

# Service Catalog

ADA Access for All. Federally-credentialed disability rights and accessibility compliance.

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Every engagement is a defined deliverable with a fixed scope and a stated timeline. Pricing is provided after a short scoping call, because scope drives it. Where a matter requires a licensed architect or an attorney, it is referred out and said so in writing.

## ACCESSIBILITY PROGRAM ADMINISTRATION

*The program obligation. Designation, documentation and process, built to be handed to counsel, a board or an investigator without rework.*

### ADA Title II Self-Evaluation and Transition Plan

The self-evaluation, transition plan, grievance procedure language and ADA Coordinator program structure that state and local government entities are required to maintain.

[28 CFR Part 35](#)

### Section 504 Compliance Assessment

Gap analysis against 45 CFR Part 84, a written compliance plan suitable for Office for Civil Rights response, and a credentialed methodology attestation, paired with the WCAG 2.1 AA audit.

[45 CFR Part 84](#)

### Title I Accommodation Casework

Interactive process administration from intake through written outcome: essential functions analysis, medical documentation handling, undue hardship analysis, and a file that survives an EEOC charge. Process administration and documentation, not legal determination.

[29 CFR Part 1630](#)

### ADA Title III Program Review

For places of public accommodation and nonprofits: modification of policies, practices and procedures, an auxiliary aids and effective communication plan, staff practice guidance with a training record, and a readily achievable barrier removal survey in priority order. The obligations that a conformant website does not discharge.

[28 CFR Part 36](#)

### Section 508 Program Support

For federal agencies and the vendors selling to them: a written conformance policy, the accessibility documentation required at acquisition, exception and undue burden records, and remediation planning against the federal standard rather than against a scan.

[36 CFR Part 1194](#)

## DIGITAL CONFORMANCE TESTING

*The technical obligation. Manual testing to the federal standard, covering the work automated scans and overlays cannot do.*

### WCAG 2.1 AA Conformance Audit

Federal-standard technical audit using the Department of Homeland Security Trusted Tester process. Findings categorized by success criterion, severity, user impact and remediation complexity, with code-level guidance. WCAG 2.2 AA is available as an addition where a client wants to exceed the legal baseline.

[WCAG 2.1 AA](#)

### Mobile Application Accessibility Audit

Native iOS and Android testing with VoiceOver and TalkBack. Screen-by-screen findings with code-level remediation guidance.

[iOS and Android](#)

### PDF and Document Remediation

Assessment and remediation guidance for PDFs and digital documents against WCAG and Section 508 requirements.

[PDF/UA and Section 508](#)

### VPAT 2.5 and ACR Production

Section 508-format Voluntary Product Accessibility Templates and Accessibility Conformance Reports for vendors selling to the federal government. Evaluator-completed and signed. Only validated criteria are reported.

[Section 508](#)

## ONGOING GOVERNANCE AND REPORTING

*What the role does between deliverables, and the reason the obligation stays met rather than met once.*

### ADA Coordinator Advisory

Ongoing Title II Coordinator-level support: regulatory monitoring, complaint-response assistance and procurement-language review.

[Title II program support](#)

### **Procurement Language Review**

Review of RFP, contract or vendor-agreement language for accessibility-requirement adequacy, with a fast turnaround.

[Solicitation and contract](#)

### **Monitoring and Documentation Retainer**

A current, dated record of conformance work as your site changes. Continuous good-faith evidence for public-sector and Title III purposes alike.

[Ongoing evidence](#)

### **Accessibility Maturity Assessment**

An organizational assessment against the seven dimensions of the W3C Accessibility Maturity Model, producing a level per dimension, the evidence behind each, and a corrective action plan with owners and dates.

[W3C Accessibility Maturity Model](#)

### **Regulatory monitoring and reporting**

The statutes, rulemakings and dockets that bind the organization, checked on a stated cadence and reported with the date of each check, so a claim about the regulatory position is never older than the report that carries it.

[Included in every tier](#)

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Certifications: ADA Coordinator Certification (ADACC) 55147918-4622. Department of Homeland Security Trusted Tester, certificate TT-2604-08987. Both verifiable by identifier in the issuing registry.