Reasonable Accommodation Program Management in the Cloud

Reduce Workplace Barriers
Increase Employee Productivity

Tyler's Reasonable Accommodation application features a decade of best practices so agencies can quickly and affordably streamline the complexities of reasonable accommodation (RA) program management.

When the Bar Is Set High, Reach for the Cloud

Cloud-based Reasonable Accommodation Delivers Transformative RA Program Management Quickly and Affordably

Reasonable Accommodation requests can be extremely complex. Under the Americans With Disabilities Act (ADA), both public and private sector employers must provide RA — support for job-related tasks — to qualified employees with disabilities, unless doing so would pose an undue hardship.

Responding to and tracking the progress of requests in a compliant manner can be a monumental challenge. Disabilities vary widely, and many cases involve medical conditions that improve or worsen over time. Providing accommodations may entail interpreters, readers, or other personal assistance; modifying job duties; providing flexible work schedules or work sites (e.g., telework); and providing accessible technology or other workplace adaptive equipment.

Out of the box, Reasonable Accommodation enables employers to adhere to the many rules and regulations that guide RA policies and procedures. With best practices, business rules, and terminology built right in, organizations can quickly support the requests of qualified disabled employees. The Section 508-compliant Software as a Service (SaaS) solution streamlines the complexities of RA program management while reducing resource requirements and cost. Hosted in the cloud, it's always up to date — no hardware to buy, no software to maintain.

New Federal Standards

For federal agencies, the bar is especially high. Effective January 2018, regulations under Section 501 of the Rehabilitation Act of 1973 have required federal agencies to meet extensive recordkeeping and reporting requirements. They must also provide personal assistance services (PAS) to employees with targeted disabilities who need them.

Pre-configured for Out-of-the-box Compliance

Reasonable Accommodation supports all aspects of an RA program, from initial request to closure. For each case, it tracks the interactive process, medical documentation review, and decision (including reconsideration of a denial, if requested). For approvals, it documents the procurement and implementation of agreed-upon assistive equipment, work schedule modifications, or reassignments. Organizations can track the procurement and implementation of assistive technologies and other accommodations, and even schedule PAS for employees with targeted disabilities.

By using the Reasonable Accommodation application, RA offices are able to:

- Reduce the cost and complexity of processing requests
- Manage processing times more effectively
- Automate workflow and unite disjointed information
- Track the equipment that has been supplied to meet requests
- Provide visibility into an entire RA program via a secure, web-based interface maximizing resources.

Key Pre-configured Processes

- Request for RA
- Interactive Process
- Medical Documentation

- Decision
- Denial Reconsideration
- Reassignment

- Procurement
- Implementation
- Case Closure

Customers

These organizations are among those that have entrusted their Reasonable Accommodation programs to Tyler Software. The Reasonable Accommodation is based in large part on the work we have done for these agencies.

Dashboards and Reports for Real-time Insights

It takes a variety of tools to keep track of tasks, cases, and overall workload. Reasonable Accommodation presents each user with an individual, customizable, role-based dashboard featuring the actionable information that is pertinent to that person's duties. For example, from their dashboard of assigned employee and job applicants' requests, RA specialists can drill down into individual cases to begin or resume a specific workflow. Management can review key program metrics at a glance, including:

- Assigned, unassigned, and closed employee and job applicant requests
- Accommodation implementation by specialist
- Employee requests nearing target dates
- Overdue employee requests by deciding official

The following Accommodation Request reports are also included as standard:

- Accommodation implementation summary
- Accommodation request by specialist
- Request by accommodation type
- Request by accommodation type and department and agencies

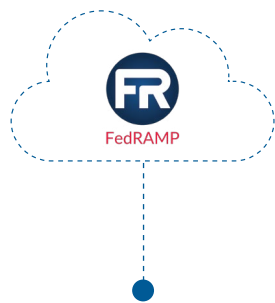# Integrated Modules Add Flexibility and Power

Fully integrated cloud-based modules give Reasonable Accommodation even more power.

With the Report Builder, users can build their own ad hoc reports based on any data element within the application. Once created, reports can be saved as templates, shared with others, or added to dashboards. Users can drill down on any report metric, data element, or query. Reports can be output in a variety of formats including Microsoft Word, Microsoft Excel, PDF, and HTML.

The Access module public portal provides a self-service interface where disabled employees and job applicants can register for a secure account, submit an RA request, receive a confirmation email with case number, and track case status.

Organizations can also put context-sensitive, organization-specific instructions at users' fingertips.

Federally Accredited, Secure Cloud Hosting

Tyler is a Cloud Service Provider compliant under the Federal Risk and Authorization Management Program (FedRAMP[SM]), a government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services.

The Application Platform and hosting environment are FedRAMP certified at the FIPS-100 "Moderate" level and feature disaster recovery as well as backup to a warm and cold site.

The Reasonable Accommodation application's role-based security and access model mimics an organizations' structure — users see only the data that is pertinent to their domain.

Reasonable Accommodation is built on Tyler's Application Platform, powered by Entellitrak. For more than a decade, the Application Platform has been bringing digital transformation to organizations at the federal, state, and local level.

Up and Running in Weeks — Not Months

The Reasonable Accommodation application can be up and running in 30 to 60 days from kick-off. Through an agile methodology of requirements gathering sessions, two-week configuration sprints*, and sprint demonstrations, Tyler will configure the application for go-live.

A dedicated Tyler project manager, business analyst, and implementation team will complete the following activities:

- Kickoff meeting outlining all project phases, responsibilities, milestones, and dates
- Information gathering sessions for the refinement, review, and approval of requirements (a maximum of 4 sessions)
- Sprints to configure default workflows, lookup values, named user roles, email notifications, letter templates, dashboards, and reports (a maximum of 4 sprints)
- User acceptance testing (A maximum of 10 days for customer testing and five days for defect remediation and demonstration of remediation)

*In order for the system to be ready for use in a 30 to 60 day time frame, the organization must provide timely and complete input regarding configuration items. Changes to approved requirements are managed via a change control process and may have costs or schedule impacts.

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 37,000 successful installations across more than 12,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler was named to Government Technology's GovTech 100 list five times and has been recognized three times on Forbes' "Most Innovative Growth Companies" list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at **tylertech.com**.

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