



Building Sustainable Digital Accessibility Across State Government

State agencies must meet digital accessibility requirements under Title II of the Americans with Disabilities Act (ADA). But with hundreds of websites, apps, forms, documents, and third-party technologies managed across agencies and teams, identifying and addressing accessibility barriers can be complex.

State government challenges

Teams have limited insight across a large digital ecosystem.

Digital experiences are spread across agencies and teams, making it hard to understand where accessibility risk sits or what to fix first.

Accessibility requires more than automated scanning.

Automated testing alone cannot fully determine conformance with the Web Content Accessibility Guidelines (WCAG), user experience, or accessibility across critical digital services.

How Level Access helps

Agency-wide accessibility insight

Continuous monitoring feeds a single source of program data, so each agency can manage its own portfolio while the state CIO office and accessibility coordinators track risk, priorities, and progress across every agency from the same numbers.

Comprehensive accessibility testing that reflects how residents use state services

Combine automated monitoring with expert manual testing, assistive technology validation, and remediation guidance to support WCAG 2.1 Level AA conformance.

Decentralized ownership creates inconsistent practices.

Each agency manages accessibility separately. Processes, skills, and accountability can vary widely across state government.

Accessibility governance and accountability across agencies



Establish standardized accessibility processes, agency-level reporting, executive dashboards, and governance frameworks that build consistent practices statewide.

Third-party applications create accessibility risk.

Licensing, benefits, transportation, healthcare, taxation, workforce, public safety, and countless other services rely on vendor-supported technologies but agencies often have limited control or insight into the accessibility of these platforms.

Vendor and state procurement accessibility support



Evaluate third-party technologies, including review of completed Voluntary Product Accessibility Templates (VPAT®) / Accessibility Conformance Reports (ACR), with ongoing monitoring of vendors' tools.

Large volumes of forms, documents, and public records create ongoing accessibility challenges.

Agencies continuously publish forms, reports, regulations, meeting materials, and public records, making accessibility difficult to maintain consistently over time.

Document remediation at scale



Identify, prioritize, and remediate your document library, training the teams publishing regulations, meeting materials, and public notices so new files are accessible the day they're posted.

Accessibility maturity needs to scale across the agency.

Creating a sustainable accessibility program requires consistent knowledge and processes across IT, communications, procurement, legal, and program offices.

Role-based training and access to expert services



Give teams training, expert guidance, and strategic support to embed accessibility in day-to-day workflows.

Achieve and sustain accessibility across digital services

Level Access helps state governments build sustainable accessibility programs that support ADA Title II compliance and improve access to digital services for every resident.

[Talk to an accessibility expert](#) about your state's accessibility program maturity and next steps.

