

VA Website Accessibility Act of 2019 (Public Law 116-213)
REPORT ON THE ACCESSIBILITY OF WEBSITES OF
THE DEPARTMENT OF VETERANS AFFAIRS TO INDIVIDUALS WITH
DISABILITIES

PURPOSE

The VA Website Accessibility Act of 2019 directs the Secretary of Veterans Affairs (VA) to report to Congress regarding the accessibility of VA websites to individuals with disabilities in accordance with section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d). The report shall identify websites, attached files, and web-based applications that are not accessible to such individuals, include the VA's plan to make each of them accessible, and identify any barriers to accessibility including any barriers relating to vacant positions at the VA.

EXECUTIVE SUMMARY

The Department of Veterans Affairs (VA) continues to refine Veteran services to support the needs of disabled users, including websites impacting Veterans' access to information and kiosks used for scheduling. Study results show that although overall website compliance levels are relatively low, VA is making continued and consistent progress towards full compliance. For example, 152 of 350 VA intranet sites are now above 60% conformance compared to the 2020 level of 37 of 307 sites. In addition, a modernization effort is underway to replace kiosks with integrated scheduling applications.

To further increase conformance levels, VA will prioritize a multi-faceted approach to include modernization, training, the inclusion of compliance requirements in acquisition language, subject matter expert (SME) engagement with project/product teams and use of automated tools during development cycles to increase production quality. In addition, reinvigorated partnerships between the VA Section 508 Office, the Administrations, and the Blinded Veterans Association (BVA) will increase collaboration towards our commonly shared goal of supporting all Veterans.

BACKGROUND

The renewed focus on Section 508-mandated accessibility of VA's websites and digital files (see [Public Law 116-213](#), signed 12/4/2020) requires VA to develop a remediation response plan, including barriers, to address its outstanding accessibility issues:

(a) Study. Not later than 180 days after the date of the enactment of this Act, the Secretary of Veterans Affairs shall conduct a study of all websites of the Department of Veterans Affairs to determine whether such websites are accessible to individuals with disabilities in accordance with section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

(b) Report. Not later than 90 days after completing the study under subsection (a), the Secretary shall submit to the Committee on Veterans' Affairs of the Senate and the Committee on Veterans' Affairs of the House of Representatives a report on such study.

(c) Elements. The report required by subsection (b) shall include the following:

(1) A list of each website that is not accessible to individuals with disabilities in accordance with section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

(2) For each website identified in the list, the plan of the Secretary to bring the website into compliance with the requirements of section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d); and a description of the barriers to bringing the website into compliance with the requirements of such section, including any barriers relating to vacant positions at the Department of Veterans Affairs.

(d) Website Defined. The term "website" includes the following:

(1) A file attached to a website.

(2) A web-based application.

(3) A kiosk at a medical facility of the Department of Veterans Affairs, the use of which is required to check in for scheduled appointments.

REPORT

Websites and web-based applications

Results from the study of (1) websites and (2) web-based applications indicate steady conformance improvements with both internet and intranet sites:

- 41 of 462 Internet sites are at full compliance
- 22 of 350 Intranet sites are at full compliance

And progression towards full conformance continues to increase, with more intranet sites now above 60% conformance.

The following tables show overall conformance levels for internet and intranet sites.

VA Internet Conformance

Conformance Level	0 - 19%	20 - 39%	40 - 59%	60 - 79%	80 - 99%	100%
# of sites – Mar 2020	11	18	95	69	227	36
# of sites – Mar 2021	15	23	92	64	227	41

VA Intranet Conformance

Conformance Level	0 - 19%	20 - 39%	40 - 59%	60 - 79%	80 - 99%	100%
# of sites – Feb 2020	196	43	31	12	21	4
# of sites – Feb 2021	95	42	61	66	64	22

A detailed list of internet website conformance levels is in Attachment 1.

A detailed list of intranet website conformance levels is in Attachment 2.

To increase conformance levels highlighted in the results above, VA will leverage a multi-faceted approach to improve production quality, including:

- training,
- the inclusion of compliance requirements in acquisition language,
- subject matter expert (SME) engagement with project/product teams, and
- use of automated tools during development cycles.

In addition, each Administration developed remediation strategies (see attachments) to bring their respective websites into compliance with the requirements in section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

Kiosks

The modernization plan described in the following section precludes the requirement for a kiosk accessibility study and subsequent report.

REMEDIATION PLAN

Websites and web-based applications

Accessibility, as defined by the Rehabilitation Act of 1973, means that all information, systems, and applications developed by VA need to be available and intelligible. Also, all purchased systems and applications need to be accessible to the maximum extent possible. This is true whether the system or information is internal to VA, is a draft or final product, or is used externally by Veterans or the American public. In addition, the VA Website Accessibility Act of 2019 sets forth accessibility requirements specifically for websites (external or internal).

VA will employ a remediation response plan comprised of comprehensive website audits, website remediation, PDF/Form remediation, and training to ensure ongoing

legal and technical compliance. VA will assure that Veterans can locate the information they need using online, web-based tools and resources.

See attachment 3 for Office of Information and Technology (OIT) remediation plan.

See attachment 4 for Veterans Health Administration (VHA) remediation plan.

See attachment 5 for National Cemetery Administration (NCA) remediation plan.

See attachment 6 for Veterans Benefits Administration (VBA) remediation plan.

Kiosk

As part of the Veterans Health Administration's (VHA) modernization plans, integrated scheduling applications are replacing the kiosks at VA medical facilities used for appointment check-ins. These applications streamline functionality while allowing Veterans to access scheduling services via the VA Digital Front Door.

The Veteran's Health Administration (VHA) launched the Veterans Scheduling Interoperability Platform (VSIP) to replace the current VetLink kiosk, delivering Patient Check-In via the Digital Front Door. VSIP strengthens the VHA's scheduling processes and improves the Veteran experience.

This replacement effort aims to complete a Minimally Viable Product (MVP) of the Patient Check-In application by December 1, 2021. The charter of the VSIP integrated product team (IPT) will continue until its goals are met, with its work anticipated to conclude by July 1, 2022, unless otherwise directed by VHA leadership.

The Patient Check-In application will exceed current VA accessibility standards and will be both Section 508 compliant (our current standard) and WCAG 2.1 compliant (current VA standard is 2.0). We are committed to an accessibility-first/mobile-first design approach and actively taking concrete steps to advance new products to WCAG 2.1, including the kiosk replacement.

Attachments

Attachment 1. List of internet website conformance levels

Attachment 2. List of intranet website conformance levels

Attachment 3. OIT 508 Compliance Plan

Attachment 4. VHA Remediation Plan

Attachment 5. NCA 508 Compliance Plan

Attachment 6. VBA Remediation Plan

Attachment 1. List of internet website conformance levels

VA Site	URL	Conformance
Activities - MIRECC/CoE Educational Products	https://www.mirecc.va.gov/apps/activities	100%
Amarillo VA Health Care System	http://www.amarillo.va.gov	100%
Brain Rehabilitation Research Center	http://www.brrc.research.va.gov	100%
Center for Management of Complex Chronic Care	http://www.cmc3.research.va.gov	100%
Clinical Epidemiology Research Center	http://www.cerc.research.va.gov	100%
Maveric (Limited Access)	https://www.csp.maveric.va.gov	100%
Performance Based Interviewing	https://www.va.gov/PBI	100%
same day services	http://www.va.gov/samedayservices	100%
Spinal Cord Injury & Disorders	http://www.sci.va.gov	100%
VA Voluntary Service	http://www.volunteer.va.gov/apps/volunteernow	100%
Veteran Care Coordination	https://www.lamp.visn8.med.va.gov	100%
VHA Chief Business Office	https://www.va.gov/cbo/	100%
VHA Office of the Medical Inspector	http://www.medicalinspector.va.gov	100%
VistA Monograph	https://www.va.gov/vista_monograph	100%
VA Mobile Website	http://m.va.gov	100%
Pre-Discharge	http://www.benefits.va.gov/predischarge/	100%
VA Debt Management Center	https://www.pay.va.gov	100%
VBA Template	http://www.benefits.va.gov/vbatemplate/	100%
Each Day at VA	https://www.va.gov/eachday/	100%
Enhanced-Use Lease	https://www.va.gov/AssetManagement	100%
Explore VA	http://www.explore.va.gov	100%
Financial Management Business Transformation Service (FMBTS)	http://www.va.gov/FMBTS	100%
Identity Theft Information for Veterans	https://www.va.gov/identitytheft	100%
MissionAct	https://www.missionact.va.gov	100%
Office of Acquisition, Logistics, and Construction	https://www.va.gov/oalc	100%
Office of Asset Enterprise Management	https://www.va.gov/oaem	100%
peerreview	http://www.va.gov/peerreview	100%
Privacy Policy	https://www.va.gov/Privacy	100%
V.A. Section 508	http://www.section508.va.gov	100%
VA Center for Innovation	http://www.innovation.va.gov	100%
VA Federal Supply Schedule	http://www.fss.va.gov	100%
VA Forms	https://www.va.gov/vaforms	100%
VA Jobs	https://www.va.gov/jobs	100%
VA Office of Management	https://www.va.gov/OM	100%

VA Records Center and Vault	http://www.rcv.va.gov	100%
VA Store	https://www.va.gov/vastorenac	100%
VA Summer of Service	https://www.va.gov/vasummerofservice	100%
Lebanon VA Medical Center	http://www.lebanon.va.gov	100%
VA Pittsburgh Healthcare System	http://www.pittsburgh.va.gov	100%
VHA Procurement & Logistics Office	https://www.va.gov/plo	100%
Office of Nursing Services	https://www.va.gov/nursing	100%
Albany Stratton VA Medical Center	http://www.albany.va.gov	99%
Health Benefits Home	https://www.va.gov/healthbenefits	99%
John J Pershing VA Medical Center	http://www.poplarbluff.va.gov	99%
Insomnia	https://www.veterantraining.va.gov/apps/insomnia	99%
SCSP - Secretary's Center for Strategic Partnership	https://www.va.gov/scsp	99%
Facility and Leadership (Directory)	https://www.va.gov/directory	99%
South Central VA Health Care Network	http://www.visn16.va.gov	99%
VA Illiana Health Care System, Danville, Illinois	http://www.danville.va.gov	99%
VA Health Care Organizational Excellence	http://www.va.gov/HEALTHCAREEXCELLENCE	99%
Fayetteville VA Medical Center	http://www.fayettevillenc.va.gov	98%
Syracuse VA Medical Center	http://www.syracuse.va.gov	98%
Center for Healthcare Organization and Implementation Research	http://www.choir.research.va.gov	98%
VA Texas Valley Coastal Bend Health Care System	http://www.texasvalley.va.gov	98%
Mountain Home VA Medical Center	http://www.mountainhome.va.gov	98%
Office of Information Technology	https://www.oit.va.gov	98%
St. Cloud VA Health Care System	http://www.stcloud.va.gov	98%
VA Center of Excellence for Limb Loss Prevention and Prosthetic Engineering	http://www.amputation.research.va.gov	98%
VA Western New York Healthcare System	http://www.buffalo.va.gov	98%
Harry S. Truman Memorial Veterans' Hospital	http://www.columbiamo.va.gov	98%
VA MidSouth Healthcare Network	http://www.visn9.va.gov	97%
VA Voluntary Service	http://www.volunteer.va.gov	97%
Jesse Brown VA Medical Center	http://www.chicago.va.gov	97%
John D. Dingell VA Medical Center, Detroit, Michigan	http://www.detroit.va.gov	97%
VA Publications	https://www.va.gov/vapubs	97%
Wm. Jennings Bryan Dorn VAMC	http://www.columbiasc.va.gov	97%

Quality Enhancement Research Initiative	http://www.queri.research.va.gov	97%
Carl Vinson VA Medical Center Dublin, Georgia	http://www.dublin.va.gov	97%
Center for the Prevention and Treatment of Visual Loss	http://www.vision.research.va.gov	97%
VA Acquisition Academy	http://www.acquisitionacademy.va.gov	97%
Washington DC VA Medical Center	http://www.washingtondc.va.gov	97%
Office of Privacy and Records Management	http://www.oprm.va.gov	97%
Coatesville VA Medical Center	http://www.coatesville.va.gov	97%
Veterans Health Care System of the Ozarks	http://www.fayettevillear.va.gov	97%
VA Pacific Islands Health Care System	http://www.hawaii.va.gov	97%
Office of Occupational Safety and Health	https://www.va.gov/vasafety	97%
Health Care	https://www.va.gov/health	97%
Wilkes-Barre VA Medical Center	http://www.wilkes-barre.va.gov	96%
Overton Brooks VA Medical Center	http://www.shreveport.va.gov	96%
El Paso VA Health Care System	http://www.elpaso.va.gov	96%
VA Palo Alto Health Care System	http://www.paloalto.va.gov	96%
The Center for Information Dissemination and Education Resources	http://www.cider.research.va.gov	96%
Houston VA Health Services Research & Development Center of Excellence	http://www.houston.hsrd.research.va.gov	96%
Quality of Care	https://www.va.gov/qualityofcare/	96%
VA Eastern Kansas Health Care System	http://www.topeka.va.gov	96%
Birmingham, Alabama VA Medical Center	http://www.birmingham.va.gov	96%
VA New England Healthcare System	http://www.newengland.va.gov	96%
Veterans Experience Office (VEO)	https://www.va.gov/VE	96%
HSR&D Center for Health Information and Communication (CHIC)	http://www.chic.research.va.gov	96%
Veteran Employment Toolkit	https://www.va.gov/vetsinworkplace/	96%
Charles George VA Medical Center	http://www.asheville.va.gov	95%
VHA Office of Community Care	https://www.va.gov/communitycare/	95%
Oklahoma City VA Medical Center	http://www.oklahoma.va.gov	95%
Hepatitis C	http://www.hepatitis.va.gov	95%
Public Health	http://www.publichealth.va.gov	95%
VA Central Western Massachusetts Healthcare System	http://www.centralwesternmass.va.gov	95%

VA Healthcare System of Ohio	http://www.visn10.va.gov	95%
VA Heart of Texas Health Care Network	http://www.heartoftexas.va.gov	95%
Charlie Norwood VA Medical Center	http://www.augusta.va.gov	95%
VA Eastern Kansas Health Care System	http://www.leavenworth.va.gov	95%
VA Capitol Health Care Network - VISN 5	https://www.va.gov/visn5	95%
National Cemetery Administration	https://www.cem.va.gov	95%
Jack C. Montgomery VA Medical Center	http://www.muskogee.va.gov	95%
VA Center of Excellence in Functional Electrical Stimulation	http://www.fes.research.va.gov	95%
VA Maryland Health Care System	http://www.maryland.va.gov	95%
Sheridan VA Medical Center	http://www.sheridan.va.gov	95%
MOVE! Weight Management Program	http://www.move.va.gov	95%
VA Great Lakes Health Care System	http://www.visn12.va.gov	95%
Minneapolis VA Health Care System	http://www.minneapolis.va.gov	95%
Assistant Secretary for Human Resources and Administration	https://www.va.gov/ofcadmin	95%
Center for the Study of Healthcare Innovation, Implementation and Policy	http://www.cshiiip.research.va.gov	94%
West Palm Beach VA Medical Center	http://www.westpalmbeach.va.gov	94%
VA Desert Pacific Healthcare Network	http://www.desertpacific.va.gov	94%
Battle Creek VA Medical Center	http://www.battlecreek.va.gov	94%
VA Authentication Federation Infrastructure	https://www.va.gov/eauth	94%
VA Cooperative Studies Program (CSP)	http://www.vacsp.research.va.gov	94%
Patient Care Services	http://www.patientcare.va.gov	94%
Nutrition and Food Services	http://www.nutrition.va.gov	94%
Miami VA Healthcare System	http://www.miami.va.gov	94%
Aleda E. Lutz VA Medical Center	http://www.saginaw.va.gov	94%
Northern Arizona VA Health Care System	http://www.prescott.va.gov	94%
Bath VA Medical Center	http://www.bath.va.gov --> www.fingerlakes.va.gov	94%
Office of Enterprise Integration (OEI)	https://www.va.gov/oei	94%
Bay Pines VA Healthcare System	http://www.baypines.va.gov	94%
PREVENTS - The President's Roadmap to Empower Veterans and End a National Tragedy of Suicide (PREVENTS)	https://www.va.gov/PREVENTS	94%
Alexandria VA Health Care System	http://www.alexandria.va.gov	94%

Internet Search	http://www.index.va.gov	93%
W. G. (Bill) Hefner VA Medical Center	http://www.salisbury.va.gov	93%
VA Puget Sound Health Care System	http://www.pugetsound.va.gov	93%
Central Texas Veterans Health Care System	http://www.centraltexas.va.gov	93%
VHA Office of Emergency Management	https://www.va.gov/vhaemergencymanagement	93%
VHA Optometry Service	https://www.va.gov/OPTOMETRY	93%
VA Montana Health Care System	http://www.montana.va.gov	93%
VA Health Care Upstate New York	https://www.visn2.va.gov	93%
Tuscaloosa VA Medical Center	http://www.tuscaloosa.va.gov	93%
West Texas VA Health Care System	http://www.bigspring.va.gov	93%
VA Hudson Valley Health Care System	http://www.hudsonvalley.va.gov	93%
Lexington VA Medical Center	http://www.lexington.va.gov	93%
Chalmers P. Wylie VA Ambulatory Care Center	http://www.columbus.va.gov	93%
Robert J. Dole VA Medical Center Wichita	http://www.wichita.va.gov	93%
Fargo VA Health Care System	http://www.fargo.va.gov	93%
Marion VA Medical Center	http://www.marion.va.gov	92%
Northport VA Medical Center	http://www.northport.va.gov	92%
Cincinnati VA Medical Center	http://www.cincinnati.va.gov	92%
James E. Van Zandt VA Medical Center	http://www.altoona.va.gov	92%
Southern Arizona VA Health Care System	http://www.tucson.va.gov	92%
Memphis VA Medical Center	http://www.memphis.va.gov	92%
Captain James A. Lovell Federal Health Care Center	http://www.lovell.fhcc.va.gov	92%
Office of Acquisition and Logistics	https://www.va.gov/oal	92%
VA Southern Nevada Healthcare System	http://www.lasvegas.va.gov	91%
VHA Diagnostic Electron Microscopy Program	https://www.va.gov/diagnosticem	91%
Martinsburg VA Medical Center	http://www.martinsburg.va.gov	91%
Jonathan M. Wainwright Memorial VA Medical Center	http://www.wallawalla.va.gov	91%
Orlando VA Medical Center	http://www.orlando.va.gov	91%
Durham Center for Health Services Research in Primary Care	http://www.durham.hsrd.research.va.gov	91%
VA Northwest Health Network	http://www.visn20.med.va.gov	91%
VA Gulf Coast Veterans Health Care System	http://www.biloxi.va.gov	91%
Southern Oregon Rehabilitation Center & Clinics	http://www.southernoregon.va.gov	91%

VA Midwest Health Care Network	http://www.visn23.va.gov	91%
Office of Operations, Security, and Preparedness	http://www.osp.va.gov	90%
VA Connecticut Healthcare System	http://www.connecticut.va.gov	90%
Office of Inspector General	https://www.va.gov/oig	90%
North Florida/South Georgia Veterans Health System	http://www.northflorida.va.gov	90%
Spokane VA Medical Center	http://www.spokane.va.gov	90%
Hampton VA Medical Center	http://www.hampton.va.gov	90%
Geriatrics and Extended Care	https://www.va.gov/GERIATRICS	90%
The Financial Services Center	http://www.fsc.va.gov	90%
Huntington VA Medical Center	http://www.huntington.va.gov	90%
VA Northern California Health Care System	http://www.northerncalifornia.va.gov	90%
VA Ann Arbor Healthcare System	http://www.annarbor.va.gov	90%
VA Southeast Network - VISN 7	http://www.southeast.va.gov	90%
Central Alabama Veterans Health Care System	http://www.centralalabama.va.gov	90%
Geriatric Research Education and Clinical Centers	https://www.va.gov/grecc	90%
VA Caregiver Support	http://www.caregiver.va.gov	89%
Salem VA Medical Center	http://www.salem.va.gov	89%
Tomah VA Medical Center	http://www.tomah.va.gov	89%
VA Maine Healthcare System	http://www.maine.va.gov	89%
Richard L. Roudebush VA Medical Center	http://www.indianapolis.va.gov	89%
VA Loma Linda Healthcare System	http://www.lomalinda.va.gov	89%
William S. Middleton Memorial Veterans Hospital	http://www.madison.va.gov	89%
White River Junction VA Medical Center	http://www.whiteriver.va.gov	89%
Office of Procurement, Acquisition and Logistics	http://https://www.va.gov/OPAL	89%
Center for Comprehensive Access & Delivery Research and Evaluation	http://www.cadre.research.va.gov	89%
VA Sunshine Healthcare Network	http://www.visn8.va.gov	88%
Oscar G. Johnson VA Medical Center	http://www.ironmountain.va.gov	88%
Dementia Caregiver Support	https://www.dementia.cindrr.research.va.gov	88%
Philadelphia VA Medical Center	http://www.philadelphia.va.gov	88%
VA San Diego Healthcare System	http://www.sandiego.va.gov	88%
G.V. (Sonny) Montgomery VA Medical Center	http://www.jackson.va.gov	88%
VA North Texas Health Care System	http://www.northtexas.va.gov	88%

Iowa City VA Health Care System	http://www.iowacity.va.gov	88%
Louis A. Johnson VA Medical Center	http://www.clarksburg.va.gov	88%
The Simulation Learning, Education and Research Network	http://www.simlearn.va.gov	88%
VA Northern Indiana Health Care System	http://www.northernindiana.va.gov	88%
Erie VA Medical Center	http://www.erie.va.gov	88%
VA Healthcare - VISN 4	http://www.visn4.va.gov	87%
Central Arkansas Veterans Healthcare System	http://www.littlerock.va.gov	87%
VA Black Hills Health Care System	http://www.blackhills.va.gov	87%
Auditory Vestibular Research Enhancement Award Program	http://www.avreap.research.va.gov	87%
Veteran Parenting	http://www.veterantraining.va.gov/apps/veteranparenting/	87%
Edward Hines, Jr. VA Hospital	http://www.hines.va.gov	87%
VA Roseburg Healthcare System	http://www.roseburg.va.gov	87%
Office of Research Oversight	https://www.va.gov/oro	87%
VHA National Center for Health Promotion & Disease Prevention	http://www.prevention.va.gov	87%
Office of VA/DoD Health Affairs	https://www.va.gov/VADODHEALTH	87%
Pension	http://www.benefits.va.gov/pension/	87%
VA ONCE	https://vaonce.vba.va.gov	87%
Debt Management Center	https://www.va.gov/debtman	87%
Advanced Platform Technology Center	http://www.apcenter.research.va.gov	86%
VA National HIV/AIDS Website	http://www.hiv.va.gov	86%
Milwaukee VA Medical Center	http://www.milwaukee.va.gov	86%
Louisville VA Medical Center	http://www.louisville.va.gov	86%
Tennessee Valley Healthcare System	http://www.tennesseevalley.va.gov	86%
VA Social Work	http://www.socialwork.va.gov	86%
James A. Haley Veterans' Hospital	http://www.tampa.va.gov	86%
From War to Home	https://www.va.gov/fromwartohome/	86%
Human Capital Services Center - hcsc	https://www.hcsc.va.gov	85%
Manchester VA Medical Center	http://www.manchester.va.gov	85%
VA Long Beach Healthcare System	http://www.longbeach.va.gov	85%
Grand Junction VA Medical Center	http://www.grandjunction.va.gov	85%
Alaska VA Healthcare System	http://www.alaska.va.gov	85%
OGC Accreditation Search	https://www.va.gov/ogc/apps/accreditation	85%
VA Nebraska-Western Iowa Health Care System	http://www.nebraska.va.gov	85%

Mental Health	http://www.mentalhealth.va.gov	85%
Bedford VA Medical Center, Massachusetts	http://www.bedford.va.gov	85%
VA Sierra Pacific Network	http://www.visn21.va.gov	85%
San Francisco VA Medical Center	http://www.sanfrancisco.va.gov	85%
Sioux Falls VA Health Care System	http://www.siouxfalls.va.gov	85%
Michael E. DeBakey VA Medical Center	http://www.houston.va.gov	85%
VA New Jersey Health Care System	http://www.newjersey.va.gov	84%
VA Salt Lake City Health Care System	http://www.saltlakecity.va.gov	84%
Louis Stokes Cleveland VA Medical Center	http://www.cleveland.va.gov	84%
Quality, Privacy, and Risk (QPR) Process	https://www.va.gov/PROCESS	84%
VA Heartland Network	http://www.visn15.va.gov	84%
VA Web Governance	http://www.va.gov/web	83%
VA Library	https://www.va.gov/library	83%
Dayton VA Medical Center, Ohio	http://www.dayton.va.gov	83%
Moving Forward	http://www.veterantraining.va.gov/apps/movingforward/	83%
Web Automated Verification of Enrollment	https://www.gibill.va.gov/wave/	83%
Beckley VA Medical Center	http://www.beckley.va.gov	83%
Wilmington VA Medical Center	http://www.wilmington.va.gov	83%
Phoenix VA Health Care System	http://www.phoenix.va.gov	83%
Atlanta VA Medical Center	http://www.atlanta.va.gov	82%
AIMS	http://www.veterantraining.va.gov/apps/aims	82%
VA Homepage	https://www.va.gov	82%
VHA Documents Home Page	https://www.va.gov/vhapublications	82%
Office of Resolution Management	https://www.va.gov/orm	82%
Multiple Sclerosis Center of Excellence	https://www.va.gov/ms	81%
Returning Service Members (OEF/OIF)	http://www.oefoif.va.gov	81%
Center for Chronic Disease Outcomes Research - CCDOR	https://www.ccdor.research.va.gov	81%
VA Sierra Nevada Health Care System	http://www.reno.va.gov	81%
Psychology Training	http://www.psychologytraining.va.gov	81%
VA Caribbean Healthcare System	http://www.caribbean.va.gov	81%
James J. Peters VA Medical Center	http://www.bronx.va.gov	80%
Center of Innovation on Disability and Rehabilitation Research	http://www.cindrr.research.va.gov	80%

Rehabilitation Outcomes Research Center	http://www.rorc.research.va.gov	80%
Women Veterans Health Care	http://www.womenshealth.va.gov	80%
Chronic Pain Management	https://www.va.gov/ChronicPainMgmt/ChronicPainEducationforVeterans/	80%
Military to Civilian	http://www.visn23.va.gov/apps/Military2Civilian	80%
Veterans Choice	https://www.va.gov/healthbenefits/apps/choice	80%
Fully Developed Claims	http://www.benefits.va.gov/FDC/	80%
WEAMS Inquiry	http://inquiry.vba.va.gov	80%
Choose VA	https://www.choose.va.gov	80%
VA External ListServ	https://www.listserv.va.gov	80%
EHRM - Electronic Health Record Modernization	https://www.ehrm.va.gov	80%
VA Boston Healthcare System	http://www.boston.va.gov	80%
VA Central California Health Care System	http://www.fresno.va.gov	80%
VA Greater Los Angeles Healthcare System	http://www.losangeles.va.gov	80%
Office of Academic Affiliations	https://www.va.gov/oaa	79%
Center for Minority Veterans	https://www.va.gov/CENTERFORMINORITYVETERANS	79%
VA National Center for Patient Safety	http://www.patientsafety.va.gov	78%
VHA Pain Management	https://www.va.gov/painmanagement	78%
Dietetic Internship Program	http://www.dieteticinternship.va.gov	78%
VHA National Center for Organization Development	https://www.va.gov/NCOD	78%
Kansas City VA Medical Center	http://www.kansascity.va.gov	78%
VAntage Points	http://www.blogs.va.gov/VAntage	78%
VA Rocky Mountain Network	http://www.visn19.va.gov	77%
Veterans Re-Entry Search Services	https://vrss.va.gov	77%
War Related Illness and Injury Study Center	http://www.warrelatedillness.va.gov	77%
New Mexico VA Health Care System	http://www.albuquerque.va.gov	77%
Durham VA Medical Center	http://www.durham.va.gov	76%
Energy Management Program Service (EMPS)	https://www.energy.va.gov	76%
Ralph H. Johnson VA Medical Center	http://www.charleston.va.gov	76%
Providence VA Medical Center	http://www.providence.va.gov	76%
VA NY Harbor Healthcare System	http://www.nyharbor.va.gov	75%
VA Central Iowa Health Care System	http://www.centraliowa.va.gov	75%
Center for Innovation to Implementation	http://www.ci2i.research.va.gov	75%
National Center for Ethics in Health Care	http://www.ethics.va.gov	75%
VA St. Louis Health Care System	http://www.stlouis.va.gov	74%

Mental Illness Research, Education and Clinical Centers	http://www.mirecc.va.gov	74%
Seattle-Denver Center of Innovation (COIN)	http://www.seattledenvercoin.research.va.gov	74%
Portland VA Medical Center	http://www.portland.va.gov	73%
VA/DoD Clinical Practice Guidelines	http://www.healthquality.va.gov	73%
Cheyenne VA Medical Center	http://www.cheyenne.va.gov	73%
Web Automated Verification of Enrollment (Mobile)	https://www.gibill.va.gov/wavemobile/index.do	73%
Chillicothe VA Medical Center	http://www.chillicothe.va.gov	73%
Hunter Holmes McGuire VA Medical Center	http://www.richmond.va.gov	73%
Vet Center	http://www.vetcenter.va.gov	73%
VA Modernization	https://www.va.gov/modernization	73%
Office of Public and Intergovernmental Affairs	https://www.va.gov/opa	70%
Partnered Evidence-Based Policy Resource Center	https://www.peprec.research.va.gov	70%
Office of Congressional and Legislative Affairs	https://www.va.gov/oca	70%
Office of Survivors Assistance	https://www.va.gov/survivors	70%
VA Polytrauma System of Care	http://www.polytrauma.va.gov	70%
Southeast Louisiana Veterans Health Care System	http://www.neworleans.va.gov	70%
Center for Health Equity Research and Promotion	http://www.cherp.research.va.gov	69%
Office of the Assistant Deputy Under Secretary for Health for Policy and Planning	https://www.va.gov/healthpolicyplanning	69%
Homeless Veterans	https://www.va.gov/homeless	69%
Research and Development - VA Iowa City Health Care System	http://www.research.iowa-city.med.va.gov	69%
VHA Office of Telehealth Services	http://www.telehealth.va.gov	69%
Pharmacy Benefits Management Services	http://www.pbm.va.gov	68%
Research Advisory Committee on Gulf War Veterans' Illnesses	https://www.va.gov/rac-gwvi	68%
Epilepsy	http://www.epilepsy.va.gov	67%
Vocational Rehabilitation	http://www.benefits.va.gov/vocrehab/	67%
VA Eastern Colorado Health Care System	http://www.denver.va.gov	67%
VHA Office of Quality, Safety and Value	http://www.qualityandsafety.va.gov	66%
Office of Human Resources	https://www.va.gov/employee/	66%
Ann Arbor VA Research	http://www.annarbor.research.va.gov	65%
Office of Accountability and Whistleblower Protection	http://www.va.gov/accountability	65%
RSS Library	https://www.va.gov/rss	65%

Prosthetic and Sensory Aids Service	http://www.prosthetics.va.gov	64%
VA Canteen Service	http://www.vacanteen.va.gov	64%
VA Digital Strategy	https://www.va.gov/digitalstrategy	64%
Portland COIN	http://www.portlandcoin.research.va.gov	64%
About VA	https://www.va.gov/about_va	63%
Office of Construction & Facilities Management	http://www.cfm.va.gov	63%
VA Center for Clinical Management Research	http://www.annarbor.hsrdr.research.va.gov	63%
VA For Veterans	http://www.vaforvets.va.gov	62%
Life Insurance	http://www.benefits.va.gov/insurance/	62%
Rehab and Prosthetics (secondary binding)	https://www.rehab.va.gov	61%
Transition Assistance Program	http://www.benefits.va.gov/TAP/	60%
Seattle Epidemiologic Research and Information Center	http://www.seattle.eric.research.va.gov	60%
Center for Women Veterans Home	https://www.va.gov/womenvet	59%
ICARE	https://www.va.gov/ICARE	59%
Boise VA Medical Center	http://www.boise.va.gov	58%
Office of Diversity and Inclusion	http://www.diversity.va.gov	58%
Social and Community Rehabilitation Research (SoCRR)	https://www.socrr.research.va.gov	57%
VHA Office of Rural Health	http://www.ruralhealth.va.gov	56%
RESCUE - Resources and Education for Stroke Caregivers Understanding and Empowerment	https://www.stroke.cindr.research.va.gov	56%
Home Loans	http://www.benefits.va.gov/homeloans/	56%
South Texas Veterans Health Care System	http://www.southtexas.va.gov	55%
ORMDI - Office of Resolution Management, Diversity & Inclusion	http://www.va.gov/ORMDI	54%
Office of Small and Disadvantaged Business Utilization	https://www.va.gov/osdbu	54%
National Oncology Program Office	https://www.cancer.va.gov	53%
Department of Veterans Affairs (DVA) OneVA Enterprise Architecture (OneVA EA) Internet Page	http://www.ea.oit.va.gov	53%
VA Information Resource Center	http://www.virec.research.va.gov	53%
Parkinson's Disease Research, Education, and Clinical Centers	http://www.parkinsons.va.gov	53%
National Center for Rehabilitative Auditory Research	http://www.ncrar.research.va.gov	51%
VBA Education and Training (GI Bill)	http://www.benefits.va.gov/gibill/	50%

VA Claims Transformation Plan	http://www.benefits.va.gov/transformation/	50%
Directory of Veterans Service Organizations	https://www.va.gov/vso/	50%
VA Plans, Budget, and Performance	https://www.va.gov/performance	50%
vha-history	https://www.va.gov/vha-history	50%
VHA Office of Health Equity	https://www.va.gov/healthequity	49%
Health Economics Resource Center	http://www.herc.research.va.gov	49%
VA Butler Healthcare	http://www.butler.va.gov	48%
Veterans Benefits Administration	http://www.benefits.va.gov	48%
Regional Office Lincoln	http://www.benefits.va.gov/lincoln/	45%
Alternative Dispute Resolution	https://www.va.gov/adr	45%
The Office of Research and Development	http://www.research.va.gov	44%
Security and Investigations Center	https://www.va.gov/securityinvestigationscenter	44%
VA Adaptive Sports	https://www.va.gov/ADAPTIVESPORTS	44%
VA Mid-Atlantic Health Care Network	http://www.visn6.va.gov	43%
anywheretoyanywhere	https://www.va.gov/anywheretoyanywhere	43%
Office of the General Counsel	https://www.va.gov/ogc	42%
Office of Budget	https://www.va.gov/budget	42%
Fiduciary	http://www.benefits.va.gov/fiduciary/	40%
National Center for PTSD	http://www.ptsd.va.gov/ptsd/	40%
Benefits A-Z	http://www.benefits.va.gov/AtoZ	40%
Montgomery Regional Office	http://benefits.va.gov/montgomery/	40%
National Guard and Reserve	http://www.benefits.va.gov/GuardReserve/	40%
Private Provider Information	http://www.benefits.va.gov/privateproviders/	40%
Regional Office Albuquerque	http://www.benefits.va.gov/albuquerque	40%
Regional Office Anchorage	http://www.benefits.va.gov/anchorage/	40%
Regional Office Atlanta	http://www.benefits.va.gov/atlanta/	40%
Regional Office Baltimore	http://www.benefits.va.gov/robaltimore/	40%
Regional Office Boise	http://www.benefits.va.gov/boise/	40%
Regional Office Boston	http://www.benefits.va.gov/boston/	40%
Regional Office Buffalo	http://www.benefits.va.gov/buffalo/	40%
Regional Office Cheyenne	http://www.benefits.va.gov/cheyenne/	40%
Regional Office Chicago	http://www.benefits.va.gov/chicago/	40%
Regional Office Cleveland	http://www.benefits.va.gov/cleveland/	40%
Regional Office Columbia	http://www.benefits.va.gov/columbia/	40%
Regional Office Denver	http://www.benefits.va.gov/denver/	40%
Regional Office Fargo	http://www.benefits.va.gov/fargo/	40%
Regional Office Hartford	http://www.benefits.va.gov/hartford/	40%
Regional Office Houston	http://www.benefits.va.gov/houston/	40%
Regional Office Huntington	http://benefits.va.gov/huntington/	40%

Regional Office Indianapolis	http://www.benefits.va.gov/indianapolis/	40%
Regional Office Jackson	http://www.benefits.va.gov/jackson/	40%
Regional Office Little Rock	http://www.benefits.va.gov/littlerock/	40%
Regional Office Los Angeles	http://www.benefits.va.gov/losangeles/	40%
Regional Office Louisville	http://www.benefits.va.gov/louisville/	40%
Regional Office Manchester	http://www.benefits.va.gov/manchester/	40%
Regional Office Milwaukee	http://www.benefits.va.gov/milwaukee/	40%
Regional Office Muskogee	http://www.benefits.va.gov/muskogee/	40%
Regional Office Nashville	http://www.benefits.va.gov/nashville/	40%
Regional Office New Orleans	http://www.benefits.va.gov/neworleans/	40%
Regional Office New York	http://www.benefits.va.gov/newyork/	40%
Regional Office Newark	http://www.benefits.va.gov/newark/	40%
Regional Office Oakland	http://www.benefits.va.gov/oakland/	40%
Regional Office Philadelphia	http://www.benefits.va.gov/philadelphia/	40%
Regional Office Phoenix	http://www.benefits.va.gov/phoenix/	40%
Regional Office Pittsburgh	http://www.benefits.va.gov/pittsburgh/	40%
Regional Office Portland	http://www.benefits.va.gov/portland/	40%
Regional Office Providence	http://www.benefits.va.gov/providence/	40%
Regional Office Reno	http://www.benefits.va.gov/reno/	40%
Regional Office Roanoke	http://www.benefits.va.gov/roanoke/	40%
Regional Office Salt Lake City	http://www.benefits.va.gov/sallakecity/	40%
Regional Office San Diego	http://www.benefits.va.gov/sandiego/	40%
Regional Office San Juan	http://www.benefits.va.gov/sanjuan/	40%
Regional Office Seattle	http://www.benefits.va.gov/seattle/	40%
Regional Office Sioux Falls	http://www.benefits.va.gov/siouxfalls/	40%
Regional Office St Paul	http://www.benefits.va.gov/stpaul/	40%
Regional Office St Petersburg	http://www.benefits.va.gov/stpetersburg/	40%
Regional Office Waco	http://www.benefits.va.gov/waco/	40%
Regional Office Washington	http://www.benefits.va.gov/washington/	40%
Regional Office White River Junction	http://www.benefits.va.gov/whiteriverjunction/	40%
Regional Office Wichita	http://www.benefits.va.gov/wichita/	40%
Regional Office Wilmington	http://www.benefits.va.gov/wilmington/	40%
Regional Office Winston-Salem	http://www.benefits.va.gov/winstonsalem/	40%
Advisory Committee Management Office	https://www.va.gov/ADVISORY	40%
Blue Button	https://www.va.gov/bluebutton	40%
VA Open Data	https://www.va.gov/data/	40%
Regional Office Manila	http://www.benefits.va.gov/manila/	39%
VA Health Services Research and Development Service	http://www.hsrd.research.va.gov	39%
VA Office of Finance	https://www.va.gov/finance	38%
VA Careers	http://www.vacareers.va.gov	38%

Regional Office Togus	http://www.benefits.va.gov/togus/	37%
Regional Office Des Moines	http://www.benefits.va.gov/desmoines/	36%
Regional Office Detroit	http://www.benefits.va.gov/detroit/	36%
Regional Office Fort Harrison	http://www.benefits.va.gov/fortharrison/	36%
Regional Office St Louis	http://www.benefits.va.gov/stlouis/	36%
Creating Options for Veterans Expedited Recovery (COVER)	https://www.va.gov/cover	36%
Veterans On-Line Application	http://vabenefits.vba.va.gov	33%
CFOI - Center for Faith and Opportunity Initiative	https://www.va.gov/CFOI	33%
The Office of Employment Discrimination and Complaint Adjudication	http://www.oedca.va.gov	31%
VA Software Document Library	https://www.va.gov/vdl	28%
Information Related to the American Recovery and Reinvestment Act of 2009	https://www.va.gov/recovery	26%
Web Automated Reference Material System	http://www.benefits.va.gov/warms/	26%
Labor-Management Relations	https://www.va.gov/lmr	25%
Franchise Fund	https://www.va.gov/fund	24%
Office of Tribal Government Relations	https://www.va.gov/tribalgovernment	24%
Regional Office Honolulu	http://www.benefits.va.gov/honolulu/	24%
Board of Veterans' Appeals	http://www.bva.va.gov	23%
Advisory Committee on Gulf War Veterans	https://www.va.gov/gulfwaradvisorycommittee	23%
Office of Human Resources Management	https://www.va.gov/ohrm	22%
National Center for Veterans Analysis and Statistics	https://www.va.gov/vetdata	15%
Open Government Initiative	https://www.va.gov/open	13%
Office of Regulation Policy and Management	https://www.va.gov/orpm	5%
VA Exhibit 300	https://www.va.gov/exhibit300	4%
Canandaigua VA Medical Center	http://www.canandaigua.va.gov --> www.fingerlakes.va.gov	0%
Center for Limb Loss and MoBility (CLiMB)	https://www.climb.va.gov	0%
ideas research - Informatics, Decision-Enhancement, and Analytical Sciences	https://www.ideas.research.va.gov	0%
VA Finger Lakes Healthcare System	https://www.fingerlakes.va.gov	0%
Benefits Enterprise Platform	http://benefits.vba.va.gov	0%
Explore	https://www.va.gov/explore	0%
Faith-based and Neighborhood Partnerships	https://www.va.gov/CFBNPARTNERSHIPS	0%
OIG Information	https://www.va.gov/oig/apps/info	0%
ProPath	https://www.va.gov/propath/	0%
VA Innovation Center (VIC)	https://www.innovation.va.gov	0%

VA Learning University	https://www.valu.va.gov	0%
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Attachment 2. List of intranet website conformance levels

VA Site	URL	Conformance
Bar Code Resource Office	http://vaww.va.gov/barcode/	100%
Bay Pines VA Healthcare System	http://vaww.baypines.va.gov	100%
CART - VA Clinical Assessment, Reporting, and Tracking Program	https://vaww.cart.va.gov	100%
Center for Human Factors in Patient Safety	http://vaww.va.gov/humanfactors/	100%
Central Blind Rehabilitation Center	http://vaww.va.gov/hinesblindrehab/	100%
EPS Staffing Tool	http://vaww.va.gov/eps/	100%
Ethics Consultation Database	https://vaww.ecweb.ethics.va.gov	100%
Federal Health Information Exchange/Bidirectional Health Information Exchange	http://vaww.va.gov/FHIE-BHIE/	100%
Health Eligibility Center	http://vaww.va.gov/hecl/	100%
Hey VA!	http://vaww.va.gov/heyva/	100%
Minority Veterans Program Coordinator Activity Report	http://vaww.va.gov/mvpc/	100%
NAC Survey Administration	http://vaww.va.gov/naccustomersurvey/	100%
Office of General Counsel	http://vaww.va.gov/ogc/	100%
Office of Inspector General	http://vaww.va.gov/oig/	100%
Office of Occupational Safety and Health	http://vaww.va.gov/vasafety/	100%
OPIA Content Maintenance (Hey VA and Press Release)	http://vaww.va.gov/contentMaintenance/	100%
Veterans Relationship Management	http://vbaw.vba.va.gov/VRM	100%
VHA National Center for Organization Development	http://vaww.va.gov/NCOD/	100%
VHA Office of Communications	http://vaww.va.gov/com/	100%
VHA Regulations	http://vaww.va.gov/vharegs/	100%
War Related Illness and Injury Study Center	http://vaww.warrelatedillness.va.gov	100%
WHSAssessmentTool	http://vaww.WHSAssessmentTool.va.gov	100%
Office of Privacy and Records Management	https://vaww.oprm.va.gov	97%
Columbia (SC) VA Home	http://vaww.columbiasc.va.gov	97%
Section 508	http://vaww.section508.va.gov	97%
WebMetrics	https://vaww.webmetrics.eo.va.gov	96%
VA Heart of Texas Health Care Network	http://vaww.heartoftexas.va.gov	96%
National Center for PTSD Annual Report Database	http://vaww.ptsd.va.gov/apps/ardb	95%
Health Informatics	http://vaww.va.gov/chio/	95%
Office of Procurement, Acquisition and Logistics	https://vaww.va.gov/opal/	94%

National Veterans Outreach Office	http://vaww.va.gov/nationaloutreachoffice/	94%
Hepatitis C Intranet	http://vaww.hepatitis.va.gov	93%
Office of Policy and Planning	http://vaww.va.gov/op3/	93%
Veterans Health Administration	http://vaww.va.gov/health/	92%
VA Insider	http://vaww.insider.va.gov	92%
Homeless Veterans	http://vaww.va.gov/homeless/	92%
Central Texas Veterans Health Care System	http://vaww.centraltexas.va.gov	92%
VA Loma Linda Healthcare System	http://vaww.lomalinda.va.gov	92%
VA Texas Valley Coastal Bend Health Care System	http://vaww.texasvalley.va.gov	92%
Birmingham VAMC	http://vaww.birmingham.va.gov	91%
Financial Management Business Transformation Service (FMBTS)	https://vaww.va.gov/fmbts	90%
Service Delivery and Engineering	http://vaww.sde.oit.va.gov	90%
VA Enterprise Systems Engineering	http://vaww.va.gov/eie/	90%
VA Publications	http://vaww.va.gov/vapubs/	90%
VHA Chief Business Office	http://vaww.va.gov/cbo/	90%
VISN16 - South Central VA Health Care Network	http://vaww.visn16.va.gov	90%
Human Resources Information Service	http://vaww.va.gov/hris/	89%
QPR-OIT	https://vaww.qpr.oit.va.gov	89%
Spinal Cord Injury / Disorders Services	http://vaww.sci.va.gov	89%
VHA Forms, Publications, and Records Management	http://vaww.va.gov/vhapublications/	89%
Grand Junction VA Medical Center	http://vaww.grandjunction.va.gov	88%
Orlando VA Medical Center	http://vaww.orlando.va.gov	88%
Fargo VA Health Care System	http://vaww.fargo.va.gov	88%
Washington DC VA Medical Center	http://vaww.washingtondc.va.gov	87%
Nutrition and Food Services	http://vaww.nutrition.va.gov	87%
Black Hills Healthcare System	http://vaww.blackhills.va.gov	87%
Congressional and Legislative Affairs	http://vaww.va.gov/ocal/	87%
Geriatric Research Education and Clinical Centers	http://vaww.va.gov/grecc/	87%
Office of Budget	http://vaww.va.gov/budget/	87%
Social Media Request	http://vaww.va.gov/socialmedia/	87%
Public and Intergovernmental Affairs	http://vaww.va.gov/opa/	86%
VA Web Services	http://vaww.va.gov/WebServices/	86%
VA San Diego Healthcare System	http://vaww.sandiego.va.gov	86%
VISN 4 Intranet	http://vaww.visn4.va.gov	86%

Center for the Study of Healthcare Provider Behavior	http://vaww.providerbehavior.research.va.gov	86%
VA Acquisition Academy	http://vaww.acquisitionacademy.va.gov	85%
Under Secretary for Health	http://vaww.ush.va.gov	85%
VA Sunshine Healthcare Network	http://vaww.visn8.va.gov	85%
Office of Asset Enterprise Management	http://vaww.va.gov/oaem/	84%
Program Evaluation and Resource Center (PERC)	http://vaww.perc.va.gov	84%
San Francisco Intranet	http://vaww.sanfrancisco.va.gov	84%
VA North Texas Health Care System	http://vaww.northtexas.va.gov	83%
National Data Center Program	http://vaww.ndcp.oit.va.gov	83%
Primary Care - Mental Health Integration	http://vaww.va.gov/pcmhi/	83%
Office of Operations, Security, and Preparedness	https://vaww.osp.va.gov	82%
HIV Intranet	http://vaww.hiv.va.gov	82%
VACO Campus IT Support Services	http://vaww.vacocampusitss.oit.va.gov	81%
VA Sierra Nevada Health Care System	http://vaww.reno.va.gov	81%
Veteran Access Research Consortium - ACCESSRESEARCH	https://vaww.va.gov/ACCESSRESEARCH/	81%
VA Web Solutions	http://vaww.va.gov/websolutions/	81%
VHA National Center for Health Promotion and Disease Prevention	http://vaww.prevention.va.gov	81%
VHA Office of Community Care Home	http://vaww.va.gov/COMMUNITYCARE	80%
Low ADL Monitoring Program	http://vaww.va.gov/lamp/	80%
Office of Research Oversight	https://vaww.orocats.va.gov	80%
VA Voluntary Service	http://vaww.volunteer.va.gov	80%
Public Health	http://vaww.publichealth.va.gov	80%
Consolidated Patient Account Center	http://vaww.va.gov/cpac/	79%
Cleveland - VHA Web Communications Blog	http://vaww.blog.va.gov/cleveland/	79%
Primary Care Program Office	http://vaww.va.gov/primarycare/	79%
Client Service Initiative	http://vaww.csi.va.gov	79%
Procurement and Logistics Office	http://vaww.va.gov/plo/	78%
Regional Office Waco	http://vbaw.vba.va.gov/waco	78%
Veteran Benefits Admin Intranet	http://vbaw.vba.va.gov	78%
VA PKI Information and Enrollment Portal	http://vaww.pki.va.gov	78%
Minneapolis VA Health Care System	http://vaww.minneapolis.va.gov	77%
ALTOONA - James E. Van Zandt Intranet Home	https://vaww.altoona.va.gov	77%

Computerized Patient Record System (CPRS)	http://vaww.va.gov/CPRS	76%
Office of Performance Management	http://vaww.va.gov/performance/	76%
St. Cloud VA Health Care System	http://vaww.stcloud.va.gov	76%
Energy Management Program Service (EMPS)	http://vaww.energy.va.gov	76%
Office of Geriatrics and Extended Care	http://vaww.va.gov/geriatrics/	76%
VA National Transplant Program	http://vaww.va.gov/transplant/	76%
Clarksburg VA Medical Center	http://vaww.clarksburg.va.gov	75%
VA Caribbean Healthcare System	http://vaww.caribbean.va.gov	75%
VA Federal Supply Schedule	http://vaww.fss.va.gov	75%
VA Nationwide Teleconferencing System	https://vaww.va.gov/vants/	75%
LNO - Library Network Office	http://vaww.va.gov/lno/	75%
Wilkes-Barre VA Medical Center	http://vaww.wilkes-barre.va.gov	74%
VHA Congressional and Legislative Affairs	http://vaww.va.gov/VHAOCLA/	74%
Health Systems Technical Information Portal Archive	http://vaww.va.gov/custsvc/cssupp/axp/	73%
VA Nebraska-Western Iowa Health Care System	http://vaww.nebraska.va.gov	73%
Deputy Under Secretary for Health (DUSHOM)	http://vaww.dushom.va.gov	73%
VISN 7 Intranet	http://vaww.southeast.va.gov	72%
Patient Care Services	http://vaww.patientcare.va.gov	72%
DEMO - Abraham Aloysius Pietrogiamo VA Medical Center	http://vaww.va.gov/vhamc/	71%
VISN 19 Intranet	http://vaww.visn19.va.gov	69%
North Florida/South Georgia Veterans Health System	http://vaww.northflorida.va.gov	69%
Health Systems Office	http://vaww.va.gov/esm/	69%
HR Transformation	http://vaww.va.gov/hrtransformation/	69%
VA Maryland Health Care System	http://vaww.maryland.va.gov	69%
Electronic Support for Patient Decisions (ESPD)	http://vaww.patientdecisions.va.gov	68%
VHA Medicare and Medicaid Analysis Center	http://vaww.va.gov/medicareanalysis/	67%
RSS Library	http://vaww.va.gov/rss/	67%
VA Web Request	http://vaww.va.gov/webrequest/	67%
VA/DoD Health Information Sharing	http://vaww.va.gov/VADODHEALTHCARE/	67%
eHealth Intranet	http://vaww.ehealth.va.gov	67%
Martinsburg VAMC Intranet	http://vaww.martinsburg.va.gov	67%
VA Montana Health Care System	http://vaww.montana.va.gov	66%
Sheridan Intranet	http://vaww.sheridan.va.gov	66%

VA Website Registry	http://vaww.va.gov/webregistry/	64%
Rehabilitation and Prosthetic Services	http://vaww.rehab.va.gov	63%
Office of Finance	http://vaww.va.gov/finance/	63%
VA Office of Dentistry	http://vaww.va.gov/dental/	63%
VA Capitol Health Care Network	http://vaww.visn5.va.gov	63%
VA Facilities Management	http://vaww.vafm.va.gov	62%
Mental Illness Research, Education and Clinical Centers	http://vaww.mirecc.va.gov	62%
VA Healthcare System of Ohio	http://vaww.visn10.va.gov	62%
VHA Social Work	http://vaww.socialwork.va.gov	62%
VHA Media Management Office	http://vaww.va.gov/webcom/	61%
Office of Strategic Planning	http://vbaw.vba.va.gov/strategicplanning	61%
Veterans In Partnership Healthcare Network	http://vaww.visn11.va.gov	61%
Office of Administration and Facilities (OA&F)	http://vbaw.vba.va.gov/ofaa	61%
Pathology and Laboratory Medicine Services	http://vaww.lab.med.va.gov	61%
Office of Small and Disadvantaged Business Utilization	http://vaww.va.gov/osdbu/	61%
Office of Construction & Facilities Management	http://vaww.cfm.va.gov	61%
Optometry Intranet Webpage	http://vaww.va.gov/optometry/	60%
Center for Minority Veterans	http://vaww.va.gov/CenterforMinorityVeterans/	60%
Implementation Center	http://vbaw.vba.va.gov/ic	60%
Inquiry Routing and Information System (IRIS) Information	http://vaww.va.gov/irisinfo/	60%
Miami VA Healthcare System	http://vaww.miami.va.gov	60%
Office of Academic Affiliations	http://vaww.va.gov/oaaf/	60%
VA Illiana Health Care System, Danville, Illinois	http://vaww.danville.va.gov	60%
EHRM - Electronic Health Record Modernization	https://vaww.ehrm.va.gov	59%
Jonathan M. Wainwright Memorial VA Medical Center	http://vaww.wallawalla.va.gov	59%
ESE Telecommunications Engineering and Design	http://vaww.netops.oit.va.gov	59%
Radiology	http://vaww.va.gov/radiology/	58%
VA Southern Nevada Healthcare System	http://vaww.lasvegas.va.gov	58%
National Center for PTSD	http://vaww.ptsd.va.gov	58%
Campus Management	http://vaww.va.gov/campusmgmt	57%
Inpatient Evaluation Center	http://vaww.va.gov/ipec/	57%
VHA Workforce Management and Consulting Office	http://vaww.va.gov/WMC/	57%
Aleda E. Lutz VA Medical Center, Saginaw, Michigan	http://vaww.saginaw.va.gov	57%

Office of Client Relations (OCR)	http://vaww.ocr.va.gov	57%
South Texas Veterans Health Care System	http://vaww.SOUTHTEXAS.va.gov	55%
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National Center for Ethics in Health Care	http://vaww.ethics.va.gov	54%
VA Information Resource Center	http://vaww.virec.research.va.gov	53%
VA Health Care Upstate New York Home	http://vaww.visn2.va.gov	53%
Eastern Oklahoma VA Health Care System Home	http://vaww.muskogee.va.gov	53%
Tomah VA Medical Center	http://vaww.tomah.va.gov	53%
MDRO Prevention Initiative	http://vaww.mrsa.va.gov	52%
Lebanon VA Medical Center	http://vaww.lebanon.va.gov	52%
National Cemetery Administration	http://vaww.nca.va.gov	52%
MEMBERSERVICES	http://vaww.va.gov/MemberServices	52%
Human Resources	http://vbaw.vba.va.gov/humanresources	51%
Veterans Office of Rural Health	http://vaww.ruralhealth.va.gov	51%
VA Pittsburgh Healthcare System	http://vaww.pittsburgh.va.gov	51%
Health Economics Resource Center	http://vaww.herc.research.va.gov	50%
James A. Haley Veterans' Hospital	http://vaww.tampa.va.gov	50%
My HealthVet Product Homepage	http://vaww.va.gov/myhealthvet/	50%
National Chaplain Center	http://vaww.va.gov/chaplain/	50%
PCCGuidebookSelfAssessment	http://vaww.sites.va.gov/PCCGuidebookSelfAssessment	50%
VA Phone Book	http://vaww.va.gov/PhoneBook/	50%
VA Web-based Calendar Request	http://vaww.va.gov/calendars/	50%
Office of Human Resources Management (OHRM)	http://vaww.va.gov/ohrm/	50%
VHA Pain Management	http://vaww.va.gov/painmanagement/	48%
Carl Vinson VA Medical Center (CVVAMC) Home	http://vaww.dublin.va.gov	48%
Healthcare Analysis & Information Group	http://vaww.va.gov/haig/	47%
VA Sierra Pacific Network	http://vaww.visn21.va.gov	47%
VHA Service Center	http://vaww.va.gov/vhaservicecenter/	47%
Beckley VA Medical Center	http://vaww.beckley.va.gov	47%
VA Central Iowa Health Care System	http://vaww.centraliowa.va.gov	46%
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Central Alabama Veterans Health Care System (CAVHCS)	http://vaww.centralalabama.va.gov	45%

Office of Information and Technology (OI&T)	https://vaww.oit.va.gov/	45%
VACO Anesthesia Service	http://vaww.va.gov/anesthesia/	44%
Office of the Executive Secretariat	http://vaww.execsec.va.gov	44%
VA Intranet Home	http://vaww.va.gov	44%
VA Central Dental Laboratory	http://vaww.va.gov/cdl/	44%
Facility and Leadership Directory	http://vaww.va.gov/directory/	42%
West Palm Beach VA Medical Center	http://vaww.westpalmbeach.va.gov	42%
RAPID	https://vaww.va.gov/RAPID	41%
Office of Nursing Services	http://vaww.va.gov/nursing/	41%
Board of Veterans' Appeals	http://vaww.bva.va.gov	40%
Disability and Medical Assessment - DMA	https://vaww.dma.va.gov	40%
IT Acquisition Request System	http://vaww.va.gov/itt/	40%
VA Employee Portal	http://vaww.eex.va.gov	40%
DOD Coordination Office	http://vaww.dodcoordination.va.gov	40%
National Radiation Oncology Program	http://vaww.radiationoncology.va.gov	40%
Hey VBA	http://vaww.blog.va.gov/heyvba/	40%
Alternative Dispute Resolution (ADR)	http://vaww.va.gov/adr/	40%
Coatesville VA Medical Center	http://vaww.coatesville.va.gov	40%
VA Palo Alto Health Care System Intranet	https://vaww.paloalto.va.gov	39%
MOVE! Weight Management Program	https://vaww.move.med.va.gov	39%
Pension and Fiduciary Service	http://vbaw.vba.va.gov/pensionandfiduciary	39%
OI Home Telehealth Project	http://vaww.va.gov/techsvc/	38%
Office of VA/DoD Health Affairs (10P5) Home	http://vaww.va.gov/VADODHEALTH	38%
Corporate Senior Executive Management Office (CSEMO)	http://vaww.va.gov/CSEMO/	38%
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Atlanta VAMC Intranet Home	http://vaww.atlanta.va.gov	32%
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VHA Office of Health Information	http://vaww.va.gov/vhaoi/	31%
Office of Business Oversight (OBO)	http://vaww.va.gov/obo/	31%
CFC - Combined Federal Campaign	http://vaww.va.gov/CFC	30%
VA Hiring Reform Initiative	http://vaww.va.gov/HiringReform/	29%
Office of Compliance and Business Integrity	http://vaww.cbi.va.gov	29%
Wilmington VA Medical Center	http://vaww.wilmington.va.gov	29%
VA Midwest Health Care Network	http://vaww.visn23.va.gov	28%
VA Forms	http://vaww.va.gov/VAForms/	28%
Office of Acquisition and Logistics (OAL)	http://vaww.va.gov/oal/	28%
Office of Business Process Integration	http://vbaw.vba.va.gov/obpi	27%
VA Training and Conference Information	http://vaww.trainingevents.va.gov	26%
Office of Research and Development	http://vaww.research.va.gov	25%
VA Acronym Lookup	http://vaww.va.gov/acronyms/	25%
Specialty Care Services	http://vaww.medicalsurgical.va.gov	25%
FSC Direct	http://vaww.fscdirect.fsc.va.gov	24%
Specialty Care Services Home	https://vaww.specialtycare.va.gov	24%
Michael E. DeBakey VA Medical Center	http://vaww.houston.va.gov	23%
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Office of Resolution Management	http://vaww.va.gov/orm/	21%
Office of Administration	http://vaww.va.gov/ofcadmin/	20%
VA FOIA Tracking System	http://vaww.express.foia.va.gov	19%
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Mental Health	http://vaww.mentalhealth.va.gov	17%
HSRD Computer Support	http://vaww.va.gov/hsrdcomputersupport/	14%
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Enterprise Web Infrastructure Support (Legacy)	http://vaww.va.gov/webops/	11%
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Vetlink	https://vaww.vetlink.va.gov	9%
HLTI - Healthcare leadership talent institute	https://vaww.hlti.va.gov	8%
OIA Connection Blog	http://vaww.blog.va.gov/oia/	6%
Business Management Transformation Team	http://vaww.va.gov/bmtt/	5%
VHA Learning Organization Transformation	http://vaww.learning.va.gov	5%
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VA Library Network	http://vaww.blog.va.gov/lno/	1%
Battle creek VA Med center	https://vaww.battlecreek.va.gov	0%
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Denver — VHA Web Communications Blog	http://vaww.blog.va.gov/denver/	0%
ediscovery	https://vaww.ediscovery.va.gov	0%
Emerging Practices in VA Homeless Programs: Systems and Services	http://vaww.blog.va.gov/homelessnessposter/	0%
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EO Project Tracker	https://vaww.protrac.eo.va.gov	0%
EWIS Media Server - Internet	https://www.media.eo.va.gov	0%
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Fayetteville, AR – VHA Web Blog	http://vaww.blog.va.gov/fayettevillear/	0%
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GetIT	http://vaww.blog.va.gov/getit/	0%
Hampton Blog	http://vaww.blog.va.gov/hampton/	0%
HR&A Blog	http://vaww.blog.va.gov/hrablog/	0%
HREC	https://www.va.gov/HREC	0%
ICAM - Identity, Credential, and Access Management	https://vaww.icam.va.gov/	0%
Identity and Access Management (IAM) Central	http://vaww.iam.va.gov	0%
Iron Mountain	http://vaww.blog.va.gov/ironmountain/	0%
IS Update	http://vaww.blog.va.gov/isupdate/	0%
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ITWD Trainability	http://vaww.blog.va.gov/itwdtrainability/	0%
Keeping Pace	http://vaww.blog.va.gov/phoenix/	0%
Managerial Cost Accounting Office	https://vaww.mcao.oit.va.gov	0%
Montana — VHA Web Communications Blog	http://vaww.blog.va.gov/montana/	0%
New York Harbor	http://vaww.blog.va.gov/NYHarbor/	0%
Office of Financial Business Operations	http://vaww.va.gov/ofso/	0%
Office of Research Oversight (ORO)	http://vaww.va.gov/oro/	0%
OHI Grapevine	http://vaww.blog.va.gov/ohi/	0%
OIG Survey (Survey Pro)	https://vaww.survey.oig.va.gov/surveys/ewis/	0%
OIT360	http://vaww.blog.va.gov/oit360/	0%
Oklahoma City VAMC Blog	http://vaww.blog.va.gov/oklahoma/	0%
OMSC (Overseas Military Services Coordinator)	http://vaww.blog.va.gov/omsc/	0%
Open Mike – VISN 1 Network Director Blog	http://vaww.blog.va.gov/visn1/	0%
Orlando Blog	http://vaww.blog.va.gov/orlando/	0%
Palo Alto — VHA Web Communications Blog	http://vaww.blog.va.gov/paloalto/	0%
PD Plugged	http://vaww.blog.va.gov/pdplugged/	0%
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REFDOC - Referral Documentation Tool	https://vaww.refdoc.va.gov	0%
Research Publication Tracker	http://vaww.pubtracker.research.va.gov	0%
Saginaw — VHA Web Communications Blog	http://vaww.blog.va.gov/saginaw/	0%
Strategic Integration	http://vaww.blog.va.gov/strategicintegration/	0%
Systems Improvement Blog	http://vaww.blog.va.gov/si/	0%
TeamSite (VA ECMS)	https://vaww.cms.webdev.va.gov/iw-cc/command/iw.ui	0%
The Milwaukee VA BEAT	http://vaww.blog.va.gov/milwaukee/	0%
The Open Door	http://vaww.blog.va.gov/pittsburgh/	0%

The Sound of Memphis	http://vaww.blog.va.gov/memphis/	0%
VA Case	http://vaww.blog.va.gov/vacase/	0%
VA Central Iowa Today	http://vaww.blog.va.gov/centraliowa/	0%
VA Community Provider Locator	https://vaww.va.gov/COMMUNITYCARE/Apps/providerlocator/communitycare/apps/providerlocator	0%
VA ECMS (TeamSite) Site Setup/Change Request	http://vaww.va.gov/cms/apps/TAT/	0%
VA eHealth University Blog	http://vaww.blog.va.gov/vehu/	0%
VA HSPD-12 Program	http://vaww.va.gov/pivproject/	0%
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VA Internal ListServ	http://vaww.listserv.va.gov	0%
VA SORCC - Resources Management Service	http://vaww.va.gov/WhiteCity_Budget/	0%
VA Technology Assessment Program	http://vaww.va.gov/vatap/	0%
VBA TBI Virtual Center of Excellence	http://vaww.blog.va.gov/vbatbivcoe/	0%
Veterans Relationship Management (VRM) Blog	http://vaww.blog.va.gov/vrmblog	0%
VHA Awards — VHA Web Communications Blog	http://vaww.blog.va.gov/vhaawards/	0%
VHA Chief Business Office Blog	http://vaww.blog.va.gov/cbo/	0%
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Wilmington VAMC — Director's Blog	http://vaww.blog.va.gov/wilmington/	0%

Department of Veterans Affairs (VA)

VA Web Accessibility

Integrated Product Team

VA Central Office

and

Office of Information and Technology (OIT)



July 7, 2021

1. PURPOSE:

The purpose of this document is to provide a web accessibility remediation plan for the Department of Veterans Affairs Central Office (VACO) and the Office of Information and Technology (OIT) who administers approximately 240 internet and intranet websites and associated documents to ensure compliance with 29 U.S.C. 794, Nondiscrimination under Federal Grants and Programs.

2. BACKGROUND:

- a. This summary addresses all VACO and OIT managed public facing (internet) and private facing (intranet) web pages and PDF documents. SharePoint websites are excluded.
- b. To remediate the existing issues which is currently estimated at 300,000 documents, it will take approximately three years to correct.

3. BARRIERS:

After a top to bottom review of the accessibility issues within VA, OPIA and OIT have identified the following barriers that may impede the success of this effort:

- a. Leadership
 - i. Lack of clear policy, guidance, and enforcement at the VA level
 - ii. VA leadership understanding of web content management
 - iii. Establishing accountability
 - iv. Setting the expectation of 100% compliance (must be done gradually)
- b. Mission
 - i. Programmatic level competing priorities
 - ii. Deprioritizing other projects to focus on this effort
- c. Tools and resources
 - i. Availability of contractor support
 - ii. Training development and delivery
 - iii. Authoring, Scanning, and Remediation Software Licensing
 - iv. Limited availability of Subject Matter Experts and maintenance resources
 - v. Navigating OIT Support (CommonLook, WorldSpace, Adobe Pro)
 - vi. Changes to the scanning tools could change the metrics VA is using to locate and categorize accessibility issues.
- d. Contracting
 - i. Unknown budgetary requirements
 - ii. Procurement Acquisition Lead Time
 - iii. Market Research
 - iv. Fiscal Year Constraints

- v. Decentralized contracting vs. enterprise-level contracts

4. **PLAN / REMEDIATION ACTIVITIES:** Create an accessibility website (currently www.oit.va.gov/accessibility) to provide accessibility guidance, resources and best practices

- a. Identify site owners
 - i. Ensure content managers are aware of accessibility issues
 - ii. Provide remediation training for specific topics (e.g., color contrast, alternative text, etc.)
- b. Create a document decision tree to guide the systematic removal of linked documents (PDF, Word, Excel, PowerPoint, etc.) from the websites wherever possible.
- c. Provide guidance on remediating documents that must remain available.
- d. Continue with current remediation efforts
 - i. Review and reduce redundant content on VACO and OIT websites.
 - ii. Remediate any content management system template accessibility errors.
 - iii. Remediate any website and document accessibility errors
 - iv. Remove outdated content and documents.
 - v. Coordinate with other administrations and business partners to increase efficiency and avoid duplication of effort.
- e. Update VA Directive and Handbook 6221 (Accessible Information and Communication Technology).
- f. Advocate the creation of a "VA Accessibility Office" with the authority and the appropriate level of funding. The VA Accessibility Office will provide policy and training support to the enterprise as well as the operational tasks of assisting the enterprise in the remediation of accessibility issues. This office would combine the Section 501, Section 504 and Section 508 offices and its functions into the newly created enterprise-wide VA Accessibility Office, which is not just 508 compliance. It encompasses technical compliance, plain language; and access including alternative languages, alternative formats and physical access. As the enterprise solution, the VA Accessibility Office will consult with all VA administrations and staff offices. This office will:
 - i. Educate leaders and staff at all levels that accessibility is mandatory and is more than section 508. The effort to retrain VA employees will include:

1. Section 508
2. Plain Language Writing Act
3. 21st Century Integrated Digital Experience Act
4. VA Web Accessibility Act (internet, intranet, kiosks)
5. Access beyond digital (not everybody has a cell phone or computer)

- ii. Create enterprise-wide mandatory training requirements for:
 1. Recurring training for content creators
 2. Part of all VA staff and contractor performance requirements and evaluations
 3. How to resolve the easy problems on the web, pdf, etc.
 4. Beyond 508 – technical compliance, plain language; and access (alternative languages, alternative formats, physical access, etc.)

5. Points of Contact: The Point of Contact (POC) for OPIA is Joshua Tuscher (joshua.tuscher@va.gov). The POC for OI&T is Stephen Walker (stephen.walker4@va.gov).



U.S. Department of Veterans Affairs
Veterans Health Administration

DEPARTMENT OF VETERANS AFFAIRS VETERANS HEALTH ADMINISTRATION (VHA)

Web Accessibility Remediation Response Plan

Date: June 09, 2021



VHA Remediation Response Plan

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DRAFT

VHA Remediation Response Plan

EXECUTIVE SUMMARY

There is a renewed focus on Section 508-mandated accessibility of VA's websites and digital files, including PDFs. Per [P.L. 116-213](#) (signed 12/4/2020), VHA (as part of VA's overall response) is required to develop a remediation response plan to address its outstanding accessibility issues:

SEC. 2. STUDY ON THE ACCESSIBILITY OF WEBSITES OF THE DEPARTMENT OF VETERANS AFFAIRS TO INDIVIDUALS WITH DISABILITIES.

(a) **STUDY.**—Not later than 180 days after the date of the enactment of this Act, the Secretary of Veterans Affairs shall conduct a study of all websites of the Department of Veterans Affairs to determine whether such websites are accessible to individuals with disabilities in accordance with section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

(b) **REPORT.**—Not later than 90 days after completing the study under subsection (a), the Secretary shall submit to the Committee on Veterans' Affairs of the Senate and the Committee on Veterans' Affairs of the House of Representatives a report on such study.

(c) **ELEMENTS.**—The report required by subsection (b) shall include the following:

(1) A list of each website described in subsection (a) that is not accessible to individuals with disabilities in accordance with section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

(2) For each website identified in the list under paragraph (1)—

(A) the plan of the Secretary to bring the website into compliance with the requirements of section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d); and

(B) a description of the barriers to bringing the website into compliance with the requirements of such section, including any barriers relating to vacant positions at the Department of Veterans Affairs.

(d) **WEBSITE DEFINED.**—In this section, the term “website” includes the following:

(1) A file attached to a website.

(2) A web-based application.

(3) A kiosk at a medical facility of the Department of Veterans Affairs, the use of which is required to check in for scheduled appointments.

In VHA, this effort will be championed by VHA's Office of Digital Media (10BCOM3). This office oversees an operational portfolio of 270+ public-facing websites, 220+ intranet websites, and multiple backend systems/database servers. VHA's digital presence serves as the Veterans' “front door” to our health care resources.

VHA Remediation Response Plan

A remediation response plan has been developed that is comprised of three waves: a comprehensive website audit, website remediation, and PDF remediation. While no deadline has been officially set to fully meet accessibility compliance, it is estimated this effort may take 3 years to complete.

- The first wave emphasizes a focus on identifying old, irrelevant or OBE (overcome by events) documents that can be permanently removed from the web.
 - For purposes of this effort, “outdated” refers to all content greater than or equal to 2 years old or content that previously supported a program/initiative that has since expired or terminated. This date is determined from the “last updated” date for webpages (can be found near the footer).
 - For PDF files, this date is determined based on the title page of the document. If a date cannot be determined from the document itself, the date it was last modified/published in the content management system shall be used as substitute.
 - “Irrelevant” includes (but is not limited to) files that are duplicative in nature (e.g. stored in another VA system of record, or replicated on multiple VA websites) or those representative of a previous campaign that has since concluded/expired.
- The second wave focuses on remediating all non-compliant webpages under the VHA portfolio.
- The third wave accounts for remediating PDF documents only.

Waves will be in sequence. VHA's Office of Digital Media has strategically partnered with VA's 508 Office to provide enhanced access to available tools, training, and staff resources to help facilitate this effort.

BACKGROUND

This response was initiated, in part, to comply with recent Congressional activity: [H.R.1865](#), [H.R.2745](#), [House Report 116-63](#) as well as [H.R.1199](#) and [S.3587](#). S. 3587 was signed into law on December 4, 2020 ([P.L. 116-213](#)). Additionally, all websites, files, and associated media not compliant with Section 508 requirements could be considered a violation of federal law. Acceptance and activation of this remediation response plan makes plain VHA's commitments to accessibility and compliance with the VA Web Accessibility IPT requirements delegated to each VA administration. A summary of the congressional requirements is listed below:

Legislation	Description/Requirement	Status
H.R. 1865	Further Consolidated Appropriations Act, 2020	Became law 12/20/2019
H.R. 2745	Military Construction, Veterans Affairs, and Related Agencies Appropriations Act, 2020	Introduced 05/15/2019

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House Report 116-63	Military Construction, Veterans Affairs, and Related Agencies Appropriations Bill, 2020	Submitted by Committee on Appropriations to explain accompanying bill for FY ending 09/30/2020
H.R. 1199	VA Website Accessibility Act of 2019	Passed House on 10/15/2019
S. 3587	Department of Veterans Affairs Website Accessibility Act of 2019	Became Public Law 116-213 on 12/4/2020

CURRENT STATE

VHA's development of a remediation response plan is part of a department-wide effort to reduce and eliminate accessibility defects impacting VHA owned and operated websites, documents, and files (excluding SharePoint). VA must demonstrate a continued commitment to compliance with Section 508 of the Rehabilitation Act of 1973, and other legal requirements as mandated by law.

A byproduct of this effort is Veterans' continuity of access to health care information which remains a top priority within the administration, including increased availability of accessible resources to VHA's employees. VA's goal and one of the VHA Acting Under Secretary's strategic priorities is to provide improved access to Veterans' care as determined by their clinical needs. VA will assure that Veterans can locate the information they need using online, web-based VHA tools and resources. VHA must ensure that all electronic files and websites (internet/intranet) are accessible to those using screen-reading and other assistive technologies.

According to a Section 508 report dated April 2021, VHA has a total of approximately 654,000 intranet-based defects which includes approximately 95,000 PDF violations in need of remediation.

According to a Section 508 report dated May 2021, VHA has a total of approximately 133,000 internet-based defects, including approximately 100,000 PDF violations in need of remediation.

1.0 OPERATIONALIZATION

WAVE I: COMPREHENSIVE WEBSITE AUDIT

Upon adoption of this remediation response plan, VHA shall issue an official memorandum. Successful operationalization of this effort requires support from the following new VHA roles: VISN Section 508 compliance coordinators, and program office Section 508 compliance coordinators. Offices requiring a compliance coordinator are identified in Section 6.0 of this document. Compliance coordinators must be federal employees. During Wave I, all compliance coordinators will be tasked with facilitating a review of all website content and PDF documents for their websites, respectively, with the goal of identifying content that can be removed/archived. This includes all public

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facing (internet) and private facing (intranet) web pages and PDF documents. SharePoint websites are excluded.

Each Veterans Integrated Service Network (VISN) is responsible for ensuring its VISN and constituent VA medical center (VAMC) websites are compliant with Section 508 accessibility guidelines. Each VISN's Network Director shall appoint a lead Section 508 coordinator for this effort within the VISN. VHA program offices shall also appoint a lead for this effort. Each program office is responsible for ensuring its program office (and sub-office) websites are compliant with Section 508 accessibility guidelines. As VHA has many program offices, refer to Section 6.0 for which offices must identify a coordinator.

VISN compliance coordinators shall identify all irrelevant and/or OBE web content and outdated and/or OBE PDF documents within their VISN(s), extending to the VAMCs in their VISN. Program office coordinators shall conduct a similar review in parallel to identify all irrelevant and/or OBE web content and/or OBE PDF documents. For purposes of this effort, "outdated" refers to all content greater than 2 years old or content that previously supported a program/initiative that has since expired or terminated. This date is determined from the "last updated" date for webpages (can be found near the footer). For PDF files, this date is determined based on the title page of the document. If a date cannot be determined from the document itself, the date it was last modified/published in the content management system shall be used as substitute.

VISNs and program offices shall have 12 weeks to conduct this audit, remove/archive content as appropriate and submit a signed copy and report of their findings to VHADigitalMedia@va.gov.

VHA Digital Media will provide a template in advance of this data call to help facilitate this tasker's response throughout the administration. At a minimum, the template would include the following column headers: URL, Page/Document Last Reviewed Date, Action Taken (kept, archived, removed), and Action Completion Date (for archived/removed).

WAVE II: NON-COMPLIANT WEBPAGE REMEDIATION

Compliance coordinators will continue to coordinate Section 508 remediation work for the area for which they are responsible in Wave II, with a focus on non-compliant webpage remediation and a goal of zero Section 508 defects for webpages at the end of WAVE III. Remediation work may be carried out by employees and/or contractors. The approach to staffing the work is a VISN/program office decision. Contractors shall be managed by their COR and/or program manager per their normal contract management procedures.

The following listing includes the necessary steps that will need to be taken to begin identifying and remediating webpages.

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- **Identify Tools & Technology Needs:**
 - Access to WorldSpace reports (internet/intranet) for all identified Section 508 coordinators for their respective organization
 - Access to CommonLook Office and CommonLook PDF plug-ins, color contrast analyzer, and Siteimprove for all identified Section 508 coordinators for their respective organization
 - Provide monthly “snapshot” progress reports to assist responsible individuals with their remediation efforts
- **Training:**
 - Schedule bimonthly (2x per month) (2x per month), virtual training sessions with Section 508 office staff on the following topics for Section 508 coordinators participation and engagement (goal to reinforce and consistently refresh knowledge, skills, and abilities):
 - Section 508 Overview
 - Testing Content for 508 Compliance
 - WorldSpace 101: Basics
 - WorldSpace: Reading & Interpreting Reports
 - Color contrast
 - Meta-tags, name-role issues, parsing
 - Alt text
 - Headings
 - Captions
 - Page titles
 - Section titles
- **Schedule bimonthly (2x per month) updates with VHA and Section 508 project management working group co-led by VHA Digital Media with the following goals:**
 - Benchmark progress to date
 - Level set goals & expectations
 - Resolve issues escalated by VHA coordinators as appropriate
 - Mediate disputes (as applicable)
 - Consolidate monthly report of activities for VHA senior leadership
- **Schedule bimonthly (2x per month) updates with VHA Section 508 coordinators tasked with webpage remediation, co-led by VHA Digital Media with the following goals and objectives:**
 - Round robin progress updates by all VHA Section 508 coordinators
 - Open forum discussions:
 - Troubleshoot difficult webpages
 - Overcome obstacles
 - Collaborative problem solving

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- Ensure the availability of resources (e.g. tools, guides, etc.)
- Feature guest speakers advancing 508 directives

WAVE III: PDF REMEDIATION

Compliance coordinators will continue to coordinate Section 508 remediation work for the area for which they are responsible in Wave III, with a focus on non-compliant PDF remediation and a goal of zero Section 508 defects for PDFs at the end of WAVE III. Remediation work may be carried out by employees and/or contractors. The approach to staffing the work is a VISN/program office decision. Contractors shall be managed by their COR and/or program manager per their normal contract management procedures.

The following listing includes the necessary steps that will need to be taken to begin identifying and remediating PDF files.

- Identify Tools & Technology Needs:
 - Ensure all coordinators have access to the latest version of CommonLook for PDF remediation purposes
 - Access to WorldSpace reports for all coordinators
 - Access to Siteimprove for all coordinators
- Training: Schedule bimonthly (2x per month) virtual training sessions with Section 508 office staff on the following topics to support coordinator participation and engagement (goal to reinforce and consistently refresh knowledge, skills, and abilities):
 - **Self-paced**
 - Creating Accessible PDFs with Adobe Acrobat Pro & CommonLook Plug-in
 - **Train the Trainer Virtual Instructor Led** (suggested class size of 25 students):
 - *WorldSpace 101: Report Overview // 26 students; 90 mins // 2x/month (2nd and 4th week);
 - **User Training Virtual Instructor-Led:**
 - *Converting Scanned PDF Documents to Accessible PDF Documents – 2x/month // 15-20 students
 - Word to PDF – 1x/month // 250 students;
 - *Bring Your Own Document (BYOD) – 2x/month // 15-20 students
- Schedule monthly updates with VHA and Section 508 project management working group co-led by VHA Digital Media with the following goals:
 - Benchmark progress to date
 - Level set goals & expectations
 - Resolve issues escalated by VHA coordinators as appropriate
 - Mediate disputes (as applicable)

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- Consolidate monthly report of activities for VHA senior leadership
- Schedule monthly updates with coordinators, co-led by VHA Digital Media with the following goals and objectives:
 - Round robin progress updates by all coordinators
 - Open forum discussions:
 - Troubleshoot difficult documents
 - Overcome obstacles
 - Collaborative problem solving
 - Ensure the availability of resources (e.g. tools, guides, etc.)
 - Feature guest speakers advancing 508 directives

VHA will operationally oversee this remediation effort and ensure all responsible parties are on target to meet the suspense dates once decided by the VA Web Accessibility IPT.

1.1 PLANNED COMMUNICATION & OUTREACH

- Bimonthly (2x per month) update email to all identified Section 508 coordinators involved
- Bimonthly (2x per month) teleconference with all Section 508 coordinators involved
- Bimonthly (2x per month) teleconference with Section 508 office and VHA Office of Digital Media
- Revamp Intranet resource: <http://vaww.va.gov/webcom/508.asp>
- Creation of VHA Digital Media Accessibility Teams Channel
- In-person and remote training opportunities
- Educational/How-to Webinars
- Offer one-on-one assistance/support as needed

TRAINING OPPORTUNITIES

VHA is beginning to assemble a training schedule and developing internal communications for those who will be responsible for coordinating remediation efforts at the local levels. VHA Office of Digital Media will confer with VA's Section 508 office to establish dates for training sessions on a variety of topics. A burndown chart and overall project tracker will soon be available for viewing on VHA's WEBCOM site at <https://vaww.va.gov/webcom/508.asp>. VHA Digital Media will operationally oversee this remediation effort and ensure all responsible parties are on target to meet the suspense dates once decided by the VA Web Accessibility IPT.

VHA Digital Media Training Series: CommonLook

On the third Wednesday of every calendar month, VHA Digital Media offers a one-hour training session on a variety of web topics to include TeamSite content management

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system (CMS) basics, writing editorials, social media, etc. We will leverage this platform to review/update the Section 508 requirements for VHA and discuss tools/resources that are available to assist our Section 508 coordinators in this effort. We anticipate holding the first class as an initial "call to action" during the fall of 2021. Once approved, this course will be led by VA Section 508 office staff and provide an in-depth overview of how to use the CommonLook accessibility remediation tool.

Siteimprove Academy: Accessibility Module

Many VHA communicators already have access to VHA's licensed subscription of Siteimprove, a SaaS client used to check for broken links and other anomalies on VHA public websites. Siteimprove also features a robust accessibility module that will benefit those individuals tasked with remediating webpages at the local level. Training for this element would be conducted by VHA Digital Media Staff and may include on-demand references to the Siteimprove Academy of courses. NOTE: Siteimprove data and reports are only available for public websites (not internal sites).

Some of the advanced features include:

- Easy to read and understand accessibility dashboard
- Advance details of all accessibility scans run to include HTML and CSS validation logs and the ability to quickly navigate to any one of those for a quick overview of the W3C (World Wide Web Consortium) results.
- Ability to view a cached version of any page, with accessibility issues. That means that each issue is broken down into one of the standardized levels of compliance: A, AA, or the highly coveted AAA. Note: AA is considered the minimum level of conformance at VA.
 - Users can view an overlay of their page and click on one of the conformance levels to see the element identified on the page. This is particularly helpful to those who may be new to Section 508 and also to those with a limited knowledge of HTML.
- Ability to turn on/off CSS and JavaScript to easily identify issues in the global templates
- Quickly email and share any accessibility report (a download is not required)
- Includes ability to delegate accessibility tasks to web editors/managers for resolution

2.0 IMPACTS ON TIMELINE

VHA has established a target completion timeline of 3 calendar years from date of adoption of this plan. Note that this timeline may be impacted by other attributing factors, both known and unknown.

KNOWN FACTORS

- Migration from TeamSite content management system (CMS) to Drupal based CMS

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UNKNOWN FACTORS

- Long-term timeline for migrating VHA web content to Drupal content management system.
 - Tentative timeline for VAMC migration anticipates completion of VAMC website migration to Drupal in late December 2021
 - VISN and program office website migration timeline unknown
- Long-term funding status of TeamSite (only renewed one year in August 2020; funding in future unclear)
- Migration of select sites to WordPress environment
- No migration plan currently for moving custom, cold-fusion based Research websites
- Worldspace capabilities in languages other than English unclear

BARRIERS

VHA Digital Media has identified the following barriers that may impede the success of this remediation effort:

- Lack of policy, guidance, enforcement at the VA level
- Programmatic level competing priorities
- Unknown budgetary requirements
- Availability of federal and contractor support
- Workload balancing
 - Deprioritizing other projects to focus on this effort
- Training development and delivery
- Establishing accountability
- Multiple web platforms (TeamSite, Drupal, WordPress, Custom)
 - VA leadership understanding of web content management
 - Limited availability of SMEs and maintenance resources
- Navigating OIT Support (CommonLook, WorldSpace, Adobe Pro)
- Other resources (FTE, contractor)
- Future Assessment Tool Changes could delay efforts
 - If the WorldSpace contract is terminated and a new tool chosen, it could change the metrics VA is using to measure issues, progress, etc..
- Setting the expectation of 100% compliance (must be done gradually)

3.0 DEPARTMENT LEVEL SUSTAINMENT & ACCOUNTABILITY

VHA recommends VA take Department-wide proactive steps to ensure accessibility accountability throughout the Department. This will include coordinating efforts between the other VA administrations and the VA Web Accessibility IPT to sustain progress made addressing the deficiencies. Those actions include but are not limited to the following:

- Establish Section 508 and overall accessibility targets in the performance plans of all VA Senior Executives and Senior Executive Equivalents

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- Provide access to an "accessibility 101" video for all new hires
 - Video will be shown during all new employee orientation (NEO) sessions
- Provide access to a series of TMS courses geared toward proper use of accessibility authoring/remediation tools
- Work with HR&A to develop additional accessibility standards and requirements that can be added to staff performance plans, position descriptions, etc.
- Include standard accessibility productivity tools (e.g. CommonLook, Adobe Acrobat Pro) as part of all new VA computer desktop images for government issued equipment
- Require completion of mandatory accessibility TMS courses for all applicable VA employees
- Forge potential partnership with Blind Veterans Association (BVA) and other like entities to educate staff on importance of accessibility

4.0 ROLE OF THE VA WEB ACCESSIBILITY IPT AND METHODOLOGY

The IPT will provide consultation on the development and implementation of web accessibility remediation plans by VA organizations for non-compliant IT systems encompassing the VA's websites and web-based applications, including files attached to those websites and applications to ensure compliance with the law (29 U.S.C. 794). In addition, the IPT will provide guidance as necessary throughout the remediation process. The IPT will collect, track and report information regarding the status of remediation activities. For a product to be compliant, all applicable Section 508 standards must be in place, including the Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria A and AA. All remediation plans submitted by the respective VA administrations will be reviewed and approved by the VA Web Accessibility IPT. The VA Web Accessibility IPT will submit an overall remediation response strategy on behalf of the Department of Veterans Affairs to satisfy all congressional mandated and other legal requirements.

WEB TEMPLATE RESPONSIBILITY

VHA shall not be responsible for Section 508 or web accessibility issues that are attributed to the elements of the internet/intranet web based templates out of our administration's control since all web templates are the responsibility of the Office of Information and Technology (OIT). As such, VHA will not hold individuals assisting with the remediation effort responsible for these template based issues which remain out of their control. VHA, as an administration, will not be liable for defects in any web templates that are outside our control.

5.0 CONCLUSION

See chart below for a listing of anticipated tasks to complete remediation.

Action Item	Assigned To	Due*	Completed (Y/N/IP)
Revamp VHA's Section 508 Intranet reference site	VHA Digital Media	7/1/2021	N

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Action Item	Assigned To	Due*	Completed (Y/N/IP)
Develop and distribute memo with an initial call to action to identify 508 coordinators	VHA Digital Media and 10B	8/1/2021	N
Identify VISN and program office coordinators	VISNs and specified program offices	9/1/2021	N
Schedule kick-off call with Section 508 coordinators: <ul style="list-style-type: none"> • Expectations • Objectives 	VHA Digital Media	9/15/2021	N
Initiate Wave I Cycle (Cycle completes in 12 weeks)	VHA Digital Media	10/1/2021	N
Participate in Wave I Midpoint Check-in	VHA Digital Media and Compliance Coordinators	11/15/2021	N
Complete Wave I	VHA Digital Media and Compliance Coordinators	12/31/2021	N
Initiate Wave II Cycle (Cycle completes in 12 months)	VHA Digital Media	1/3/2022	N
Participate in Wave II Midpoint Check-in	VHA Digital Media and Compliance Coordinators	7/1/2022	N
Complete Wave II	VHA Digital Media and Compliance Coordinators	12/31/2022	N
Initiate Wave III Cycle (Cycle completes in 12 months)	VHA Digital Media	1/2/2023	N
Participate in Wave III Midpoint Check-In	VHA Digital Media and Compliance Coordinators	7/5/2023	N

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Action Item	Assigned To	Due*	Completed (Y/N/IP)
Complete Wave III	VHA Digital Media and Compliance Coordinators	12/31/2023	N
Participate in bimonthly (2x per month) teleconference for all 508 compliance coordinators	VHA Digital Media and Compliance Coordinators	Every Two Weeks	Ongoing
Participate in bimonthly (2x per month) teleconference with Section 508 office and VHA Office of Digital Media (trends, observations, baselining)	VHA Digital Media and VA Section 508 office	Every Two Weeks	Ongoing
Provide high level rollup of activities in VHA Digital Media monthly report	VHA Digital Media	Monthly	Ongoing
Propose dates for coordinator training with VA 508 staff (exclusive sessions)	VA Section 508 Office Staff	TBD	N
Post-training schedule at https://vaww.va.gov/webcom/508.asp	VHA Digital Media	TBD	N
Assemble VHA Digital Media 508 Lead Team	VHA Digital Media Director	TBD	Y (Blake Scates, Mathew Schmidt)
Send bimonthly (2x per month) email update to all compliance coordinators for the effort	VHA Digital Media	Every Two Weeks	Ongoing

*Due dates subject to change as necessary to maximize compliance efforts.

6.0 POINTS OF CONTACT AND ASSIGNED RESPONSIBILITY

VHA PROGRAM MANAGER

Name: Blake Scates
Organization: Digital Program Manager, VHA Office of Digital Media
Address: 810 Vermont Ave., NW, Rm. 775-I
Washington, DC 20420
Email: Blake.Scates@va.gov
Phone: 202-341-0480

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VHA SUPPORT PERSONNEL AND ROLE

Name: Jennifer Heiland-Luedtke
Organization: Director, VHA Office of Digital Media
Address: 810 Vermont Ave., NW, Room 775-L
Washington, DC 20420
Email: Jennifer.Heiland-Luedtke@va.gov
Phone: 202-461-5734

Name: Mathew (Mateo) Schmidt
Organization: HSS-Analyst, VHA Office of Digital Media
Address: 810 Vermont Ave., NW
Washington, DC 20420
Email: Mathew.Schmidt2@va.gov
Phone: 202-294-5252

VHA EXECUTIVE SPONSOR

Name: Gerald (Jerry) Michaud
Organization: Executive Director, VHA Office of Communications
Address: 810 Vermont Ave., NW, Rm. 775-L
Washington, DC 20420
Email: Gerald.Michaud@va.gov
Phone: 202-461-5734

VHA Executive Sponsor: Remains overall responsible and accountable for compliance; ensures adequate staff and resources are dedicated to assisting in the remediation effort

Director, Digital Media: Assists the Executive Director in executing the remediation program; manages personnel and assignments, coordinates and assists in liaising with other offices; supports subordinate staff in the execution of their duties

Digital Program Manager: Designs, monitors and implements the remediation plan; serves as a subject matter expert and resource for compliance; advises Director, Digital media on the plan, resources and limitations for the plan execution

Health Systems Specialist (HSS)/Analyst: Performs detailed analytics of generated reports, prepares reports and presentations that outline and suggest areas for needed emphasis; assists the Director and Digital Program manager in the execution of the plan. Ensures that regular and recurring testing compliance is administered; forwards compliance reports to agency points of contact; serves as a facilitator between the

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agency and the Office of Information Technology; advises on technical and administrative aspects of compliance remediation.

Compliance Coordinator: Facilitates a review of all website content and PDF documents for their websites, respectively. This includes all public facing (internet) and private facing (intranet) web pages and PDF documents. Coordinates, tracks, and identifies any barriers to 508 remediation work for the area they are responsible for. Provides regular remediation progress updates and serves as liaison for Section 508 compliance on behalf of the VISN or Program Office to the VHA Program Manager.

OFFICES WHO MUST IDENTIFY A SECTION 508 COMPLIANCE COORDINATOR

Veterans Integrated Service Networks (VISNs)

- VISN 1
- VISN 2
- VISN 4
- VISN 5
- VISN 6
- VISN 7
- VISN 8
- VISN 9
- VISN 10
- VISN 12
- VISN 15
- VISN 16
- VISN 17
- VISN 19
- VISN 20
- VISN 21
- VISN 22
- VISN 23

VHA Program Offices (Mail Code)

- Chief of Staff (10B)
- Readjustment Counseling (10RCS)
- Healthcare Transformation (10T)
- Women's Health (10W)
- Risk Management (10ORE)
- Clinical Services (11)
- Patient Care Services (12)
- Community Care (13)
- Office of Research and Development: ORD (14RD)

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- NOTE: ORD will have a separate 508 coordinator as they make up a very large proportion of the VHA webpages and will need separate in-depth tracking from the parent DEAN office.
- Discovery, Education, and Affiliate Networks: DEAN (14)
 - NOTE: The 14 DEAN 508 Coordinator shall be responsible for all DEAN websites not covered by the ORD coordinator.
- Operations (15)
 - NOTE: The 15 Operations 508 Coordinator shall be responsible for all Operations websites not covered by VISN coordinators.
- Quality and Patient Safety (17)
- Support Services (19)
- Finance (104)
- Health Informatics (105)
- Human Capital Management (106)
- Strategy (108)

Department of Veterans Affairs (VA)

VA Web Accessibility

Veterans Benefits Administration

Remediation Plan



1. PURPOSE: The purpose of this document is to provide a web accessibility remediation plan for the Veterans Benefits Administration (VBA) Internet and Intranet to ensure compliance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

2. BARRIERS: There are no barriers associated with this plan.

3. PLAN / REMEDIATION ACTIVITIES: VBA's current plan to ensure websites and attachments posted on websites 508 compliant is:

- Provide resources to VBA Business Line and Program Office content originators, such as the 508-compliance training video and contact information for the VA 508 compliance office, to ensure documents submitted for posting on the web are 508 compliant. A link to the 508 compliance FAQ page and training video is provided below for reference.
- 508 compliance FAQ page – <https://vbaw.vba.va.gov/DIGITALMEDIA/section-508.asp>
- Training video – <https://youtu.be/u8glfkq7iMA>

4. NCA Points of Contact: Tanekwa Bournes, Tanekwa.Bournes@va.gov.

Department of Veterans Affairs (VA)

VA Web Accessibility

National Cemetery Administration Remediation Plan



June 9, 2021

1. PURPOSE: The purpose of this document is to provide a web accessibility remediation plan for the National Cemetery Administration (NCA) Internet and Intranet to ensure compliance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

2. BACKGROUND: The NCA Internet is currently 95% compliant, and the Intranet is 52% compliant based on WCAG 2.0 scans conducted by the Office of Information & Technology (OIT). The compliance issues are solely related to approximately 1,000 PDF documents.

3. BARRIERS: Resources, training, and access to software present challenges. At present, NCA employees are expected to perform remediation activities as ancillary duties.

4. PLAN / REMEDIATION ACTIVITIES: NCA is working to identify the resources necessary to ensure that new documents are fully compliant before posting to the web and to remediate the backlog of non-compliant documents currently posted to the web. NCA plans to ensure a focused and coordinated approach to compliance activities by awarding a remediation contract to address web accessibility.

5. NCA Points of Contact: James LaPaglia (james.lapaglia@va.gov) and Lisa Hollenbeck (lisa.hollenbeck2@va.gov).