

# Everyone has a role in accessibility

ADA Title II requirements for digital content and services have been announced and state and local governments must be in compliance by April 24, 2026. **All** state employees, regardless of role, must do their part to ensure the Commonwealth provides a secure, inclusive, accessible, and welcoming digital environment for all.

ROLE	ACCESSIBILITY OBJECTIVES
<p><b>SENIOR LEADERSHIP</b></p>	<ul style="list-style-type: none"> <li>• Be an executive sponsor</li> <li>• Include digital accessibility in your goals, strategic planning, and budgeting</li> <li>• Communicate the importance of inclusion and accessibility requirements to management and teams</li> </ul>
<p><b>TEAM AND PRODUCT/PROJECT MANAGERS</b></p>	<ul style="list-style-type: none"> <li>• Complete all required and provided trainings</li> <li>• Make digital accessibility a core requirement for projects and programs</li> <li>• Provide tools, training, and time to allow team members to make digital accessibility part of their day-to-day work and skill development</li> <li>• Track vendor accessibility commitments in contracts</li> </ul>
<p><b>UX/UI AND DEVELOPMENT TEAMS</b></p>	<ul style="list-style-type: none"> <li>• Complete all required and provided trainings</li> <li>• Conduct accessibility testing for pages and applications during design and development and during the QA process</li> <li>• Conduct accessibility testing and fix issues before publishing</li> <li>• Conduct and seek out accessibility peer reviews</li> </ul>
<p><b>CONTENT CREATORS</b></p>	<ul style="list-style-type: none"> <li>• Complete all required and provided trainings</li> <li>• Conduct accessibility testing and fix issues before integration</li> <li>• Ensure multimedia content has captions, a transcript, and audio descriptions</li> <li>• Conduct and seek out accessibility peer reviews</li> </ul>
<p><b>PROCUREMENT TEAMS</b></p>	<ul style="list-style-type: none"> <li>• Explain the state’s accessibility requirements to agency purchasers</li> <li>• Include the required accessibility contract language in all bid requests that include software or electronic deliverables</li> <li>• Obtain an Accessibility Conformance Report (ACR), such as a VPAT® from the vendor for any software in their proposal</li> <li>• For any items in the ACR that are “partially met” or “not met,” include a mitigation plan for the vendor in the contract with timelines for resolution of those items</li> </ul>



<p><b>HUMAN RESOURCES</b></p>	<ul style="list-style-type: none"> <li>• Ensure all job postings are accessible</li> <li>• Conduct accessibility testing of HR processes, projects, and onboarding</li> <li>• Include digital accessibility as a skill under qualifications for job postings</li> </ul>
<p><b>COMMUNICATIONS TEAMS</b></p>	<ul style="list-style-type: none"> <li>• Complete all required and provided trainings</li> <li>• Conduct accessibility testing on all emails and Word, PowerPoint, Excel and PDF files before they're distributed</li> <li>• Conduct accessibility testing on social media posts and fix issues before posting</li> <li>• Conduct and seek out accessibility peer reviews</li> </ul>
<p><b>LEGAL, RISK, AND COMPLIANCE TEAMS</b></p>	<ul style="list-style-type: none"> <li>• Stay aware of statutory and regulatory changes related to nondiscrimination on the basis of disability and accessibility, including applicable case law</li> <li>• Communicate and provide guidance about legal IT accessibility requirements to leadership, managers, and staff</li> <li>• Support dispute resolutions, including notice to vendors who are under contract and fail to resolve accessibility issues</li> <li>• Include IT accessibility requirements in compliance protocols</li> </ul>
<p><b>OTHER EMPLOYEES</b></p>	<ul style="list-style-type: none"> <li>• Complete all required and provided trainings</li> <li>• Make digital accessibility part of your day-to-day work</li> <li>• Ask questions and seek out resources to help your colleagues and others</li> <li>• Conduct and seek out accessibility peer reviews</li> </ul>

Learn more about [Americans with Disabilities Act \(ADA\) Title II Digital Accessibility Information and Requirements](https://mass.gov/info-details/americans-with-disabilities-act-ada-title-ii-digital-accessibility-information-and-requirements) (hyperlink URL: mass.gov/info-details/americans-with-disabilities-act-ada-title-ii-digital-accessibility-information-and-requirements)

