Updates to Your Plan - Redbud Healthcare District

From: Yenni Herschelman (yenni@getstreamline.com)

To: redbudhealth@att.net

Cc: madison@getstreamline.com

Date: Monday, November 25, 2024 at 02:34 PM PST

Hi Conrad,

Thank you for meeting with me today! We appreciate your district continuing to trust us with your website's compliance!

Here is a recap of our meeting:

- DOJ Article <u>@</u>: DOJ has released new requirements that districts and Streamline must comply with.
- Streamline Legacy : We have updated our platform to comply with these changes and have made it
 easier for our current customers to upgrade to a new plan by providing a Legacy Discount. To learn more
 about PDF accessibility, you can look at our Knowledge Base here, and our Webinar here!
- Upgraded ☑: Your Legacy Plan at \$126 will be upgraded to our Community Pro plan at \$226.00 beginning on your next billing cycle on July 1st, 2025.

I have attached a breakdown of your new package, our Streamline Security and Continuity Operations, and what tools and features this plan includes. The next steps will include a meeting with our Education and Training Specialist, Madison! Book a meeting with her whenever you're free and she can walk you through all of your new tools and features that are included in your new plan!

Book a Meeting with Madison!

All the best, Yenni



Yenni Herschelman Special Districts Manager, Streamline (916)238-1803

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Streamline Security _ Continuity of Operations.pdf 282.9kB



Redbud Health Care District .pptx.pdf 2.9MB



Streamline Security & Business Continuity

Proactive support

• **Uptime monitoring:** We are notified within a minute of any issue with the platform due to ongoing automated checks.

Rapid response

• **US-based support:** our team will respond immediately to business-critical issues. All responses are tracked and routed using an online ticketing system.

Best practices

- Code security: our architecture features an immutable codebase, so platform code cannot be changed outside of our normal dev-test-release process.
- Secure headers: We enforce HSTS and Content Security Policy headers.
- **SSL certificates**: We work with the LetsEncrypt certificate service to automatically issue and renew your certificates.
- Best Practices: We monitor NIST, MS-ISAC, and use package managers to monitor the
 code status of all code. Any security patch is deployed within 24 hours of public
 disclosure. Follows the <u>Twelve-Factor Methodology</u> for application design.

Reliability and backups

- Best-in-class cloud hosting: US-based Infrastructure on Amazon Web Services
- 99.95%+ uptime: even when accounting for scheduled maintenance, the reliability of the platform exceeds industry standards
- Multi-region redundancy: we use multiple Amazon availability zones for seamless failovers in the case of a broad outage
- Hourly backups: made possible with Amazon Aurora, a distributed, fault-tolerant, self-healing storage system that auto-scales up to 128TB per database instance. It delivers high performance and availability with up to 15 low-latency read replicas, point-in-time recovery, continuous backup to Amazon Availability Zones (AZs)

Independently-verified security

- Security audits: we conduct two types of audits: Automated security scans through industry-standard tools and manual penetration testing via 3rd party security firms
- Security awareness training: we conduct SAT, ensuring that both our staff and your staff are aware of phishing attacks and other schemes
- Independent site scans: we have partnered with numerous industry leaders including Secureworks to independently scan and certify the security of the platform on behalf of the systems we serve

• **Secure by design:** we have designed our platform to reduce the attack surface as much as possible at the platform architecture level

Insured

- Full COI coverage included: we take a holistic approach to managing the integrity of our hosting platform by extending our company's \$2 million cyber insurance to your organization through a certificate of additional insured (COI) upon request. (See insurance information below.)
- **Proven track record:** Though we have been incident-free in our 10+ years of hosting websites and applications, we are still proactive and protective.

No Lock-In Pledge

• Free transition support provided: while we hope we find Streamline valuable, if you find that our platform is not the right fit for your organization, our team will support your transition both technically and administratively. This includes providing you, upon request, with all of your content in a machine-readable format, such as JSON or a flat-file download of HTML. We will also provide you with sandbox access to your old website for 90 days after you discontinue your subscription in the event you need to access historical content from your Streamline site.

Insurance Coverage Information



CERTIFICATE OF LIABILITY INSURANCE

DATE (MMUDD/YYYY)

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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		PHONE (AIC. No. Ext): E-MAIL ADDRESS:	916-646-1919	FAX (A/C, No):	916-646-0995
Caciamento, CA 33034			INSURER(S) AFFORDING COV		
www.mcgeethielen.com	0633187		NAIC#		
INSURED		INSURER A: Citize	31534		
Streamline Software, Inc.		INSURER B: Allmo	erica Financial Benefit Ins	urance Co	41840
3301 C Street, Suite 1000		INSURER C: The	Hanover Insurance Comp	any	22292
Sacramento CA 95816		INSURER D:			
		INSURER E :			
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INSR	TYPE OF INSURANCE	ADDL S	UBR WD POLICY NUMBER	POLICY EFF	POLICY EXP (MM/DD/YYYY)			
A	✓ COMMERCIAL GENERAL MABILITY	1	OBF-A166284-09	12/31/2022	12/31/2023	LIMITS		
1	CLAIMS-MADE / OCCUR	•	OS. MIGGEST 05	12/3 1/2022	12/3/1/2023	DAMAGE TO RENTED	\$1,000,000	
1	COMING-MADE LY OCCUR					PREMISES (Ea occurrence)	\$300,000	
	MANAGERA CHEMICAL CONTRACTOR CONT				20	MED EXP (Any one person)	\$ 5,000	
						PERSONAL & ADV INJURY	\$1,000,000	
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				1		PRODUCTS - COMP/OP AGG	\$2,000,000	
В	OTHER: AUTOMOBILE LIABILITY						\$	
"	Z ANY AUTO		AWF-A166042-10	12/31/2022	12/31/2023	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000	
1	OWNED SCHEDULED						\$	
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						E.L. EACH ACCIDENT	\$1,000,000	
						E.L. DISEASE - EA EMPLOYEE	\$1,000,000	
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-	(Cyber Liability & Web Hosting)		LHF-H437448-10	12/31/2022	12/31/2023	\$2,000,000 Each / Aggregate; \$10,000 Ded		
-								



Redbud Health Care District -

Compliance Readiness Check-in





Today's Agenda

- 1 Introduction
- 2 Legislative updates
- 3 Your compliance scorecard
- 4 Understanding your Streamline Plan

Your dedicated success manager



Your Compliance & Success Manager Yenni Herschelman

I am here to ensure that Streamline meets your needs and that you are fully compliant with ever-changing state and federal laws.

- ✓ Annual site reviews
- ✓ Need a new feature?
- ✓ Need a new site or portal?
- ✓ New tools coming out



Part of a larger support team



Your Compliance & Success Manager Hannah Holmes

I am here to ensure that Streamline meets your needs and that you are fully compliant with ever-changing state and federal laws.



Your Technical SupportKurt Danilson

Bug? Question? Problem? Idea to improve? I'm your guy.



Your Education & TrainingMadison Wallace

I'm here for your education, training, billing issues, and site reviews. Book a training with me anytime!



We're just a click away! ⇒



Special District Legislation Updates for ADA

- New ADA Rules Released by DOJ
- 2 Old vs. New Requirements
- **3** Why Does This Matter?

ADA compliance suddenly got harder

- Department of Justice rolled out sweeping new rules in May 2024 that will be enforced on all special districts
- The rules go beyond the website and call for document standards, accessibility policies, remediation methods, and more.



and local governments to make their websites and mobile applications accessible for people with disabilities. The agency is adopting the technical standards of <u>Web Content Accessibility Guidelines (WCAG) 2.1 Level AA</u>, which requires 50 success criteria to make websites accessible. This includes converting pictures and documents so they can be

What has changed?

OLD ADA REQUIREMENTS

- Checking all HTML pages for conformance to ADA compliance requirements using tool like Lighthouse
- 2. Technical support for reported issues

NEW DOJ AND STATE REQUIREMENTS

- 1. Automatically checking all PDFs for ADA compliance using industry scanner
- 2. Creating a process and remediation request form for PDFs created and placing remediation language on all pages where the PDFs are linked
- 3. Checking all videos, if present, for closed captioning and automatically enabling it
- 4. Manual testing by users with various disabilities, with testing processes documented
- 5. Generating and posting an accessibility statement and updating each year
- 6. Creating a reliable remediation form for accessibility issues that is monitored by technical personnel and CC's district staff with two alternative forms of communication (web and non-web based).
- 7. Ongoing reviews by accessibility staff, who get automatically alerted of accessibility issues
- 8. Annual ADA compliance plan review
- 9. Creating court-admissible monthly ADA reports
- 10. Ongoing ADA support and training for your staff
- 11. Readiness for legal defense e.g. \$10,000 \$50,000 of indemnification



Your Compliance Scorecard

STREAMLINE

Web Accessibility & ADA Score

Some inaccessible PDFs missing PDF remediation notice
Missing accessibility statement
Missing request form on archived documents
Need to check videos for closed captioning, if appl.

What's the risk?

2,40

Districts have pen affected by a web access bility action.

56%

Increase in the number of web accessibility lawsuits in 2022.

\$39k

Average amount for a web accessibility claim in 2023.



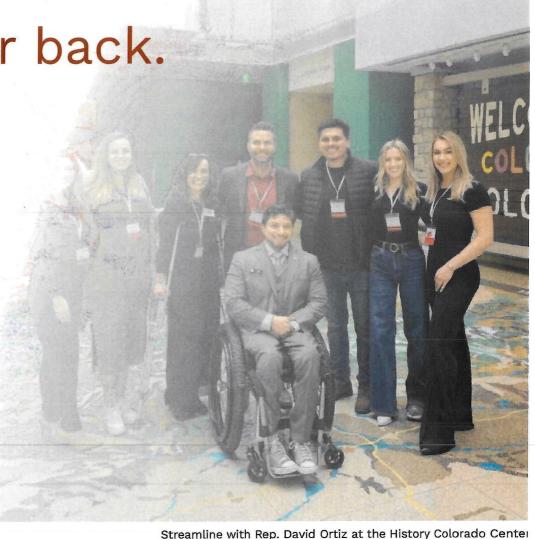
* Very few, if any, special district insurance policies cover the costs of web ADA issues.

But we've got your back.

- We partnered with Allyant CommonLook for PDF Testing and Remediation Services
- We partnered with Jeffer Mangels Mitchell and Butler for Indemnification and ADA Legal Defense
- √ We partnered with Level Access for formal testing of your site by users disabilities



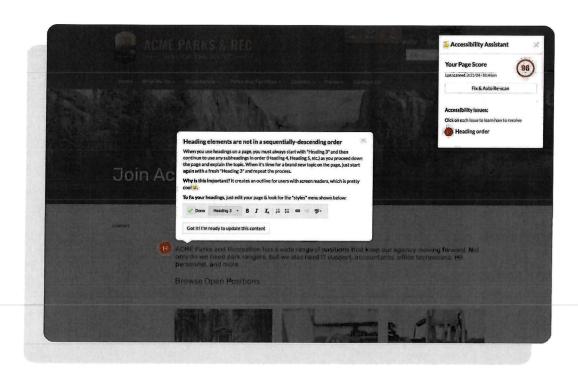


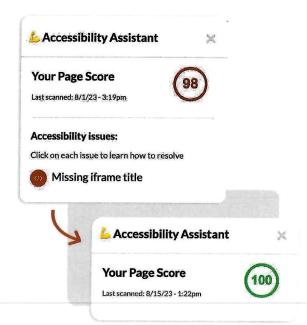


Your New Streamline Plan

New features deployed to assist you with these new mandates

Your Accessibility Assistant guides you on how to fix issues right on page



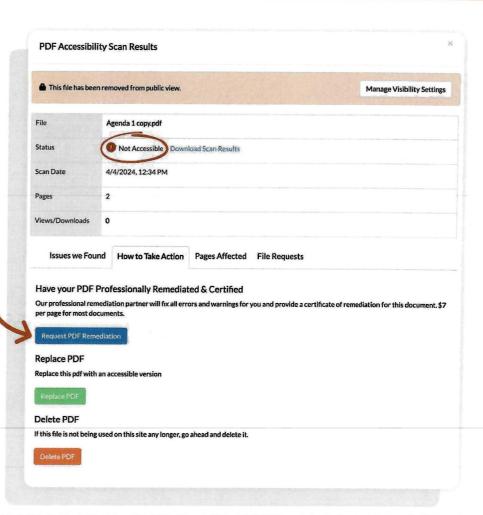


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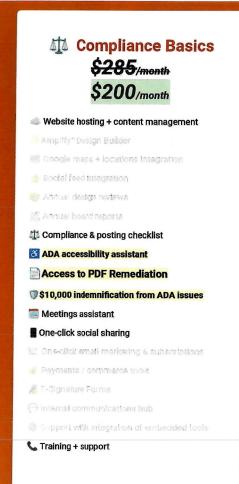


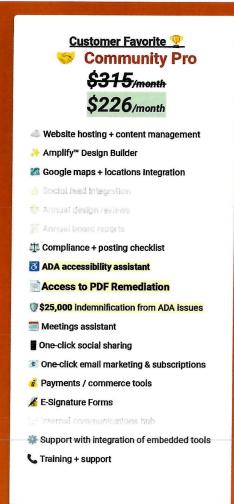
\$126/month

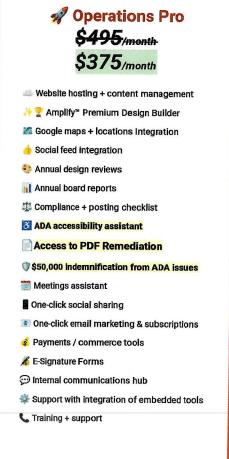
- Amplify" Design Builder
- M. Google maps + locations integration

- Compliance & posting checklist
- DOJ Required
- PDOJ Required
- © \$10,000 Indemnification from ADA issues
- Meetings assistant
- @ One-click social sharing
- (3) One-click email marketing & subscriptions
- 🔏 E-Signature Forms

Flexible New Plans built for your district's specific needs







Rate Guaranteed <4.8% annual max increase



Thank You!