



CONNECTICUT

Policy and Management

Policy Title:	State of Connecticut Accessibility & Inclusivity Policy for Websites and Digital Assets
Originator:	Office of Policy and Management (“OPM”)
Effective Date:	July 14, 2025
Supersedes:	Universal Website Accessibility Policy v. 4.1 (Dec. 9, 2019)
History:	Version 5.0
Applies to:	State Agencies defined in § 4d-1(3)
Relevant Laws or Regulations:	C.G.S. §§ 4-5, 4-8, 4-65a, 4-66, 4d-1(3), and 4d-8a; 28 C.F.R. § 35.101, <i>et seq.</i> ; Americans with Disabilities Act of 1990 (42 U.S.C. §§ 12131-12134)(“ADA”), as amended by the ADA Amendments Act of 2008 (“ADA Amendments Act”) (Pub. L. 110-325, 122 Stat. 3553 (2008)).

Purpose

The State of Connecticut is dedicated to providing a digitally inclusive environment for all residents and visitors, regardless of disability status. This accessibility policy establishes basic standards for all state agencies to follow, ensuring web content, mobile applications, and other forms of digital content meet accepted levels of accessibility consistent with federal and state law and regulations. This allows us to support meaningful access to our information and services and help ensure equality of opportunity, full participation, independent living and economic self-sufficiency for Connecticut’s residents with disabilities.

Enabling Authority

In accordance with C.G.S. §§ 4-5, 4-8, 4-65a, 4-66, 4d-1(3), and 4d-8a, the Office of Policy and Management (“OPM”) is responsible for developing and implementing an integrated set of policies pertaining to information and telecommunications systems for state agencies.

Scope and Reach

This OPM policy applies to State of Connecticut agencies defined in General Statutes section 4d-1(3) and covers the development and publishing of digital content intended for consumer use. This includes:

- Agency websites and web applications
- Digital documents (PDFs, Word documents, etc.)
- Mobile applications
- Electronic forms
- Multimedia content (audio, video)
- Software applications
- Digital communications and notifications
- Charts and data visualizations

We further encourage the other branches of government, including the Legislature and the Judiciary, to adopt similar standards.

Policy Statement/Narrative

Consistent with [standards and obligations of public entities](#) as promulgated by the Department of Justice under the Americans with Disabilities Act (“ADA”), digital content should conform to the Web Content Accessibility Guidelines [\(WCAG\) 2.1 Level AA](#).

State agencies covered by this policy are responsible for their own compliance with WCAG 2.1 Level AA, and should track accessibility progress and conduct periodic reviews to ensure consistency with this policy. Agencies should manage and designate appropriate personnel to serve as a single point of contact (“Accessibility Designee”), consistent with existing roles and responsibilities, to coordinate implementation of this policy and address complaints or input from the public.

Specifically, additional oversight may include:

- Agency Heads: Should ensure department compliance, provide necessary resources, and designate an Accessibility Designee for questions or issues related to accessibility.
- Accessibility Designees: Should act as subject matter experts, facilitators, compliance monitors, and provide reporting to agency heads.
- IT and Web Developers: Should adhere to accessibility standards in procurement, development, and testing and deployment of digital solutions, and provide coordination with the state Department of Administrative Services (“DAS”).
- Content Creators: Should create and maintain accessible content and ensure inclusive language practices consistent with WCAG 2.1 Level AA requirements.
- All Employees: Should support the agency’s and the State's commitment to accessibility and inclusive language, and report on any discovered accessibility barriers to the Accessibility Designee or other designated agency personnel.

In implementing this policy, agencies shall ensure that all new digital content (as listed above) is built with minimum WCAG 2.1 Level AA standards of accessibility as part of the process, and that accessibility requirements are addressed in contracts with vendors or third parties involved in digital creation for the state.

Agencies should use their best efforts to prioritize remediation of existing content based on user impact, starting with essential services and high-traffic content where such content does not otherwise fall within an exemption from federal law.

DAS will offer comprehensive accessibility training covering specific actions such as:

- How to add alt text to images
- Using media captioning tools and techniques
- Formatting documents to be accessible
- Best practices for plain language and inclusive content.

Complaint Procedure

The State is committed to addressing accessibility issues promptly and providing meaningful resolution. If a user encounters barriers or notices areas where inclusive experiences could be improved:

- They should be directed to contact the agency's Accessibility Designee, where applicable. If an agency does not have an Accessibility Designee, the report should be directed to the agency Customer Success Manager (“CSM”) or other responsible staff.
- They should be directed to use the Statewide Accessibility Feedback form, maintained by DAS Bureau of Information Technology Solutions (“BITS”).
- The State will, upon request, offer necessary information to customers in alternative formats or through manual assistance while working to improve accessibility across agency websites.

Version History

Date	Version	Description	Publisher
July 14, 2025	5.0	New; Supersedes Universal Website Accessibility Policy 4.1 (Dec. 9, 2019)	Office of Policy and Management