

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
SENIOR LEADERSHIP	<ul style="list-style-type: none">• Complete all required and provided trainings• Be an executive sponsor• Include digital accessibility in your goals, strategic planning, and budgeting• Communicate the importance of inclusion and accessibility requirements to management and teams
PROGRAM MANAGERS PRODUCT MANAGERS PROJECT MANAGERS	<ul style="list-style-type: none">• Complete all required and provided trainings• Make digital accessibility a core requirement for projects and programs• Provide tools, training, and time to allow team members to make digital accessibility part of their day-to-day work and skill development• Track vendor accessibility commitments in contracts
UX/UI AND DEVELOPMENT TEAMS	<ul style="list-style-type: none">• Complete all required and provided trainings• Conduct accessibility testing for pages and applications during design and development and during the QA process• Conduct accessibility testing and fix issues before publishing• Conduct and seek out accessibility peer reviews
CONTENT CREATORS	<ul style="list-style-type: none">• Complete all required and provided trainings• Conduct accessibility testing and fix issues before integration• Ensure multimedia content has captions, a transcript, and audio descriptions• Conduct and seek out accessibility peer reviews
PROCUREMENT AND CONTRACTING TEAMS	<ul style="list-style-type: none">• Complete all required and provided trainings• Explain the state’s accessibility requirements to agency purchasers• Include the required accessibility contract language in all new bid requests and amended or renewed contracts that include software or electronic deliverables• Obtain an Accessibility Conformance Report (ACR), such as a VPAT® from the vendor for any software in their proposal• 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



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

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)

