Digital Accessibility and Equity Governance Board

October 26, 2023

Agenda

- Introductions & Roll Call
- Secretary Snyder Remarks
- Executive Order 614 Overview
- Board Operations
- Public Nomination Process
- Chief IT Accessibility Officer Hiring Update
- Next Steps
- Board Remarks
- Public Remarks

Introductions & Roll Call

Presenter Introductions

Matthew Moran, Assistant Secretary & Chief Engagement Officer, Executive Office of Technology Services & Security ("EOTSS")

Tom Myers, Commonwealth Chief Privacy Officer, EOTSS General Counsel & Board Counsel

Devyn Paros, Commonwealth Chief Digital Officer, EOTSS

Board Member Roll Call

Jason Snyder, Secretary, Executive Office of Technology Services and Security

Matthew Gorzkowicz, Secretary, Executive Office of Administration and Finance | *Designee:* **Mark Fine**

Yvonne Hao, Secretary, Executive Office of Economic Development | *Designee:* **Heath Fahle**

Patrick Tutwiler, Secretary, Executive Office of Education | *Designee:* **Mark Reilly**

Rebecca Tepper, Secretary, Executive Office of Energy and Environmental Affairs | *Designee:* **Faye Boardman**

Kate Walsh, Secretary, Executive Office of Health and Human Services | *Designee:* **Tami Segal**

Ed Augustus, Secretary, Executive Office of Housing and Livable Communities

Lauren Jones, Secretary, Executive Office of Labor and Workforce Development | *Designee:* **Paolo Franzese**

Board Member Roll Call (continued)

Terrence Reidy, Secretary, Executive Office of Public Safety and Security

Monica Tibbits-Nutt, Acting Secretary, Massachusetts Department of Transportation| *Designee:* ***Dave Bedard***

Jon Santiago, Secretary, Executive Office of Veterans Services | *Designee:* ***Brian Chase***

Marcony Almeida-Barros, Deputy Chief of Staff for Access and Opportunity, Governor's Office

Dr. Opeoluwa Sotonwa, Commissioner, Massachusetts Commission for the Deaf and Hard of Hearing | *Designee:*

Jonathan O'Dell

John Oliveira, Commissioner, Massachusetts Commission for the Blind

Mary Mahon McCauley, Executive Director, Massachusetts Office on Disability

Meeting Norms

Ensuring accessible and inclusive meetings

- Use appropriate language

- Identify yourself before speaking

- Speak clearly, one at a time and at a comfortable pace

- Give people time to process information

- Use plain language and avoid acronyms

- Be visible and in good light

- Ensure you are speaking into your microphone

Secretary Snyder Remarks

Executive Order No. 614

Establishing the Digital Accessibility and Equity Governance Board

Executive Order 614 Overview

On July 26, 2023, the 33rd anniversary of the Americans with Disabilities Act, Governor Healey signed Executive Order No. 614 to ensure all persons have equitable access to government services and to information about the Commonwealth's activities.

To advance this goal, the Executive Order created a new **Digital Accessibility and Equity Governance Board**, the position of **Chief IT Accessibility Officer** ("CIAO"), and **Secretariat IT Accessibility Officers** ("SIAOs") within each Executive Office.

Digital Accessibility and Equity Governance Board

The purpose of the Board is to **strengthen and advance digital accessibility and equity** within the Commonwealth by providing the necessary coordination and framework to ensure that **digital accessibility and equity standards are aligned across the executive department.**

Digital Accessibility and Equity Governance Board

Membership

- Chief IT Accessibility Officer, Board Chair

- Secretaries of the executive offices

- Governor's Deputy Chief of Staff for Access and Opportunity

- Commissioner of the MA Commission for the Blind

- Commissioner of MA Commission for the Deaf and Hard of Hearing

- Executive Director of the MA Office on Disability

- Appointed members of the public (to be determined)

Digital Accessibility and Equity Governance Board

Key Responsibilities

- Establish strategic goals and objectives for the Board

- Advise on and promote:

  - Executive Department Digital Accessibility and Equity Strategic Plan and Secretariat adoption plans

  - Standards, guidelines, and policies

  - Strategies and platforms to promote best practices

  - Training needs

  - Metrics and public reporting

- Convene working committees and seek input from state agencies

- Provide annual report to Governor summarizing the Board's work and providing recommendations on its objectives

Chief IT Accessibility Officer ("CIAO")

The CIAO is responsible for **developing and implementing the mission, vision, and guiding principles of a Digital Accessibility and Equity Plan** for executive department offices and agencies.

Chief IT Accessibility Officer

Key Responsibilities

1. **Accessibility & Equity Program.** Develop and implement an Executive Department Digital Accessibility and Equity Strategic Plan.

2. **Secretariat IT Accessibility Officers ("SIAOs").** Consult on the appointment of SIAOs and consult with SIAOs on the development of the secretariat-specific adoption programs and plans.

3. **Compliance & Adoption.** Promote compliance with policies, rules, guidelines, directives, timelines, metrics, and reporting practices for all executive department agencies and offices.

Chief IT Accessibility Officer

Key Responsibilities (continued)

4. **Governance Board**. Chair the Digital Accessibility and Equity Governance Board.

5. **Public Reporting.** Design and implement a mechanism to track and report digital accessibility and equity metrics on a public-facing dashboard.

6. **Training Program.** Assess the current digital accessibility training requirements for state employees and develop and implement a Digital Accessibility and Equity Training Plan.

Secretariat IT Accessibility Officers ("SIAOs")

The SIAOs are responsible for **managing the implementation of digital accessibility and equity guidelines and directives within their Secretariats**, agencies and offices.

Secretariat IT Accessibility Officers
Key Responsibilities

1. **Adoption Program.** Develop a specific adoption program for their Secretariat to align with the Executive Department Digital Accessibility and Equity Strategic Plan.

2. **Program Management and Implementation.**

   a) Implement digital accessibility and equity guidelines and directives within their Secretariat.

   b) Develop plans to advance the policies established by EOTSS within their Secretariat.

   c) Track, coordinate, and manage all activities concerning digital accessibility and equity within their Secretariat.

3. **Public Reporting.** Track, maintain, and report digital accessibility and equity metrics from their Secretariat.

Board Operations

Public Meeting Guidelines & Board Charter

Public Meeting Guidelines

Board Operations

- The Board is required to meet at least four times per year.

- A quorum of members is needed at each meeting.

- This is a public body. Deliberations offline among a quorum of members are not permitted.

- Meeting meetings and documents shared during meetings must be posted publicly.

- Board members will need to sign a public body member certification.

Board Charter

Board Operations

We are drafting a Board Charter to further define board operations, including:

- Guiding principles

- Strategic goals and objectives

- Board member responsibilities

- Meeting and communication processes

- Procedures for decision making, working committees, public nominations, and executive session

The Board Charter will be discussed and voted on at subsequent board meetings. It will ultimately be signed by all board members.

Public Board Member Nomination Process

Proposed next steps for public nominations

- Convene working committee to manage the public nominations process

- Develop a plan, including a timeline, submission process, evaluation process and criteria

- Present plan to the full Board

- Execute plan in time for recommended nominees to be presented to the Board and the Governor's office in the winter

Discussion point: **Which board members (approximately 3-5 members) would like to participate in the working committee?**

Hiring Highlights

Chief IT Accessibility Officer

- Hiring process focuses on:

  - Program management and execution ability

  - Stakeholder management and leadership ability

  - Technical competency

  - Team management

- More than 25 candidates applied

- Seven candidates advanced to 2nd round interviews

- Massachusetts Office on Disability participated in 2nd round interviews with the Executive Office of Technology Services and Security

Hiring timeline

Step	Status
Job posted	Complete
Resume review	Complete
Phone screens	Complete
1st round interviews	Complete
2nd round interviews	Complete
3rd round interviews	Target week of 10/30
Final selection	Target week of 11/6
Formal offer*	Target week of 12/4

What is success in the first three months?

Month 1

The CIAO...

- Is fully onboarded

- Meets with all Board members and key internal accessibility and equity stakeholders

- Develops standard framework for Secretariat IT Accessibility Officers

Month 2

The CIAO...

- Meets key external stakeholders

- Drafts approach for developing the Digital Accessibility and Equity Plan

- Takes on leadership of the public nomination process

Month 3

The CIAO...

- Refines approach to develop the Digital Accessibility and Equity Plan and begins work

- Is prepared to chair the board meetings

- Has identified staffing needs for their team

Discussion point: **Are these the right success definitions? Do you recommend any changes?**

Next Steps

Next Steps for the Board

- Convene public nomination working committee

- Draft board charter and distribute for review

- Schedule next board meeting

- Finalize hiring of Chief IT Accessibility Officer

- Build out Board presence on Mass.gov

Discussion point: **What is the Board's recommended meeting format (e.g., remote, in person, hybrid)?**

Board Member Remarks

Public Remarks

Guidelines for Public Remarks

Time permitting, members of the public are welcomed to provide comments and feedback.

If you would like to speak:

- Indicate your desire to provide public comments by using the "raise hand" feature or by commenting in the meeting chat.

- Keep remarks to 3 minutes

- State your name clearly and any organization you represent

You may also send a comment in the chat (include your name) and the comment will be read out loud on your behalf.