



UNITED STATES DEPARTMENT OF EDUCATION
OFFICE FOR CIVIL RIGHTS

915 2ND AVE., SUITE 3310
SEATTLE, WA 98174-1099

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May 3, 2017

Dr. Mark Mulvihill
Superintendent
Intermountain Education Service District
2001 SW Nye Avenue
Pendleton, Oregon 97801

Re: Intermountain Education Service District
OCR Reference No. 10171070

Dear Superintendent Mulvihill:

This is to advise you of the resolution of the above-referenced complaint investigation of the Intermountain Education Service District (IMESD) by the United States Department of Education (Department), Office for Civil Rights (OCR). The complaint, which OCR received on November 29, 2016, alleged that the IMESD is discriminating, on the basis of disability, because its website is not accessible to persons with disabilities.

OCR is responsible for enforcing Section 504 of the Rehabilitation Act of 1973, as amended (Section 504), 29 United States Code (U.S.C.) § 794, *et seq.*, and its implementing regulations at 34 Code of Federal Regulations (C.F.R.) Part 104, which prohibit discrimination on the basis of disability in programs and activities of recipients of federal financial assistance. OCR also is responsible for enforcing Title II of the Americans with Disabilities Act of 1990, as amended (Title II), 42 U.S.C. § 12131, *et seq.*, and its implementing regulations at 28 C.F.R. Part 35, which prohibit discrimination on the basis of disability in programs, services, and activities of public entities. As a recipient of federal financial assistance from this Department and as a public entity, the IMESD is subject to OCR's jurisdiction under Section 504 and Title II.

This letter summarizes the applicable legal standards, the information gathered during the investigation, and how the investigation was resolved.

Legal Authority

Section 504 and Title II prohibit people, on the basis of disability, from being excluded from participation in, being denied the benefits of, or otherwise being subjected to discrimination by recipients of federal

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financial assistance or by public entities. 34 C.F.R. § 104.4 and 28 C.F.R. § 35.130. People with disabilities must have equal access to recipients' programs, services, or activities unless doing so would fundamentally alter the nature of the programs, services, or activities, or would impose an undue burden. 28 C.F.R. § 35.164. Both Section 504 and Title II prohibit affording individuals with disabilities an opportunity to participate in or benefit from aids, benefits, and services that is unequal to the opportunity afforded others. 34 C.F.R. § 104.4(b)(1)(ii); 28 C.F.R. § 35.130(b)(1)(ii). Similarly, individuals with disabilities must be provided with aids, benefits, or services that provide an equal opportunity to achieve the same result or the same level of achievement as others. 34 C.F.R. § 104.4(b)(2); 28 C.F.R. § 35.130(b)(1)(iii). An individual with a disability, or a class of individuals with disabilities, may be provided with a different or separate aid, benefit, or service only if doing so is necessary to ensure that the aid, benefit, or service is as effective as that provided to others. 34 C.F.R. § 104.4(b)(1)(iv); 28 C.F.R. § 35.130(b)(1)(iv). Title II also requires public entities to take steps to ensure that communications with people with disabilities are as effective as communications with others, subject to the fundamental alteration and undue burden defenses. 28 C.F.R. § 35.160(a)(1). In sum, programs, services, and activities—whether in a “brick and mortar,” on-line, or other “virtual” context—must be operated in ways that comply with Section 504 and Title II.

Investigation To Date

OCR examined the pages on the IMESD's website identified by the complainant to determine whether they are accessible to persons with disabilities. These web pages included:

- Homepage at www.imesd.k12.or.us/home,
- Regional programs web page at www.imesd.k12.or.us/programs-services/special-needs/regional-programs/regional-programs,
- Technology links for the classroom web page at www.imesd.k12.or.us/programs-services/student-achievement/technology-links-classroom, and
- Google apps for education resources web page at <http://www.imesd.k12.or.us/google-apps-education-resource-page>.

OCR evaluated the above-listed web pages and determined that some important content of the website could only be accessed by people who can use a computer mouse, which meant that content was not available to those who are blind, many who have low-vision, and those with disabilities affecting fine motor control; some graphics and photographs were not labelled or inadequately labelled so that important content was not available to people who are blind; some links were not meaningfully labeled; and parts of the website used color combinations that made text difficult or impossible for people with low-vision to see. These barriers deny persons with disabilities access to programs, services, and activities offered on the IMESD's website and impede the IMESD's communications with persons with disabilities and, therefore, violate Title II and Section 504.

Before OCR conducted additional investigation of the IMESD's website, the IMESD expressed an interest in voluntarily resolving this case. In light of the IMESD's willingness to address its website comprehensively without further investigation, OCR determined entering into a voluntary Resolution Agreement is appropriate.

Resolution Agreement

The IMESD submitted a Resolution Agreement (agreement) to OCR signed on April 28, 2017. When fully implemented, the agreement will address the findings of non-compliance noted above as well as resolve issues of accessibility pertaining to the rest of the IMESD's website. The IMESD committed to take actions including:

- selecting an auditor who has the requisite knowledge and experience to identify barriers to access on the IMESD's website and conducting a thorough audit of existing on-line content and functionality;
- making all new website content and functionality accessible to people with disabilities;
- developing a corrective action plan to prioritize the removal of on-line barriers over an 18-month period;
- posting a notice to persons with disabilities about how to request access to on-line information or functionality that is currently inaccessible; and
- providing website accessibility training to all appropriate personnel.

OCR will monitor the IMESD's implementation of the agreement. When OCR concludes the IMESD has fully and effectively implemented the terms and obligations of the agreement and is in compliance with the statutes and regulations at issue in the case, OCR will terminate its monitoring and close the case. If the IMESD fails to implement the agreement, OCR may initiate administrative or judicial proceedings to enforce specific terms and obligations of the agreement. Before initiating administrative (34 C.F.R. §§ 100.9, 100.10) or judicial proceedings to enforce the agreement, OCR will give the IMESD written notice of the alleged breach and sixty (60) calendar days to cure the breach.

This concludes OCR's investigation of the complaint. These findings should not be interpreted to address the IMESD'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 case.

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. The complainant may have the right to file a private suit in federal court whether or not OCR finds a violation.

Please be advised that the IMESD may not harass, coerce, intimidate, discriminate or otherwise retaliate against any individual because he or she asserted a right or privilege under a law enforced by OCR or filed a complaint, testified, or participated in the complaint resolution process. If this happens, the complainant may file a retaliation complaint with OCR.

Under the Freedom of Information Act, it may be necessary to release this document and related correspondence and records upon request. In the event that OCR receives such a request, OCR will seek to protect, to the extent provided by law, personally identifiable information that could reasonably be expected to constitute an unwarranted invasion of personal privacy if released.

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OCR looks forward to receiving IMESD's first monitoring report by May 28, 2017. For questions about implementation of the agreement, please contact Noel Nightingale, Lead Attorney, who will be monitoring the IMESD's implementation of the agreement, by telephone at (206) 607-1632, or by e-mail at noel.nightingale@ed.gov. For questions about this letter, please contact me by telephone at (206) 607-1612, or by e-mail at paul.goodwin@ed.gov.

Sincerely,

Paul Goodwin
Team Leader

Enclosure: Resolution Agreement

cc: Honorable Dr. Salam Noor, Deputy Superintendent of Public Instruction
Human Resource Director