



**United States  
Department of  
Agriculture**

**Office of the  
Assistant Secretary  
for Administration**

Office of Operations

1400 Independence  
Avenue SW

Washington, DC  
20250-9800

TO: USDA Reasonable Accommodation Designees

FROM: Curtis Wilburn, Jr. *Curtis Wilburn, Jr.*  
Director of Operations

SEP 21 2016

SUBJECT: Accessible Communication for USDA Program Managers and Service Providers

The Office of Operations (OO) TARGET Center Accessible Communications Program, which succeeds the TARGET Center Interpreting Services Program, was established to broaden accessible communication support to all individuals with disabilities. Through a diverse range of impactful services, the Accessible Communications Program will enhance universal access at the U.S. Department of Agriculture (USDA) locations nationwide and deliver comprehensive and inclusive communication solutions for USDA program managers and service providers.

The Accessible Communications Program integrates and supports a variety of assistive technology tools, training programs related to accessible communications, and technical assistance to enable USDA staff to effectively engage with both employees and visitors with disabilities. The Program also provides assessments of USDA services to recommend actions that remove communication barriers and ensures that employees and visitors with disabilities have direct access to USDA services nationwide. This initiative will improve employee engagement, enhance program delivery, and support conformance to Section 504 of the Rehabilitation Act requirements within USDA agencies.

For example, the Program integrated accessible devices that facilitate face-to-face communication for deaf, hard of hearing with hearing individuals at five main locations within USDA Headquarters: South Building Entrances (Wing 1 and Wing 3), Whitten Building Main Entrance, USDA Health Unit, and the Office of Operations Customer Service Center. These devices allow individuals who are deaf or hard of hearing to communicate with hearing individuals by typing on the face-to-face communication device and were secured at no cost to USDA through a partnership with the Department of Defense Computer/Electronic Accommodations Program (CAP).

The OO TARGET Center is committed to ensuring that USDA employees with disabilities and USDA service providers do not experience unnecessary barriers by creating effective, accessible communication. I invite you to explore the resources made available through the TARGET Center Accessible Communication Program located in the South Building, Room 1006-S. Please contact D'Ann Clayton, Director of the TARGET Center, at (202) 720-0373 for additional information.

cc: Gregory L. Parham, DM  
Malcom A. Shorter, DM  
Faith Rogers, DM  
Yeshi Abebe, DM  
Duane Williams, OO  
D'Ann Clayton, OO