



Program Support Center

ABOUT PSC

The Program Support Center (PSC) is the largest multi-function shared service provider to the federal government. Hosted by the U.S. Department of Health and Human Services (HHS), PSC provides our customers support services focused on their needs — so they can focus on their core missions.

Established 20 years ago to reduce HHS's annual spending and to increase the quality of its administrative services, PSC today offers over 40 services to HHS and other federal agencies. PSC operates on a competitive fee-for-service basis in four key markets: administrative operations, real estate and logistics, financial management and procurement, and occupational health.

For more information contact
(301) 492-4600
www.psc.gov

MANAGING
THE BUSINESS OF
GOVERNMENT™

SECTION 508 COMPLIANCE

Ensure Accessibility and Compliance of Electronic Media

The only thing constant with Web- and electronically-delivered media is Section 508 of the Rehabilitation Act of 1973. The act requires all federal agencies to make every document, form, Hypertext Markup Language (HTML), and other electronic and information technology (EIT) distributed online is accessible to everyone with visual and auditory challenges. Not meeting these standards can lead to filed administrative complaints and lawsuits from the public, vendors, union, or advocacy groups.

The **Program Support Center (PSC)** Section 508 Compliance delivers accurate analysis, testing, and remediation services to allow customers to distribute electronic media with confidence. Each project is extensively quality-checked for compliance according to the Department of Health and Human Services (HHS) Accessibility checklists and industry best practices to help customers mitigate hefty remediation and claims settlements.

Comprehensive Compliance Solutions

PSC Section 508 team of experts makes it simple. PSC technical experts have practical, hands-on experience working on various types of media across to ensure compliance including:

- **Review and Testing** of documents for compliance
- **Remediation** of publications, forms, and digital media
- **Completion HHS Section 508 Checklist** to stay in compliance with rigorous governmentwide standards
- **Transcripts** to transcribe verbal and visual images into text
- **Audio Description** to associate textual descriptions into audio format
- **Transcription and Translation of languages** to provide information across all or targeted audiences

Unified Department of Health and Human Services Approach

PSC is a federal agency hosted by HHS. Customers benefit as PSC specialists directly collaborate with HHS Section 508 representatives to get the latest requirements and ensure consistent interpretation of the regulations to mitigate non-compliance risk.

As part of HHS, PSC directive is to abide by HHS Section 508 checklist — for all web- and electronically-delivered materials. This means, PSC treats customer internal and external electronic media as if it were their own ensuring materials pass HHS Section 508 checklists and are assistive-technology accessible.

FEDERAL SHARED SERVICES

Accounting Services

- Accounting
- Debt Collection
- Financial Reporting

Acquisition Management Services

- Acquisitions

Behavioral Health Services

- Employee Assistance Program
- Organizational Development and Leadership
- Psychological Testing and Evaluation Program
- Work / Life Programs

Building Operations Services

- Facilities Operations and Maintenance
- Room Management
- Shredding

Clinical Health Services

- FedStrive*
- Health Clinics
- Medical Employability
- Medical Surveillance
- Workers Compensation Management

Environmental Health and Safety Services

- Automated External Defibrillator
- Environmental Health and Safety

FedResponse Services

- Customer Contact Center

Grants Finance and Administration Services

- Grants Management
- Indirect Cost Negotiations

Mail and Publishing Services

- Departmental Forms Management
- Digital Document Management
- Graphic Arts
- Mail Operations
- Mail Screening
- Printing Program Management
- Section 508 Compliance

Real Property Management Services

- Real Estate Strategy
- Real Property Disposal
- Space Design and Construction

Supply Chain Management Services

- Labor and Moving
- Medical Supply Fulfillment
- Personal Property Disposal
- Personal Property Management
- Publications Fulfillment
- Storage

Transportation Services

- Fleet Operations
- Transit Subsidy Program Management
- Travel Program Management

Wellness and Health Promotion Services

- Wellness and Fitness

Review, Identify, and Provide a Clear Remediation Action Plan

From Microsoft Word, Excel, and PowerPoint, Adobe PDF, electronic newsletters, forms, film, TV, video, and other multimedia files, PSC tests and remediates them to confirm accessibility through various assistive technologies. PSC uses advanced tools and methods to conduct thorough evaluations to systematically identify elements which are not compliant and develop an action plan to address each issue to verify materials distributed electronically are fully accessible to all.

PSC Section 508 provides customers access to a specialized compliance team who reviews and ensures documents, forms, captioning, and transcripts meet Section 508 Rehabilitation Act standards. Additionally, PSC Section 508 relieve customers of the administrative burdens saving time, budget, and resources to confidently transition documents and other media into in-compliance digital format to help achieve agency goals and support of their core mission.