

1 Overview of the State of Nevada's Efforts Towards being ADA Compliant

When the Department of Education's website was cited for non-compliance in 2016, the Department of Administration, Agency IT Services, Web team was asked to assist the Department of Education in making their website compliant and to provide a compliant environment for other users that had websites that resided in the State Content Management System (CMS).

All Physical Accommodations issues were already being handled by the Department of Administration, Human Resources Equal Opportunity Board (EEO), and Websites and other Digital media was being evaluated by the Department of Administration, AITS, Web team staff to assist in understanding what needed to be done to help the State of Nevada meet the WCAG 2.1 standards.

State of Nevada's Ongoing Efforts:

- Updated the **State of Nevada State Content Management System (CMS)** to have ADA compliant smart forms that allows users to build their content to meet ADA standards
 - This still requires the users to add elements that make the site compliant, i.e., add an alt text **to** an image, etc.
 - Web team has been reviewing all websites and making "manual decisions" on the HTML content. This evaluation is very timely and requires an understanding of HTML and ADA WCAG 2.1 requirements.
- Created a **State of Nevada State ADA website** where all ADA compliance information would be available - <http://ada.nv.gov>
- Created a **State of Nevada ADA Assistance website** where assistive technology (AT) and disabled users can find a place to file a complaint, request information and a call back, request a needed document be remediated, provide feedback regarding ADA in the State of Nevada, and volunteer their services to help Nevada in their efforts to become ADA Compliant.
 - A link to the ADA Assistance program has been placed on every page in the header of all websites within the State CMS <http://adahelp.nv.gov>
 - As of 2/8/2021, out of requests received since January 7, 2019, less than 25% were actual requests for document remediation, the other requests were non-ADA related. As of February 8, 2021, most remediation requests are valid requests as we have added more security to stop users from adding Non-ADA compliant requests!
 - Web team Intern is currently monitoring this application. They follow up with requests and ensure that the website owners are responding to the requests in a timely matter. If a user needs assistance in the remediation, they provide support
- Purchased an **Enterprise version of the Siteimprove tool** to allow all Nevada users that have a website to obtain this tool free of charge so they can view all accessibility issues on their website(s)
 - a Siteimprove portal can be found at <https://ada.nv.gov/Siteimprove/>
 - a Service level agreement is required to obtain Siteimprove licenses – all information on how to acquire licenses is available at that location
 - extensive Siteimprove training is also available through Siteimprove when you have a license

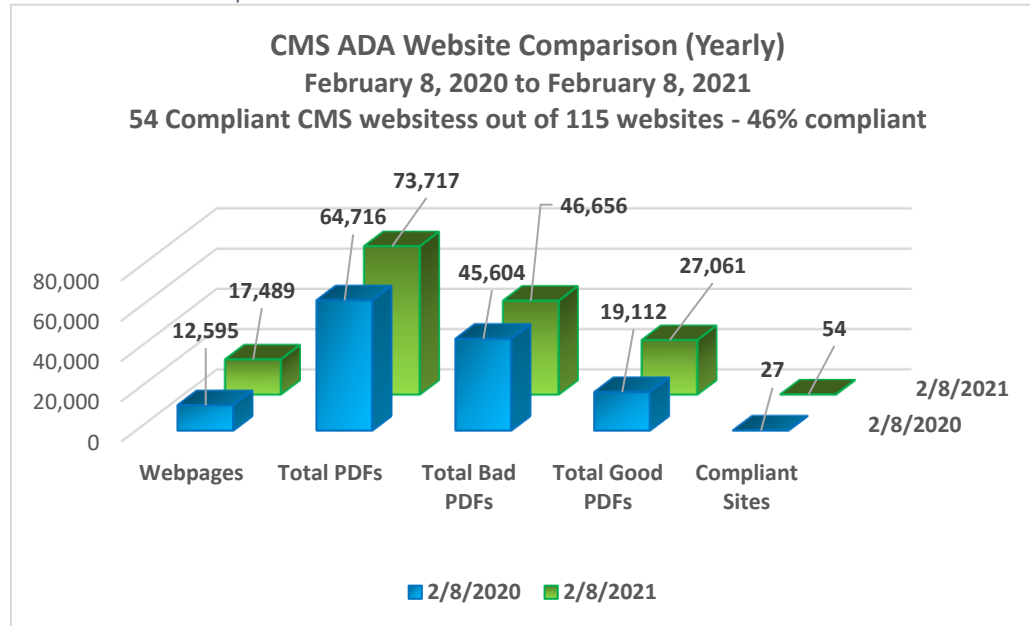
- As of February 8, 2021, we have received Service Level agreements (SLAs) to cover 54 websites within the State of Nevada
 - Siteimprove training is also given to new users and multiple licenses are distributed to all users that are supporting a specific website
- Created **ADA Technology Accessibility Guidelines** -
https://ada.nv.gov/uploadedFiles/adanewnv.gov/content/Partners/Policies/ADA_WebsiteGuidelines_7-22-19.pdf
- ADA Program Officer and two Interns were hired in 2020
 - For more than a year, the Department of Health & Human Services (DHHS) and their divisions have been working with our ADA Program officer to assist in remediating the Department's websites. The commitment on both sides has produced great results.
- Starting December 2020, in addition to the DHHS websites owners that are currently being trained and actively remediating their websites, we have continued to add more websites that are aggressively remediating but need some assistance.
- Web team has **enhanced ADA Documentation Remediation Training Classes**
 - Live stream training is now done in TEAMS
 - Training classes are on-line [https://ada.nv.gov/home/Overview_Road_to_Training\(N\)/](https://ada.nv.gov/home/Overview_Road_to_Training(N)/)
 - Training has been broken down by Topics and Subtopic
 - Videos are offered in three formats: TEAMS, YouTube and Class recordings.
 - Guides, checklists, Practice documents are available for all sub-topics.
 - Users can just log in at any time. The TOPICS they want are available.
- Created an **ADA list on our listserv** to send ADA notifications to individuals that are interested.
- **Class Schedules, Class recordings, Class Login for TEAMS Live Streaming** and other information is available at <https://ada.nv.gov/home/features/ADAClasses/ClassRecordings/>
- Created a new **ADVANCED PDF class**, based on request of users
 - Class started on **2/5/2021** and is currently being enhanced to accommodate the topics and questions that were asked during the class
 - **Next Advanced PDF class is scheduled for Thursday, 2/18**
- Web team management has been reviewing all tracking programs and tools
 - Enhanced the original tracking tool to add critical information to identify problems so that the web team can reach out and assist wherever possible
- Web team has obtained approval to go out to bid for a CMS replacement
 - RFP will be posted in February 2021

State of Nevada ADA Status:

The State of Nevada has made a lot of great progress within many departments, divisions & boards within the State of Nevada.

Overall Website Statistics:

CMS ADA Website Comparison:



There are a total of 181 websites in the State of Nevada that are being tracked – 31% compliant.

- 66 websites reside outside of the State CMS– 4% compliant
 - 3 websites are COMPLIANT
- **115 websites reside in the State CMS – 46% compliant**
 - **54 websites are COMPLIANT**

CMS Websites:

- To name a few of the 54 websites that are 100% within the CMS are:
 - State of Nevada ADA - <http://ada.nv.gov>
 - Nevada ADA Assistance - <http://adahelp.nv.gov> (built especially for Assistive Technology consumers so they can get assistance and report issues. This was the first request we received from AT consumers when we partnered with them)
 - The official State of Nevada – <http://gov.nv.gov>
 - Governor Steve Sisolak – <http://gov.nv.gov>
 - Lieutenant Governor – <http://ltgov.nv.gov>
 - State CIO – <http://statecio.nv.gov>
 - Nevada National Guard – <http://nvng.nv.gov>
 - Department of Education – <http://doe.nv.gov>
 - Recently, Office of Civil Rights met with DOE & Web team to review their websites that were cited in 2016. There were a few minor suggestions made by them that have already been addressed.

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- Smart 21 – <http://smart21.nv.gov>
- Sentencing – <http://sentencing.nv.gov>
- Indigent Defense Services (DIDs) <http://dids.nv.gov>
- 15 boards and commissions that are supported by the web team are 53% compliant

- Other Departments and their divisions are actively working on getting compliant:
 - Department of Administration has 15 divisions, and are 84% compliant
 - Department of Public Safety has 16 divisions and are 62% compliant
 - Department of Health & Human services have 8 divisions and are 37% compliant
 - 3 of the divisions; ADSD, DHHS, DWSSS only have 13, 10 and 57 documents to go and they will be compliant too.
 - *This is incredible as DHHS also supports the State COVID effort and still is managing to continue their ADA compliance efforts*

Web team ADA Remediation team:

The ADA remediation team within the Web group has been diligently working with the Department of Health & Human Services and their divisions. As of February 8, the progress has been amazing. DHHS and their divisions have taken ownership of their website content and have made exceptional progress. Project managers within the divisions have been assigned and designated users have been trained on ADA Document remediation, the Siteimprove tool, and have been offered 1-on-1 support to assist them in their effort.

As of February 8, 2021:

- ADSD: now have 12 bad documents to go!
- DCFS: is COMPLIANT, and more importantly they are 'maintaining' that compliance
- DHHS: now have 10 documents to go!
- DWSS: now has 56 documents to go! (all of them in Spanish) and have also been 'maintaining' that compliance
- DHCFP: just started ramping up and they already have 1,024 good documents and 1,422 to go!
- Suicide Prevention is COMPLIANT and 'maintaining' their compliance

They have also been assisting other agencies with their remediation support:

- The Division of Human Resources, had 1600+ BAD documents and they are now COMPLIANT! **This makes the Department of Administration 84% compliant!**

Web team's Future Plans:

- Continue to expand our outreach and provide ADA services to all State of Nevada website owners
- Continue to enhance tracking tools to provide more accurate totals
- Continue to enhance Training Classes
- Implement a new Volunteer program, where state website owners can reach out to individuals who have volunteered on our ADA Assistance program to assist them with their remediation needs
- Acquire a replacement for our current State of Nevada Content Management System and start the website migration to the new environment
 - Cloud based