STATEMENT OF QUALIFICATIONS

Executive Summary

Converge Accessibility is a Washington-based consulting firm founded in 2020 that focuses on web and digital accessibility. Both founders of Converge Accessibility have a long history working in accessibility. Ken Nakata is a former Senior Trial Attorney with the Disability Rights Section at the U.S. Department of Justice and litigated some of the earliest cases under the ADA before becoming a leader in the Federal government's efforts towards Section 508 compliance. Jeffrey Singleton is a former accessibility test manager for Microsoft, where he helped ensure that Windows Narrator met the needs of the company's blind community. They have worked together since 2008 before venturing out to form their own company with a vision of making web and digital accessibility simpler, practical, and more universal. In their previous work before forming Converge, they have helped some of the largest IT companies in the world simplify how they approach web and digital accessibility.

Web accessibility is one of the fastest growing areas in litigation and thousands of public- and private-sector organizations are sued each year. This problem is compounded by the complex myriad of requirements that organizations need to meet IT accessibility requirements at the state (e.g., Washington State CIO Policy 188), federal (e.g., ADA Title II and Section 508), and international level (e.g., WCAG 2.1). Worse yet, the web accessibility standards are not written clearly, and even experienced programmers and developers have trouble understanding what needs to be done to meet the standards. Thousands of Washington state

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Converge meets these needs by working with public-sector agencies to make web accessibility simpler. We perform web accessibility audits to help teams understand

immediate problems. We also have a low-cost turnkey solution called WebAlign that quickly enables web development teams to create accessible websites. We also work with vendors to public-sector entities to help ensure that their products are accessible in response to agency RFQs and RFPs.

Philosophy / Approach

Making websites and digital technology accessible is relatively easy; understanding the standards, however, is not because these standards are both vague and complex. As a small company with deep expertise, we don't want enormous, protracted contracts that yield incremental change. Instead, we want our customers to internalize accessibility by showing its value and its simplicity. This makes it much easier for agencies to manage their accessibility programs, avoid costly litigation, and, most importantly, meet the needs of their citizens.

Capabilities / Services

- Website and Digital Technology Audits. Review websites and digital technologies (e.g., software, mobile apps, kiosks, etc.) against recognized accessibility standards (e.g., WCAG 2.1 A/AA, Section 508, EN 301-549, etc.) and reporting on failures and areas for improvement. Work with developers to ensure that teams understand how to correct problems and to ensure that changes meet accessibility standards.

- WebAlign. This low-cost, turnkey solution simplifies the Web Content Accessibility Guidelines (WCAG) 2.1 A/AA into a set of role-specific rules, includes detailed training material and guidance on how to design and test for full WCAG compliance without the use of assistive technology, and includes a set of role-specific checklists. Using WebAlign enables organizations to meet WCAG 2.1 fully and track how WCAG 2.1 is being met at each stage of the web development process.

- Vendor Assistance. Perform audits of vendors' products to ensure that they meet accessibility requirements of state and local agencies. This enables agencies to meet their accessibility requirements without becoming subject-matter experts in accessibility.

Experience (as a Company)

In our brief history, Converge Accessibility has worked with three multinational law firms and their clients. For instance, we currently work with the world's largest university system

(California State University), one of the world's largest food brands (annual revenue of approximately $99 billion), and one of Australia's largest online retailers. We also look forward to serving more customers in the public sector—and preferably more customers closer to home in Washington state.

We are a corporate member of the International Association of Accessibility Professionals (IAAP). One of our co-founders (Ken Nakata) is a former and founding board member of IAAP and is certified by IAAP (CPACC).

Staff / Team Qualifications

Ken Nakata	Ken Nakata is a former Senior Trial Attorney with the U.S. Justice Department's Disability Rights Section. He developed nationwide ADA policies for the internet, was awarded the Attorney General's Award for Excellence in Information Technology by Attorney General Janet Reno, served as lead counsel for the interagency working group making the Federal government's information technology accessible to people with disabilities (pursuant to Section 508 of the Rehabilitation Act), and represented the United States many times in litigation in Federal courts.
	Ken is a frequent lecturer, and he is sought after by major international accessibility conferences separately for his knowledge of law and technology. He has trained teams on the proper coding in HTML for accessibility as well as led continuing legal education (CLE) courses for attorneys on legal defenses in web accessibility cases under the Americans with Disabilities Act (ADA) and California's Unruh Act.
	Ken is a Founding and former Board Member of the International Association of Accessibility Professionals (IAAP). Ken is admitted to the bars of New York, Washington, and the District of Columbia and is a graduate of the University of Pennsylvania Law School. He also received his undergraduate degree in mathematics from the Johns Hopkins University. He is also certified as a privacy professional with the International Association of Privacy Professionals (IAPP), a Certified

	Professional in Accessibility Core Principals (CPACP) with the IAAP, and a Sun Certified Programmer for the Java 2 Platform.
Jeffrey Singleton	Jeff Singleton is one of the nation's leading authorities on web accessibility and testing. He is a former member of Microsoft's Accessible Technology Group (ATG) and led the quality assurance team for Windows Narrator. An expert user of most assistive technologies, Jeff has a keen understanding of accessibility standards (such as WCAG and Section 508) as well as the practical impact of accessibility issues on people with disabilities.
	Jeff has led important projects with leading companies such as HP and Microsoft. And he has helped government agencies like the Veteran's Health Administration make their technology accessible. For the last several years, NASA has also trusted Jeff to perform accessibility reviews of the technologies (including web sites) used by its grantees.
	One of Jeff's strongest talents and passions is educating others about accessibility. For the last twelve years, he has led training sessions at important international accessibility conferences, such as the California State University, Northridge Center on Disabilities CSUN Assistive Technology Conference, and the National ADA Symposium. Jeff also holds an ADA Coordinator Title III Business Certificate and is a Microsoft Certified Systems Engineer (MCSE).

Examples of Work

Work at Converge Accessibility

- **California State University**
  Type of Contract: Approved Vendor List
  Since: April 2021—Present
  Scope of Work: Part of university's Approved Vendor List and assisted four vendors in testing products for Section 508 and WCAG conformance to meet state and university's procurement requirements.

- **Venable LLP**
  Type of Contract: Individual Contracts

Since: June 2020 – Present
Scope of Work: Assist multinational law firm and its clients on a continuing basis to avoid ADA web accessibility litigation. Presented Continuing Legal Education (CLE) courses with firm partners in New York City.

Other Projects Managed and Performed by Converge Accessibility Principals

- **National Aeronautics and Space Administration (NASA)**
  Type of Contract: Multiyear Contract
  Since: 2008 – 2020
  Scope of Work: Accessibility partner for agency's Office of Diversity and Equal Opportunity (ODEO). Performed Section 504 reviews of agency grantees and prepared all agency compliance reports (available at https://missionstem.nasa.gov/civil-rights-compliance-reports-section-504.html).

- **Texas Department of Transportation (TxDOT)**
  Type of Contract: Multiyear Contract
  Since: 2020 – present
  Scope of Work: Web accessibility review team hired by Cole and Associates (St. Louis, MO) to assist TxDOT in its ADA Title II Self-Evaluation and Transition Plan (because of TxDOT's procurement requirements, this contract had to remain with original contract bidders—which were decided before Converge Accessibility was formed—but Converge Accessibility's founders were both key personnel to the contract).

Contact Us

For a quote or more information, contact us at:

- info@convergeaccessibility.com
- 425.306-3123

FYI: We are available for Lunch and Learn sessions.

Did you know…

57% of users benefit from improving accessibility of websites and information technology – Forrester Research