Web Accessibility Transition Plan

Moving the Health Care Authority (HCA) towards web accessibility compliance

Introduction

HCA is dedicated to complying with and maintaining accessibility standards on our external website (hca.wa.gov) through on-going content assessment and remediation (fixing).

This transition plan lays out tasks, activities, and projected deadlines for moving from non-compliance to compliance according to the standards set forth by the Web Content Accessibility Guidelines (WCAG) 2.0.

Scope

The following two aspects of the website require remediation and will be addressed by our efforts:

- Webpage code and content
- Electronic documents

Strategies

Website (webpage code and content)

Using our web governance tool (Siteimprove) as a guide, we are systematically and continuously addressing Level A and AA code and content issues on our website.

Electronic documents

HCA has 6,000+ document on hca.wa.gov. To successfully manage remediation, we will:

1. **Train select staff** (followed by full staff) on remediating existing documents for accessibility (using Adobe Acrobat), and creating new, accessible documents in source programs such as Adobe InDesign, MS Word, Excel, and PowerPoint.

2. **Prioritize documents** for remediation based on a weighted average of three criteria:
   a. **Document purpose** (scale of 1-5)
      For example, fillable forms rank higher than spreadsheets.
   b. **Number of user clicks** (scale of 1-3)
   c. **Audience type** (scale of 1-9)
      For example, documents for Apple Health clients rank higher than documents for Apple Health eligibility managers.
Once select staff have been trained, document remediation and recreation will begin. Select staff members will work through the priority listing derived from the weighting above. (Our long-term goal is to train all HCA staff on creating accessible documents, thereby mitigating the need for remediation.)

**NOTE:** We will not be remediating past iterations of documents (billing guides, fee schedules, etc.), or documents older than one year that are close to end-of-life.

## Transition tasks, activities, and schedule

### Website (webpage code and content)

HCA’s public website scores an 87.2/100 rating for accessibility (Siteimprove.com) for webpage coding and content. The following items remain to be resolved:

- Twelve (12) Level A issues need to be fixed and/or reviewed.
- Two (2) Level AA issues need to be fixed.

**Projected compliance date/transition to maintenance mode:** End of April 2018

### Electronic documents

Three activities are required to successfully bring HCA’s public website into compliance with accessibility standards as concerns online documents:

- **Train select staff**
  - Design team, website contributors, GovDelivery administrators, communications consultants
  **Projected deadline:** End of April 2018

- **Remediate and/or recreate documents for accessibility**
  According to the following phase structure:
  - Phase I: High-priority documents housed on the external website. (December 2020)
  - Phase II: Medium-priority documents housed on the external website. (December 2022)
  - Phase III: Low-priority documents housed on the external website. (December 2022)

  **Projected compliance date/transition to maintenance mode:** December 2022

- **Train general HCA staff**
  - On-going, beginning April 2018. All staff members who create electronic documents for distribution via the external website or email.
  **Projected deadline:** End of December 2022
Transition resources

Software
We will use the following tools for transition and maintenance modes.

- Website remediation
  - Drupal, website content management system
- Document remediation
  - Adobe InDesign
  - Microsoft Word, Excel, PowerPoint
- Compliance assessment
  - Siteimprove (online web governance tool)
  - Microsoft Accessibility Checker (and Text to speech in MS 2016 products)
    - MS Word, MS Excel, MS PowerPoint
    - Adobe Acrobat Pro accessibility tool
  - Screen readers
    - Job Access With Speech (JAWS)
    - Adobe Acrobat Pro
    - Windows Narrator
  - Human review

Personnel
The following roles will be involved:

- Web content manager
- ADA coordinator
- IT accessibility coordinator
- Web team members
- Web contributors
- GovDelivery administrators
- Communication consultants
- Subject matter experts