



Accessibility Policy

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Accessibility Policy

MnCCC is committed to ensuring that all digital content, applications, documents, and vendor and user group supported systems comply with Title II of the Americans with Disabilities Act (ADA) and meet WCAG (Web Content Accessibility Guidelines) 2.1 AA accessibility standards. This requirement applies to all staff, members, and vendors involved in creating, managing, or delivering digital services and content.

All staff are responsible for producing accessible materials and completing ongoing accessibility training. Technical staff maintain documents, conduct accessibility testing, and ensure that applications and digital content meet required navigation, readability, and usability standards. Vendors must demonstrate accessibility compliance through MnCCC's vendor screening process.

MnCCC also ensures that meetings and events, whether in person, remote, or hybrid, are fully accessible. Alternative formats and accommodations are available upon request.

MnCCC is dedicated to providing inclusive, equitable, and accessible digital experiences for all individuals we serve.

Policy Statement for Website

The following has been formally approved and adopted as MnCCC's accessibility statement that is publicly posted at mnccc.gov/accessibility:

"MnCCC is committed to providing accessible, inclusive, and user-friendly digital experiences for all individuals. We strive to ensure that our website, digital content, software services, documents, and mobile applications meet accessibility standards in compliance with ADA Title II and WCAG 2.1 AA. Our efforts are ongoing, and we continuously work to improve accessibility through regular audits, staff training, and collaboration with our members and vendors.

We also ensure that all MnCCC meetings and events, whether in person, remote, or hybrid, are designed to be fully accessible. If you encounter any accessibility barriers, need accommodations, or alternative formats, we welcome your feedback and encourage you to contact us so we can assist and continue improving our services."

Digital Accessibility Procedures

These procedures establish the required practices for ensuring that all MnCCC digital content, mobile applications, documents, and vendor-supported software systems maintains compliance. These roles and responsibilities apply to all staff, contractors, third-party vendors who create, manage, or deliver digital content or services on behalf of MnCCC.

Roles and Responsibilities

All Staff

- Ensure all digital content created or published meets WCAG 2.1 AA
- Follow Accessibility Standards for Staff outlined in this policy
- Complete periodic accessibility training
- Review MnCCC's Accessibility Policy
- Designate a technical staff member to serve as accessibility contact

Technical Staff

- Maintain accessible templates, forms, and document structures
- Conduct accessibility testing and remediation
- Maintain accessible mobile and web applications, and ensure contractors are supporting requirements

Vendors and Contractors

- Must provide VPAT/ACR documentation
- Must maintain WCAG 2.1 AA compliance
- Must remediate accessibility issues within contractually defined timelines

Vendor Screening

Vendors contracting with MnCCC through user groups, including professional contractors that support any online digital content or mobile applications, are required to complete and pass SecurityStudio (S2) Vendor screening. Part of this screening process includes proof of a VPAT (Voluntary Product Accessibility Template) and an ACR (Accessibility Conformance Report) to ensure compliance with WCAG 2.1 AA, or show proof of their commitment to meet requirement by an agreed timeline. If the vendor is unable to meet the accessibility requirements outlined in our screening process, the organization may allow the current contract to expire and subsequently seek a new vendor.

Periodic Self-Audits for Accessibility

MnCCC will conduct periodic self-audits to ensure ongoing compliance with accessibility standards and to maintain an inclusive digital environment. These audits will include reviewing all website graphics and icons to confirm required alt text is present, evaluating mobile applications such as interactive maps, forms, RSVP tools, and external hyperlinks for accessibility, and identifying content appropriate for archiving to reduce outdated or inaccessible materials. The audits will also include color-contrast testing to verify visual accessibility and verification of document accessibility to ensure materials are usable with assistive technologies. Together, these recurring reviews help maintain accessible experiences across MnCCC's digital platforms and resources.

Accessibility Standards for Staff

Plain Language

Plain language is essential for creating content that everyone can understand and use. It helps readers quickly grasp information, reduces confusion, and supports readability and comprehension. When using plain language staff must use:

- Clear and concise language and instructions, avoid jargon
- Use same term for the same concept
- Headings to show hierarchy
- Logical reading order

Color Contrast

Color contrast allows readers to depict text and images, and must pass at the WCAG 2.1 AA level for:

- Normal and large text
- Foreground and background
 - A text glow/halo around the letters can be used as the background color

Alt Text Requirements

All images and icons in the form of online content and mobile applications must include alt text that:

- Describes the content and purpose of the image
- Provides contextual meaning
- Is included on all social media posts, and public facing graphics and icons
- Uses CamelCase for hashtags (ex: #WomenInGovernment)

Document Accessibility

All documents must:

- Be formatted using accessible heading structures
- Use sans serif or similar fonts
 - Minimum 10 point font
- Avoid decorative or script fonts
- Test using approved tools such as, WebAim Color Contrast Checker and CommonLook

Portable Document Format (PDFs)

All PDFs must:

- Not contain duplicate formats for example PDF and webpage, choose one accessible format
- Not rely on Adobe Acrobat Pro's built-in checker to ensure PDF compliance
- Updated version and driver

Forms, Surveys, and Polls

All digital forms must:

- Include descriptive labels
- Follow logical tab order
- Be tested using keyboard navigation
- Avoid raw URLs
- Use descriptive hyperlinks (ex: “[Learn more about the MnCCC Conference](#)”)

Hyperlink Standards

Hyperlinks must:

- Describe the destination
- Not use “Click here”
- Avoid raw URLs (www.mncccabc123)

Web Application Accessibility

All web and mobile applications must include:

- Skip navigation functionality
- Logical heading structure
- Keyboard-only usability
- Color contrast pass

Multimedia

All videos or moving imagery must include:

- Captions that can be turned on or off (not stamped into video)
- 99% accuracy
- Correct spelling and grammar
- Speaker identification

Social Media

All MnCCC social media content must:

- Include alt text
- Use CamelCase hashtags, example: #CelebratingWomenInGovernment
- Avoid flashing or rapidly moving content

Headings

Headings in documents and online content must provide a logical, navigable structure so people using screen readers, keyboard navigation, or cognitive supports can understand and move through the content efficiently. Headings must:

- Maintain consistent hierarchy, levels must never be skipped
- Never be manually changing font size, bolding, or spacing

- Be descriptive and meaningful
 - Good: Procedures for Submitting a Request
 - Bad: Section III Procedures for Submitting a Request

Meeting and Event Accessibility

MnCCC is committed to ensuring full and equal access to all meetings and physical accessibility, whether held in person, remotely, or in a hybrid format. We work to ensure that meeting platforms, registration for meetings and events, recordings, and shared materials are accessible to all participants. Documents, presentation materials, or other content can be provided in an alternative format upon request. Participants can request specific accommodations for meetings or events by contacting the designated accessibility contact who is listed at mnccc.gov/accessibility.

Commitment to Continuous Improvement

MnCCC is committed to the ongoing improvement of accessibility across all experiences, services, and digital content. We recognize that accessibility is an evolving practice, and while achieving 100% accessibility may not always be possible, we strive for the highest level of compliance attainable. To support this commitment, we will maintain awareness of emerging standards, strengthen vendor accessibility requirements, and regularly assess our materials to identify support needs, remediation priorities, and content appropriate for archiving in alignment with our document retention plan.

Self-Audit and Remediation Planning

- Create web page dedicated to accessibility, MnCCC's official policy statement and designated accessibility contact
- Conduct self-audit of website, public facing documents, and various mobile applications including RSVP and interactive map
- Check high-risk areas: forms, maps, PDFs, navigation, color contrast, keyboard access
- Review all website links, graphics, icons and documents for missing or insufficient alt text and formats
- Exclude social media from this review, going forward staff must adhere to accessibility standards outlined in this policy
- Identify archivable content that can be removed or exempted to reduce remediation workload
- Document finding of self-audit
- Implement training for all staff on accessibility

Tools, Budgeting, and Remediation Capacity

- Identify budget needs for accessibility tools and staff training
- Prioritize CommonLook from Allyant for PDF remediation (Adobe plugin)
- Ensure technical staff learn how to use accessibility tools effectively

Updates to Vendor Screening Process

- Update SecurityStudio (S2) Vendor to include proof of VPAT (Voluntary Product Accessibility Template) and ACR (Accessibility Conformance Report)
- Ensure new and existing vendors comply WCAG 2.1 AA expectations, or show proof of their commitment to meet requirement by an agreed timeline

Remediation

- Roll out required updates and apply fixes identified in the self-audit
- Utilize tools for accessibility remediation
- Convert PDFs to webpages when possible
- Track progress of ongoing updates

Membership Engagement and Resources

- Survey counties to:
 - Identify interest or need for shared resources, tools, or training
 - Identify areas that need support
- Provide guidance or templates where applicable
- Offer training and support resources based on member input

References

U.S. Department of Justice, "Nondiscrimination on the Basis of Disability; Accessibility of Web Information and Services of State and Local Government Entities

Minnesota Information Technology (IT) Services, Procurement for Accessible IT Products and Services: mn.gov/mnit/about-mnit/accessibility/it-procurement

Support Resources

- IAAP-certified training
- ADA National Network
- WebAIM
- 3CMA
- CommonLook Plugin
- [section508.gov](https://www.section508.gov/)
- MNIT Office of Accessibility