

Web Accessibility Transition Plan

**Moving the Health Care
Authority (HCA) toward web
accessibility compliance**

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Introduction

HCA is dedicated to complying with and maintaining accessibility standards on our external website (hca.wa.gov) through ongoing 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) 2.1.

Scope

Two aspects of the website require ongoing remediation and are 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 systematically and continuously address Level A and AA code and content issues on our website.

Electronic documents

HCA has 10,000+ document on hca.wa.gov. To manage remediation, we:

1. **Train staff** on remediating existing documents for accessibility (HCA graphic design team, web content manager), 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.

Select staff work through the priority listing above. HCA general staff remediate and recreate documents under their purview.

NOTE: We do not remediate 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 88.5/100 rating for accessibility (Siteimprove.com) for webpage coding and content. The following items* remain to be resolved:

- Four (4) Level A issues
- One (1) Level AA issues

*Issues fluctuate with new content.

Projected compliance date/transition to maintenance mode: Moved to maintenance mode as of January 2021.

Electronic documents

Three activities are in process to bring HCA's public website into compliance with accessibility standards as concerns online documents:

Train select staff

- Train graphic design team on building accessible documents and forms in Word and InDesign.
- Train website contributors, GovDelivery administrators, and communications consultants on simple remediation techniques prior to distribution via the external website or email.

Projected deadline: Ongoing

Remediate and/or recreate documents for accessibility

According to the following phase structure:

- Phase I: High-priority documents housed on the external website. (Ongoing)
- Phase II: Medium-priority documents housed on the external website. (December 2023)
- Phase III: Low-priority documents housed on the external website. (December 2025)

Projected compliance date/transition to maintenance mode: December 2025

Train general HCA staff

- Beginning March 2019: train general HCA staff on building accessible Word, PowerPoint, and Excel documents prior to distribution via the external website or email.

Projected deadline: Ongoing

Transition resources

Software

We 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
 - MS Word, MS Excel, MS PowerPoint
 - Adobe Acrobat Pro accessibility tool
 - PDF Accessibility Checker (PAC 3.0)
 - Screen readers
 - NVDA
 - 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
- General HCA staff