



Homeland Security

Advancing Disability Access at DHS: Highlights of Component Achievements under DHS Directive 065-01

Prepared by

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

February 2023

Contents

Introduction.....	2
Federal Emergency Management Agency	3
Transportation Security Administration	4
U.S. Customs and Border Protection	5
U.S. Immigration and Customs Enforcement.....	6
U.S. Citizenship and Immigration Services.....	7
U.S. Coast Guard	8
U.S. Secret Service	9
Federal Law Enforcement Training Centers.....	10
Office for Civil Rights and Civil Liberties	10
Privacy Office	11
Office of Partnership and Engagement.....	11
Office of the Citizenship and Immigration Services Ombudsman	12

Introduction

The Department of Homeland Security (DHS) is committed to ensuring nondiscrimination for individuals with disabilities in its public facing programs and activities. This report contains highlights of achievements in disability access made throughout DHS since 2019. These achievements are the result of an initiative led by the DHS Office for Civil Rights and Civil Liberties (CRCL) pursuant to DHS Directive 065-01, Nondiscrimination for Individuals with Disabilities in DHS-Conducted Programs and Activities (Non-Employment), issued in 2013. The Directive establishes the DHS policy and implementation mechanisms for ensuring nondiscrimination for individuals with disabilities served by DHS under Section 504 of the Rehabilitation Act of 1973, as amended (Section 504), codified at 29 U.S.C. § 794 et seq.

In 2016, CRCL provided DHS Components with guidance on conducting a self-evaluation of all public facing programs and activities. Components then developed a plan to address any barriers to access that were identified during the self-evaluation. During this time, CRCL provided ongoing technical assistance by sharing resources, supporting stakeholder engagement, offering training opportunities, and providing on-site consultations. CRCL also monitored Components' progress as they implemented their plans.

This report provides an overview of each Component's significant achievements in disability access with respect to public facing programs between 2019 and 2022. Highlights of these achievements include: adoption of nondiscrimination policies, establishment of procedures for providing communication aids and services, development of guidance and staff training to better understand how to ensure accessibility, and improvements to the accessibility of facilities and online applications.

During a significant portion of the reporting period, DHS Components had to modify normal operations because of the nation's response to and recovery from the COVID-19 pandemic. Components employed a variety of strategies to ensure nondiscrimination and equal opportunity for individuals with disabilities during the pandemic. These strategies included:

- Ensuring the accessibility of web-based services for individuals with disabilities.
- Ensuring the accessibility of virtual meetings and events.
- Providing individualized instructions to members of the public with disabilities in a contactless service environment.
- Assisting individuals with disabilities in achieving social distancing where possible.
- Employing strategies to effectively communicate with individuals with disabilities when face masks are required.
- Providing effective communications, modifications, and treatment of individuals with disabilities in custody who tested positive for COVID-19.

The achievements described in this report provide a picture of Components' progress in enhancing policies, practices, procedures, and facilities to permit individuals with disabilities to fully participate in DHS programs and activities. While continuous improvement will be needed to keep pace with rapid changes to in-person and virtual service delivery in the years ahead, the achievements highlighted in this report lay the foundation for future work in ensuring

nondiscrimination and equal opportunity for individuals with disabilities encountered and served by DHS.

For additional information regarding this report or the disability access efforts of DHS, please visit: [Disability Access | Homeland Security \(dhs.gov\)](#) or contact us at crcl@hq.dhs.gov.

Federal Emergency Management Agency

The Federal Emergency Management Agency's (FEMA's) mission is helping people before, during, and after disasters. FEMA's purpose is to bring an orderly and systematic means of federal disaster assistance for state, local, tribal, and territorial (SLTT) governments in carrying out their responsibilities to aid disaster-impacted communities. Interactions with the public include providing disaster assistance to survivors; conducting house inspections; providing temporary housing units; and responding to inquiries from, and/or sharing information with, members of the public through a variety of means. Highlights of FEMA's disability access achievements since 2019 include:

- Implemented new Registration Intake questions to capture other language-related and disability-related needs for individuals and households applying for disaster assistance to ensure these needs are relayed and tracked throughout the assistance process. These questions are plain language and help drive applicants into disability menus where they are asked to provide additional selections to specify their Access and Functional Need.
- Modified the National Emergency Management Information System, FEMA's system of record for the Individuals and Households Program, in order to display and allow agents to edit registrant communication and accessibility information after Registration Intake to ensure this information is updated as needed throughout the assistance process. This information is now available throughout service delivery channels to ensure these needs are known.
- Expanded home repair assistance for people with disaster-caused disabilities by reimbursing real property accessibility-related items (i.e., grab bars, ramps and a paved pathway), when these items are necessary to make the home safe and functional.
- Ensured that Disaster Recovery Centers (DRC) comply with the Architectural Barriers Act (ABA) and Section 504, to include: wheelchair accessibility into the facility, accessible restrooms, and accessible paths of travel from the parking lot and throughout the facility, as well as technology to provide effective communication access to individuals with disabilities or access and functional needs. The DRCs are also equipped with interpretive services and Communication Access Real-Time Translation, upon request, with field staff that have tablet computers that can access video remote interpreting (VRI) services when needed.
- Supported 57 requests for American Sign Language (ASL) and Spanish language interpreters. Furthermore, 217 videos included closed captioning or subtitles, 24 videos included ASL interpretation, and 21 videos were published in ASL exclusively.
- Ensured that the updated [Civil Rights Notice](#) is present at disaster operations, e.g., in DRCs, through press releases and social media and worked with program offices to include the abbreviated Notice in announcements for webinars, trainings, and meetings involving members of the public.

- Implemented a Digital Accessibility (Section 508) Training Program where weekly webinars were conducted on adopting the Section 508 requirements, on Creating Accessible Microsoft Word, PowerPoint, and Adobe PDF documents as well as on Creating Accessible Websites. Over 5500 personnel have been trained to date.
- Worked closely with the Disability Access Coordinators Work Group, comprising members from across FEMA, to create a one-page document regarding “Reasonable Accommodations for Survivors.”
- Implemented a Disability Integration Risk Profile that maps by-county disability and social vulnerability data to assist front-line decision makers with planning and threat mitigation before and during disasters.
- Created an online course titled: “Including People with Disabilities & Others with Access and Functional Needs in Disaster Operations.” Between 2019-2022, 12,779 participants have taken the course, and participants range from federal, state, and local government employees; military members; and members of the private sector.
- Hosted three annual virtual FEMA Civil Rights Summits, which included Closed Captioning in English and Spanish, ASL and Puerto Rican Sign Language interpreters, and spoken Spanish interpreters for a cumulative audience of over 1,800.
- During the COVID-19 pandemic, opened Community Vaccination Centers (CVC) around the country where dedicated staff identified and assisted individuals with access and functional needs.

Transportation Security Administration

The Transportation Security Administration’s (TSA’s) mission is to protect the nation’s transportation systems to ensure freedom of movement for people and commerce. TSA Officers screen over 2.2 million passengers each day at nearly 450 federalized airports. Interactions with the public include security screening at federalized airports; law enforcement custody activities; TSA Pre✓® programs and activities; job fairs; tours of TSA’s Systems Integration Facility; engagements with the TSA Disability and Multicultural Coalition; handling public complaints and concerns; vetting and clearance programs and activities; and various engagements with and communications from the public. Highlights of TSA’s disability access achievements since 2019 include:

- Through the TSA Disability and Medical Conditions Coalition, regularly engaged with disability and medical conditions organizations across communities to address barriers to access for members of the public with disabilities and medical conditions.
- Updated and improved the TSA Disability Notification Card based on feedback from Coalition members. The Card is a voluntary and proactive tool to allow travelers to discreetly notify TSA officers of a disability or medical condition and to request a modification in screening procedures.
- Enhanced the automated information on TSA’s main phone line. Travelers with disabilities or medical conditions can call 24/7/365 and receive detailed information on TSA screening for medical supplies, disability assistive devices, as well as what to expect while undergoing security screening.

- Collaborated with TSA Disability and Medical Conditions Coalition members and TSA's Training Center to provide Law Enforcement/Federal Air Marshal Service training on federal laws related to mental health.
- Included Section 504 requirements in solicitations to industry (such as in Broad Agency Announcements) so that testing and deployment of people, process, and technology solutions at the checkpoints include considerations for individuals with disabilities and medical conditions.
- Developed a mandatory, online learning center course titled "Public Facing Interactions" for all TSA employees, including those that participate in security screening, law enforcement and customer service programs and activities. This annual required training includes customized scenarios that reinforce access, effective communication, and reasonable modifications for individuals with disabilities and medical conditions.
- Created the Awareness Series, which spotlights a specific disability or medical condition each month. The Awareness Series consists of a promising practices publication issued internally to the security screening workforce and a What to Expect publication distributed externally to prepare travelers for security screening.
- Developed National Shift Brief (NSB) articles based on exchange of information with Coalition organizations and consumer complaint trends. Content for NSBs contains appropriate screening procedures, engagement, and suggested reasonable modifications. NSBs are distributed to the TSA frontline screening workforce across the United States.
- Developed a Passenger Support Specialist (PSS) training module. The PSS training includes an overview of Section 504 and how it applies to TSA's security screening activities, reasonable modifications, and social engineering. The PSS training is required as part of the Agency's TSO Career Progression initiative and is available in the TSA Online Learning Center and by the TSA News App.

U.S. Customs and Border Protection

The U.S. Customs and Border Protection's (CBP) mission is to protect the American people, safeguard our borders, and enhance the nation's economic prosperity. Interactions with the public include preventing the entry of terrorists and their weapons into the United States at and between CBP ports of entry; inspecting persons and goods seeking to enter or exit the nation through ports of entry; providing key information directly to CBP customers and stakeholders through a variety of media; building and maintaining partnerships between CBP and community stakeholders, as well as state and local governments; and ensuring the care and safety of those in CBP custody. Highlights of CBP's disability access achievements since 2019 include:

- Launched a disability access webpage on its public-facing website (CBP.gov) for the public to have access to information relating to CBP's disability access program.
- Conducted an outreach event with stakeholder organizations in the disability community to provide feedback on how their input informed development of the CBP Disability Access Plan for Public-Facing Programs and Activities.
- Established contracts for VRI interpretation services for use by the Office of Field Operations and the U.S. Border Patrol in providing effective communication access to members of the public who are deaf or hard of hearing and may need sign language to communicate.

- Conducted a survey to evaluate the need for the creation or expansion of pedestrian primary lanes that allow disability access at CBP ports of entry.
- Verified that its design standards for land border ports of entry, seaports, airports, general aviation facilities, preclearance facilities, cargo facilities, express consignment facilities, and international mail facilities comply with the ABA Accessibility Standards for disability access. Additional updates are ongoing as needed for compliance.
- Issued the CBP Directive No. 2130-033 - Nondiscrimination for Individuals with Disabilities in CBP-Conducted Services, Programs, and Activities (Non-Employment) (Directive). The Directive serves as CBP's first comprehensive disability access policy, and it defines the roles and responsibilities of CBP offices and personnel under Section 504.
- Implemented an array of communication strategies to notify employees nationwide about the issuance of the CBP Directive and their roles and responsibilities under the Directive.
- Developed and integrated disability awareness training for law enforcement professionals into the curriculums at its basic training academies for uniformed officers and agents. The course serves as the first comprehensive training on disability access for the Agency's law enforcement professionals.
- Created, disseminated, and posted to the CBP intranet website a variety of new job aids and training musters for use by staff nationwide. Topics included the interactive process, effective communication, reasonable modifications, service animals, personal searches, and accommodating detainees with disabilities.
- Developed and disseminated training to contractual employees on providing reasonable modifications to policies, practices, and procedures to provide access for individuals with disabilities held in CBP short-term holding facilities.

U.S. Immigration and Customs Enforcement

The U.S. Immigration and Customs Enforcement's (ICE) mission is to protect America through criminal investigations and enforcement of immigration laws to preserve national security and public safety. Interactions with the public include encountering individuals (victims, witnesses, criminals, and detainees) with disabilities throughout a number of investigative activities and law enforcement operations, custody management, and removal. Individuals with disabilities may require modifications to policies, practices, and procedures to provide access for them at any stage of their detention, including housing placement, medical and mental health care, safety and security protocols, food services, correspondence, visitation, grievance systems, transfers, detainee programming, and scheduled activities. Highlights of ICE's disability access achievements since 2019 include:

- Posted an electronic Section 504 notice on ICE.gov to provide information regarding ICE's commitment to disability access; provision of reasonable modifications to policies, practices, and procedures to provide access for individuals with disabilities; and how to file a complaint.
- Issued the National Detention Standards (NDS) 2019, superseding the NDS 2000, requiring facilities to comply with Section 504, Title II of the Americans with Disabilities Act (ADA), and any other applicable federal, state, or local laws or regulations regarding nondiscrimination on the basis of disability.

- Issued Directive 11063.2, “Identification, Communication, Recordkeeping, and Safe Release Planning for Detained Individuals with Serious Mental Disorders or Conditions and/or Who Are Determined To Be Incompetent By An Immigration Judge.”
- Revised the Family Residential Standards in June 2020 to include new standards that require all centers housing ICE Enforcement and Removal Operations (ERO) noncitizen families to act affirmatively regarding their obligation to provide equal access for residents with disabilities. As of March 31, 2022, ICE no longer detains family units in family centers and instead utilizes Alternatives to Detention programs as appropriate.
- Revised the National Detainee Handbook, which includes a section that informs detained noncitizens regarding the right to request auxiliary aids and services and reasonable modifications of policy, as well as the right to file a grievance. The handbook also informs detained noncitizens with mental health conditions that they will be treated with sensitivity and referred to an appropriate mental health professional.
- Developed a Standard Operating Procedure (SOP) to inform the U.S. Citizenship and Immigration Service’s Asylum Division when a noncitizen is being referred for a credible fear or reasonable fear interview and determination and has a need for effective communication access because of a disability, including individuals who are blind, low vision, deaf, hard of hearing, or non-verbal.
- Entered into a new nationwide contract that provides sign language interpretation services to communicate with noncitizens who are deaf or hard of hearing. Services can be utilized to communicate with detained and non-detained noncitizens and provides both in-person sign language and VRI services. Multiple foreign sign languages are available.
- Updated the Field Office Juvenile Coordinator Handbook to inform employees of their responsibilities to provide special consideration for minors' safety, security, immediate physical and mental health needs, and well-being to ensure that children with disabilities receive all necessary modifications to policies, practices, and procedures to provide access.
- Updated the ERO Disability Accommodations Resource Center internal webpage to include links to disability-related resources and information, such as federal laws, ICE policies, and information on accessing auxiliary aids and services, disability-related training, and contact information for Disability Access Coordinators at the Field Office and Headquarters levels.
- Provided mandatory training for all ICE Health Service Corps staff on how to provide reasonable modifications for detainees with disabilities.

U.S. Citizenship and Immigration Services

U.S. Citizenship and Immigration Services (USCIS) upholds America’s promise as a nation of welcome and possibility with fairness, integrity, and respect for all we serve. USCIS was formed to enhance the security and improve the efficiency of processing immigration services by exclusively focusing on the administration of benefit applications. Interactions with the public include providing information, guidance, tools, and forms for all stages of the immigration process through to naturalization; administering humanitarian programs that provide protection to individuals inside and outside the United States; delivering customer service and support to applicants and petitioners by phone, online, and in-person; conducting immigration and naturalization application interviews; adjudicating applications and petitions for immigration

benefits; conducting naturalization ceremonies and administering the Oath of Allegiance to new citizens; and conducting outreach, delivering training, and providing educational materials through community partners who assist immigrants on their journey to naturalization and integration into American civic culture. Highlights of USCIS' disability access achievements since 2019 include:

- Offered naturalization English reading tests in braille to applicants who are blind or have limited eyesight and read braille.
- Equipped field offices with portable personal sound amplifier devices (also known as pocket talkers) for use by members of the public who are experiencing hearing loss or difficulty. This device can be used during interviews or appointments.
- Awarded a centrally funded contract for captioning services for use during interviews by members of the public with disabilities.
- Doubled the use of Certified Deaf Interpreters, improving access to information exchanged during interviews with applicants who communicate through sign language.
- Improved access to Contact Center staff for callers with disabilities by programming the Interactive Voice Relay system to recognize additional disability-related words and phrases so that callers with modification requests for disability access are routed to a live agent if necessary.
- Revised Form N-648, Medical Certification for Disability Exceptions, which is used to request an exception to the English and civics testing requirements for naturalization because of a disability. Changes focused on shortening and simplifying the form and reducing the burden of filing for applicants with disabilities. The updated policy also provides guidance for telehealth medical examinations and allows USCIS to accept applicant's Form N-648 after they file Form N-400, Application for Naturalization.
- Enabled online filing for a wide array of forms, resulting in easier access for some members of the public with disabilities who are filing applications.
- Revised measures to ensure that the security screening process that applicants undergo for entrance into USCIS facilities consistently allows individuals who accompany applicants with disabilities into the building without delay.
- Released its first ASL video to the public on YouTube. The 15-minute video provides information on how to become a U.S. citizen. The video has over 68,000 views since its release in November 2020.
- Provided Public Disability Accommodations training to all employees in the Regional, District, and Field Offices. This training explains the need to provide reasonable modifications to individuals with disabilities, including the requirement to engage in the interactive process.

U.S. Coast Guard

The U.S. Coast Guard (USCG or Coast Guard) safeguards the American people and promotes national security, border security, and economic prosperity in a complex and evolving maritime environment. The Coast Guard saves those in peril and protects the Nation from all maritime threats. USCG interacts with the public through boarding commercial and recreational vessels (inspecting, intercepting, or searching); rescuing or searching for mariners in distress; conducting in-person boat safety training courses; providing navigation aids and information about weather

conditions at sea; producing electronic and print communications; conducting tours of USCG light houses, vessels, and aircraft; and hosting special events such as air shows. Highlights of Coast Guard's disability access achievements since 2019 include:

- Developed Guidance for Providing Equal Access for Public-Facing Activities within the Civil Rights Directorate Manual and updated the USCG website regarding obligations under Section 504.
- Created a dedicated e-mail inbox for reasonable modification inquiries, operated by the Disability Program Manager.
- Provided guidance for inaccessibility due to structural or historical conditions by performing research and adapting the guidance for USCG purposes.
- Developed USCG Guidance for Conducting Accessible Meetings based upon CRCL's guidance in this area.
- Improved verification of the accessibility of all meeting venues where USCG staff are speaking or co-hosting meetings.
- Provided guidance for disability nondiscrimination and law enforcement by performing research and adapting it for USCG purposes.
- Posted information related to service animal policies/procedures on the USCG website.
- Provided regular recurring training to staff regarding the reasonable modification process.

U.S. Secret Service

The U.S. Secret Service (USSS or Secret Service) has an integrated mission of protection and financial investigations to ensure the safety and security of our protectees, key locations, and events of national significance. We also protect the integrity of our currency and investigate crimes against the U.S. financial system committed by criminals around the world and in cyberspace. Interactions with the public include implementing screening protocols at protective sites and venues where members of the general public are allowed access to an event, at the White House complex, or at foreign missions in the Washington, D.C. metropolitan area; overseeing visits by the public to USSS local area field, resident, and domicile offices and agencies within the United States and abroad and to the agency's headquarters building in Washington, D.C.; providing information to the public through print, visual media, social media, and electronic media; and interacting with individuals such as victims, witnesses, or subjects in conjunction with USSS investigative activities. Highlights of Secret Service's disability access achievements since 2019 include:

- Convened a panel to include advocacy groups and external law enforcement agencies with goals of improving education on the characteristics and behaviors for law enforcement officers to be aware of during interactions with individuals with disabilities and disabled veteran communities, as well as strengthening networks on "Best Practice" policing, procedures, and practices.
- Prepared a comprehensive report for all partner offices, branches, and divisions, which included all Secret Service written policies and directives on the topic of Non-Discrimination for Individuals with Disabilities (Non-Employment).
- Rebranded the USSS Disability Program as "Inclusion365," to include a new intranet resource page as a one-stop shop to highlight disability information and protocol for

USSS law enforcement personnel and civilians who interact with members of the public with disabilities.

- Updated the agency’s internal website with the resource entitled, “A Guide to Interacting with People Who Have Disabilities,” for law enforcement and civilian personnel.
- Developed briefing materials and handouts for members of the public with disabilities regarding emergency exits and evacuation procedures while visiting USSS facilities, protective sites, and venues.
- Improved the scenario-based curriculum for law enforcement personnel regarding the use of service animals by members of the public with disabilities.

Federal Law Enforcement Training Centers

The Federal Law Enforcement Training Centers (FLETC) provides basic and career-long training to law enforcement professionals to help them fulfill their responsibilities safely and proficiently. Through strategic partnerships, FLETC prepares the federal law enforcement community to safeguard the American people, property, and institutions. Generally, public contact at FLETC facilities includes the following: graduation ceremonies; conferences; special events open by invitation; Special Emphasis Programs; outreach and recruitment events throughout the year; and badging and security access for service/support animals. Highlights of FLETC’s disability access achievements since 2019 include:

- Reviewed physical access to determine any issues with all public-facing elements of FLETC’s services, including devices or equipment needed for programmatic access, accessible vehicles for tours, paths of travel, and egress into and out of buildings. FLETC has also evaluated sidewalks, ramps, doors, restrooms, eating facilities, and any other areas accessed by the public to ensure compliance.
- Accomplished accessibility projects identified as structural barriers for individuals with disabilities at the Cheltenham Training Delivery Point. These projects involved updating ramp handrails and upgrading door hardware.
- Constructed a sidewalk ramp and installed a new door button for automatic opening of the front entrance to Building 680.
- Verified that FLETC’s construction of accessible dorms meet ABA Standards.
- Established procedures for managing reasonable modification requests from public visitors, including access related to FLETC tours and graduation ceremonies.
- Established a sign language interpretation contract to provide qualified interpreters when needed for events.
- Completed the update to FLETC’s internet website notifying individuals who come to FLETC with whom to file a complaint if they feel discriminated against based on a disability.

Office for Civil Rights and Civil Liberties

The Office for Civil Rights and Civil Liberties (CRCL) supports the Department's mission to secure the nation while preserving individual liberty, fairness, and equality under the law. Interactions with the public include communication through stakeholder meetings, in person and by phone; interactions with complainants and others as part of CRCL’s complaint processes;

email communication with stakeholders; communication with the public through the CRCL website; and communication with the public through the CRCL newsletter. Highlights of CRCL's disability access achievements since 2019 include:

- Developed a CRCL Public Reasonable Modification SOP, which outlines steps to be taken whenever someone in CRCL receives a request for a reasonable modification from a member of the public.
- Developed CRCL's Guidance for Conducting Accessible Meetings, trained CRCL staff on the guidance, and disseminated a version of the guidance for use by DHS Components.
- Hosted a first-ever, day-long, DHS Disability Access Forum, bringing together the Disability Access Coordinators from across the Department to provide opportunities for sharing best practices as well as receiving training and technical assistance on topics of interest.
- Hosted a 90-minute national disability community Stakeholder Call on Implementing the DHS Disability Access Directive and commemorating the 30th anniversary of the ADA. DHS Components presented on actions they have taken to strengthen access to DHS programs and engaged in discussion with disability community participants.

Privacy Office

The Privacy Office (PRIV) enables the Department to accomplish its mission while embedding and enforcing privacy protections and transparency in all DHS activities. Interactions with the public include communication with the public through stakeholder meetings, in person and by phone; interactions with complainants and others as part of PRIV's privacy incident process; communications with internal stakeholders for training, education, and outreach, in person and by phone; email communication with stakeholders; and communication with the public through the PRIV website. Highlights of PRIV's disability access achievements since 2019 include:

- Developed a Reasonable Accommodation SOP on protocols for ensuring equal access for persons with disabilities.
- Provided training to PRIV staff on the requirements of conducting accessible meetings.
- Improved PRIV-sponsored training to assess registration processes and other means for permitting persons who have a disability to self-identify and request a modification for their attendance, consistent with the format of the training. PRIV also reviewed how those requests were addressed to ensure the accessibility of the event as part of its planned format.
- Coordinated with document owners and the DHS Office of Accessible Systems & Technology to run the appropriate checks to ensure products are 508 compliant prior to posting. If documents are not, management works with the document owner to ensure accessibility compliance.

Office of Partnership and Engagement

The Office of Partnership and Engagement (OPE) is the headquarters-level organization that provides the DHS Secretary with current unfettered information for policy discussions and the strategic decision-making process. As the Secretary's primary advisor on the impact of the

Department's policies, regulations, processes, and actions on SLTT governments, elected officials, the private sector, faith-based and non-governmental organizations, academia, and communities, OPE is delegated to facilitate and sustain active engagement within DHS and across the United States. OPE's partnerships and strategic engagements and outreach with the public include communication through the OPE DHS.gov website, by phone, email, stakeholder meetings or in person speaking events at government and non-government sites; and meetings of the open Federal Advisory Committee Act (FACA) Homeland Security Advisory Council, Faith Based Security Advisory Council, and Homeland Security Education Advisory Council, and the FACA-exempt Tribal Homeland Security Advisory Council. Additionally, OPE convenes the congressionally mandated DHS Public Complaint and Feedback Systems (PCFS) Working Group that administratively controls the PCFS Directory on DHS.gov. Highlights of OPE's disability access achievements since 2019 include:

- Developed Accessible Meetings Guidance specific to OPE and trained staff on the guidance.
- Issued "job aids" that outline specific steps OPE staff will take to provide accessible communication and other reasonable modifications for individuals with disabilities who interact with OPE. This included standardized language for all stakeholder meeting invitations or external OPE publications on requesting reasonable modifications and access.
- Posted information on requesting reasonable modifications when visiting OPE offices or attending OPE meetings, and information on how to file a complete complaint under Section 504 on the OPE webpage.
- Posted information on OPE and OPE sub-offices' webpages that informs individuals on how to request OPE materials in alternate formats, or more generally, how to request auxiliary aids and services from the Department.

Office of the Citizenship and Immigration Services Ombudsman

The Office of the Citizenship and Immigration Services Ombudsman (CIS Ombudsman) has the statutory mission to assist individuals and employers with issues they are having with USCIS. Interactions with the public include communication through phone calls, emails, stakeholder meetings (in-person and virtual), conferences (in-person and virtual), and national webinars. Highlights of the CIS Ombudsman's disability access achievements since 2019 include:

- Working to finalize a comprehensive policy that ensures nondiscrimination and reasonable modifications for members of the public with disabilities participating in CIS Ombudsman programs and activities.
- Producing videos highlighting the CIS Ombudsman's services in English and Spanish that include closed captioning for individuals with hearing disabilities and audio description for those who have vision disabilities.
- Continuing to ensure that our resources and materials are Section 508 compliant.