



Veterans Health
Administration

VHA Section 508 Requirements: Successful Leaders Follow Experienced Guides.



Ellen Crowe
Director of VHA's
Section 508 program

With a programming background and personal knowledge gained from her own visual impairment, Ellen's experience has served her well. Ellen was a programmer at the Hines VA Medical Center Information Resources Management shop and previously worked at the Hines Central Blind Rehab Center training veterans to use various types of adaptive technology. Her current position within VHA's Office of Information has involved building critical partnerships with multiple development teams to provide the framework for new software that effectively meets Section 508 Standards for best accessibility to the disabled.

"From the top down, VHA believes in partnering so we can learn together, have fun, and do the absolute best we can. A key component of our success is creating those relationships with our agency's developers and testers early, fostering them throughout the lifecycle, and keeping in touch as their 'go to people' for Section 508 down the road."

—Ellen Crowe

VHA is Proving that Better Products Can Be Developed by Following 508 Standards.

The Veterans Health Administration is providing healthcare beyond compare for America's veterans. A demonstration of this commitment to excellence can be seen in our focus on Section 508 compliance. We are working with over 1,000 software developers nationwide to ensure our software is Section 508 compliant. We are proving that creating effective Section 508 requirements is not only producing compliant software, but also more useful products for everyone.

Success is achieved by:

- **Creating more specific and enhanced Section 508 requirements for software and web-application development.**
- **Including the requirements early in the development and life-cycle process.**
- **Working hand-in-hand with project teams.**
- **Creating training modules for development teams, contractors, testers, and management.**
- **Conducting essential product evaluations in collaboration with the development team.**
- **Modifying current acquisition processes to comply with the Office of Management and Budget's direction to create more compliant and robust Section 508 processes.**

For more information, please contact the VHA Section 508 Compliance team at:

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