



Wallace Community Services District

Compliance
Readiness Check-in



Today's Agenda

- 1 Introduction
- 2 Legislative updates
- 3 Your compliance scorecard
- 4 Understanding your Streamline Plan

Your dedicated success manager



Your Compliance & Success Manager

Yenni Herschelman

I am here to ensure that Streamline meets your needs and that you are fully compliant with ever-changing state and federal laws.

- ✓ Annual site reviews
- ✓ Need a new feature?
- ✓ Need a new site or portal?
- ✓ New tools coming out



STREAMLINE

Part of a larger support team



Your Compliance & Success Manager Hannah Holmes

I am here to ensure that Streamline meets your needs and that you are fully compliant with ever-changing state and federal laws.



Your Technical Support Kurt Danilson

Bug? Question? Problem? Idea to improve? I'm your guy.



Your Education & Training Madison Wallace

I'm here for your education, training, billing issues, and site reviews. Book a training with me anytime!

Special District Legislation Updates for ADA

- 1 New ADA Rules Released by DOJ
- 2 Old vs. New Requirements
- 3 Why Does This Matter?

ADA compliance suddenly got harder

- ✓ Department of Justice rolled out sweeping new rules in May 2024 that will be enforced on all special districts
- ✓ The rules go beyond the website and call for document standards, accessibility policies, remediation methods, and more.



Department of Justice in Washington, DC

REGULATORY ALERTS

Justice Department Finalizes Rule Requiring State and Local Governments to Make their Websites Accessible

By Office Of Advocacy — On Apr 25, 2024

On April 24, 2024, the Department of Justice's Civil Rights Division (DOJ) issued a final rule revising Title II of the Americans with Disabilities Act (ADA). The rule requires state and local governments to make their websites and mobile applications accessible for people with disabilities. The agency is adopting the technical standards of [Web Content Accessibility Guidelines \(WCAG\) 2.1 Level AA](#), which requires 50 success criteria to make websites accessible. This includes converting pictures and documents so they can be

What has changed?

OLD ADA REQUIREMENTS

1. Checking all HTML pages for conformance to ADA compliance requirements using tool like Lighthouse
2. Technical support for reported issues

NEW DOJ AND STATE REQUIREMENTS

1. Automatically checking all PDFs for ADA compliance using industry scanner
2. Creating a process and remediation request form for PDFs created and placing remediation language on all pages where the PDFs are linked
3. Checking all videos, if present, for closed captioning and automatically enabling it
4. Manual testing by users with various disabilities, with testing processes documented
5. Generating and posting an accessibility statement and updating each year
6. Creating a reliable remediation form for accessibility issues that is monitored by technical personnel and CC's district staff with two alternative forms of communication (web and non-web based).
7. Ongoing reviews by accessibility staff, who get automatically alerted of accessibility issues
8. Annual ADA compliance plan review
9. Creating court-admissible monthly ADA reports
10. Ongoing ADA support and training for your staff
11. Readiness for legal defense e.g. \$10,000 - \$50,000 of indemnification



Your Compliance Scorecard

Web Accessibility & ADA Score

2024

100

2025 Updates

82

- Some inaccessible PDFs missing PDF remediation notice
- Missing accessibility statement
- Missing request form on archived documents
- Need to check videos for closed captioning, if appl.



What's the risk?

2,403

Districts have been affected by a web accessibility action.



56%

Increase in the number of web accessibility lawsuits in 2022.



\$39k

Average amount for a web accessibility claim in 2023.



* Very few, if any, special district insurance policies cover the costs of web ADA issues.

But we've got your back.

- ✓ We partnered with Allyant CommonLook for PDF Testing and Remediation Services
- ✓ We partnered with Jeffer Mangels Mitchell and Butler for Indemnification and ADA Legal Defense
- ✓ We partnered with Level Access for formal testing of your site by users disabilities



JMBM

Jeffer Mangels
Butler & Mitchell LLP

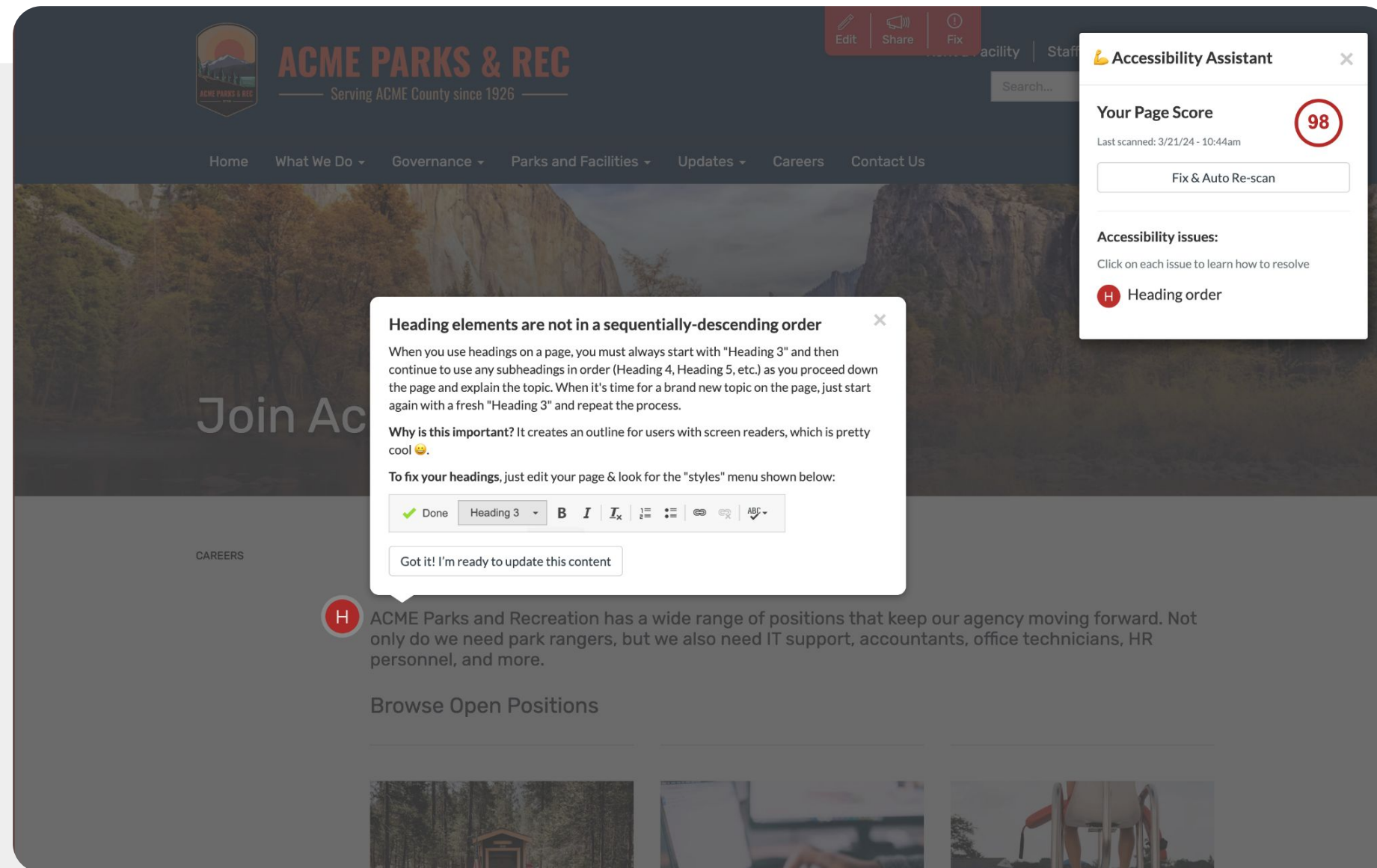
allyant

simple // seamless // accessibility

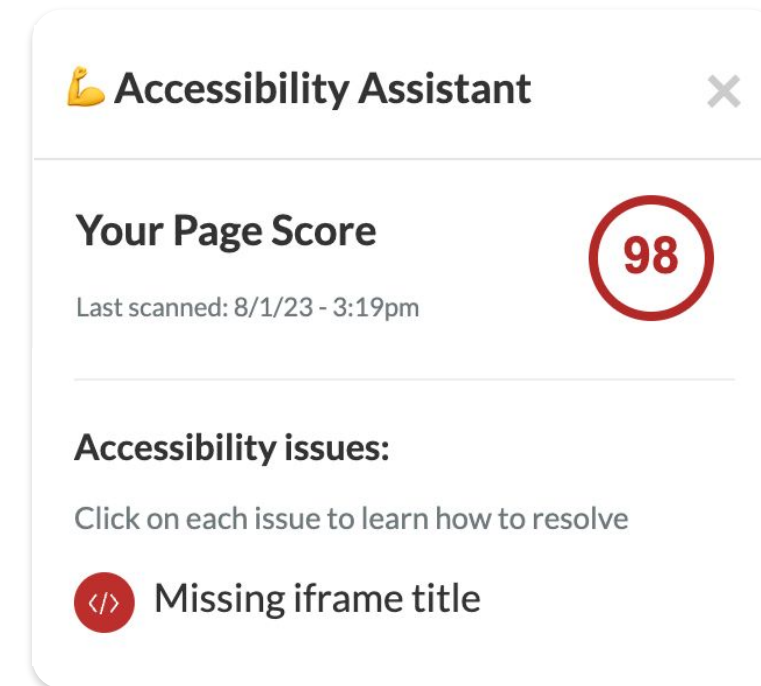
Your New Streamline Plan

**New features deployed to
assist you with these new
mandates**

Your Accessibility Assistant guides you on how to **fix issues right on page** 100



The screenshot shows the ACME Parks & Rec website with the Accessibility Assistant overlay. The overlay displays a page score of 98 and a list of accessibility issues, including "Heading order". A detailed tooltip for the "Heading elements are not in a sequentially-descending order" issue is shown, providing instructions on how to fix the problem. The tooltip includes a "Got it! I'm ready to update this content" button.



Accessibility Assistant

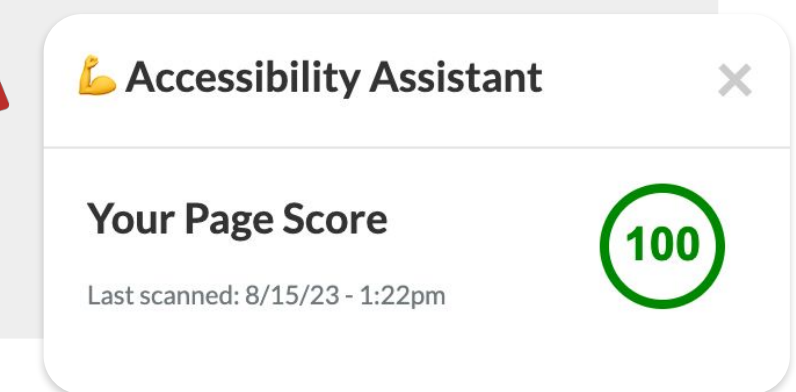
Your Page Score **98**

Last scanned: 8/1/23 - 3:19pm

Accessibility issues:

Click on each issue to learn how to resolve

</> Missing iframe title



Accessibility Assistant

Your Page Score **100**

Last scanned: 8/15/23 - 1:22pm

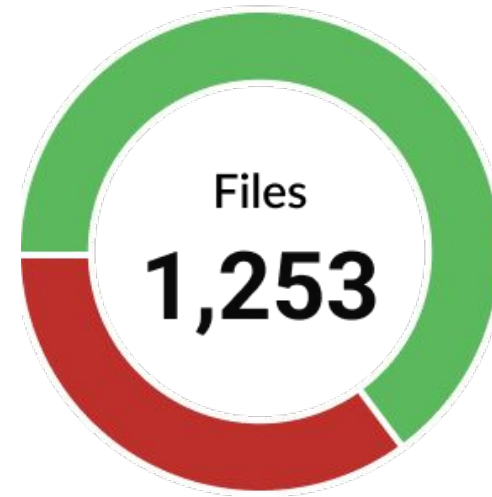
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Flexible New Plans built for your district's specific needs



Current Plan

\$50/month

- Website hosting + content management
- Amplify™ Design Builder
- Google maps + locations Integration
- Social feed integration
- Annual design reviews
- Annual board reports
- Compliance & posting checklist
- DOJ Required
- DOJ Required
- \$10,000 indemnification from ADA issues
- Meetings assistant
- One-click social sharing
- One-click email marketing & subscriptions
- Payments / commerce tools
- E-Signature Forms
- Internal communications hub
- Support with integration of embedded tools
- Training + support

Disc.

Compliance Basics

~~\$200/month~~
\$75/month

- Website hosting + content management
- Amplify™ Design Builder
- Google maps + locations Integration
- Social feed integration
- Annual design reviews
- Annual board reports
- Compliance & posting checklist
- ADA accessibility assistant
- Access to PDF Remediation
- \$10,000 indemnification from ADA issues
- Meetings assistant
- One-click social sharing
- One-click email marketing & subscriptions
- Payments / commerce tools
- E-Signature Forms
- Internal communications hub
- Support with integration of embedded tools
- Training + support

Customer Favorite

~~\$300/month~~
\$100/month

- Website hosting + content management
- Amplify™ Design Builder
- Google maps + locations Integration
- Social feed integration
- Annual design reviews
- Annual board reports
- Compliance + posting checklist
- ADA accessibility assistant
- Access to PDF Remediation
- \$25,000 indemnification from ADA issues
- Meetings assistant
- One-click social sharing
- One-click email marketing & subscriptions
- Payments / commerce tools
- E-Signature Forms
- Internal communications hub
- Support with integration of embedded tools
- Training + support

Operations Pro

~~\$700/month~~
\$200/month

- Website hosting + content management
- Amplify™ Premium Design Builder
- Google maps + locations Integration
- Social feed integration
- Annual design reviews
- Annual board reports
- Compliance + posting checklist
- ADA accessibility assistant
- Access to PDF Remediation
- \$50,000 indemnification from ADA issues
- Meetings assistant
- One-click social sharing
- One-click email marketing & subscriptions
- Payments / commerce tools
- E-Signature Forms
- Internal communications hub
- Support with integration of embedded tools
- Training + support



STREAMLINE

Thank You!