:

1. Vital information conveyed via video is accessible to all

2. ODE gathers community feedback on access

- Barrier-free access to documents, forms, and processes

Example: Content creators are trained on accessible practices

- Community is incentivized for user testing to ensure equity

Example: Develop stipend program for community members acting in an advisory capacity

Information Technology Intersection

Through the [Public Website and Digital Services Transformation \(78332B\)](#) program offer, IT will ensure that the County's digital services are optimized for usefulness and usability. Specifically on this project, IT will be focused on designing, building and providing accessible digital services through a new County website for County staff and the Community based on the policy and guidance of ODE.

Both program offers will ensure digital content, websites, and software applications are accessible to people with disabilities following Federal, State and County standards. IT's program focuses on multiple areas, including digital accessibility.

Listed below are examples of elements related to digital accessibility that intersect with ODE:

- Support IT's implementation of the Digital Experience Standard
- Establish research and testing practice to shape website development and public-facing services
- Implement processes and tools for accessibility testing of code and content
- Set up framework and requirements for ongoing Digital Accessibility concepts and best practices training
- Participate in the Digital Experience Advisory Council