



Accessibility Plan
2026 – 2027
Colorado Department of Law
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2026-2027 Accessibility Plan

Background

House Bill 21-1110 provides that individuals with disabilities have equal access to the Department of Law's programs, services, and activities. The Colorado Governor's Office of Information Technology (OIT) has adopted regulations providing that one method for demonstrating such accessibility is by publishing an accessibility plan which shows evidence of the Department's good faith progress towards removing accessibility barriers across its inventory of Information Communication Technology (ICT) in active use.

Purpose

The Colorado Department of Law is committed to providing equitable access to its programs, services, and activities. The goal of this Accessibility Plan is to summarize the good-faith progress that the Department of Law is taking to identify and remove accessibility barriers across its inventory of ICT so that individuals with disabilities may have equal access to the Department's programs, services, and activities.

Executive Summary

The Department of Law is committed to ensuring that individuals with disabilities have full access to its services and to removing barriers to accessibility. This Accessibility Plan outlines the Department's approach to advancing digital accessibility for users with sensory, cognitive, and mobility disabilities, as well as improving usability for all users, regardless of ability.

This Accessibility Plan is reviewed and updated annually to reflect the Department's current accessibility efforts. This 2026 –2027 Accessibility Plan provides a summary of the progress made leading up to its publication and identifies the initiatives the Department intends to pursue through 2026-2027 and beyond.

Accessibility Contact Information

The Colorado Department of Law Accessibility Program Coordinator is responsible for preparing and updating this Accessibility Plan and can be contacted at:

Accessibility Program Coordinator

Email: Accessibility@coag.gov

Phone: (720) 508-6411

The Department of Law website contains useful information for individuals with disabilities including notice of rights, how to request an accommodation, and grievance procedures. Please refer to the [Accessibility Statement webpage](#).

Accessibility Statement

The Department of Law has published an Accessibility Statement that identifies: (i) how to request reasonable accommodations or modifications; (ii) how to report inaccessible ICT; and (iii) any applicable existing grievance procedures that the public entity is required to maintain under other laws. If reporting inaccessible ICT or requesting an accommodation/modification, please refer to the Accessibility Statement. The Accessibility Statement provides various contact methods.

Accessibility Standards

Our ongoing technology accessibility efforts rely on the technical standards provided by:

- 8 CCR 1501-11 Rules Establishing Technology Accessibility Standards
- World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.1 Level AA or higher
- Section 508 of the U.S. Rehabilitation Act of 1973, Chapter 4

Reasonable Accommodations

The Department of Law maintains policies and procedures for its employees to request reasonable accommodations. Those policies and procedures are located on the Department of Law employee SharePoint site and contain information about how to request a reasonable accommodation along

with the contact information for the Department of Law ADA Title II Coordinator. The Department of Law is committed to providing timely responses to requests for reasonable accommodations to ensure equal access.

Reasonable Modifications

Individuals with disabilities may contact the Department of Law ADA Title II Coordinator to request reasonable modifications to public-facing content. The Department of Law's public-facing website and Accessibility Statement provides information on how a reasonable modification request can be made and how to contact the ADA Title II Coordinator. That information is located on the Department of Law's website - coag.gov. Specifically, on the [Accessibility Statement webpage](#). The Department of Law is committed to ensuring that individuals with disabilities have equal access to its programs, services, and activities and will work to timely respond to requests for reasonable modifications by working with individuals with disabilities towards identifying reasonable modifications to provide equal access.

Progress Towards Removing Accessibility Barriers

A. Improvement Measures Already Taken

Past progress reports and the 2025-2026 Accessibility Plan are available on the [Accessibility Statement webpage](#). The following is a summary of actions taken to remove accessibility barriers.

1. Accessibility Evaluation

- a. Organized content creator teams by website area to support digital accessibility improvements for public-facing websites and documents.
- b. Established reports of public-facing websites and documents for tracking and auditing purposes and to identify and prioritize critical digital accessibility barriers.
- c. Identified more than 500 public-facing documents in active-use for prioritization and potential remediation or other digital accessibility solutions.
- d. Performed digital accessibility checks of public-facing websites and documents upon request and as part of regular audit process.

2. Implementation of Immediate Fixes and Processes

- a. Addressed accessibility issues identified, such as pages missing a title, ensuring links (in same context) go to the same page or contain unique link text, images missing alternate text, empty headings and other heading issues, table header issues, color contrast issues, ensuring elements have the correct role, and more.
- b. Engaged vendors for remediation of StopFraudColorado, NoMasFraudeColorado, and coag.gov websites and for development of new websites.
- c. Partnered with content creator teams to improve consistency and usability of information on public-facing websites and documents.
- d. Worked with content creator teams to remediate web content and support long-term integration of digital accessibility into routine processes.

3. Training and Awareness

- a. Updated Digital Accessibility Hub intranet site to simplify and centralize accessibility information, helping staff better understand the law, responsibilities, best practices for creating accessible content, and available support.
- b. Met with content creator teams regularly to provide digital accessibility training, guidance, and technical assistance.
- c. Provided specialized training to content creators producing forms, tables, or other digital materials.
- d. Provided digital accessibility feedback, training, and technical support for staff through the submission of internal tickets.
- e. Held office hour sessions to provide updated information, answer questions, and demonstrate common accessibility barriers.
- f. Provided regular digital accessibility tips for the newsletter sent internally to staff.
- g. Sent an awareness email with resources for Global Accessibility Awareness Day.

4. Compliance and Enforcement

- a. Implemented procedures to address training for new team members publishing ICT on public-facing websites.
- b. Established a digital accessibility auditing and tracking process for websites and documents on public-facing websites.
- c. Improved digital accessibility scores for public-facing websites.

B. Action Underway & Future Efforts

Many of the action items noted above are ongoing, such as efforts to identify and remediate any accessibility issues. The Digital Accessibility Program Coordinator will continue overseeing and implementing improvements in compliance, remediation, education, training, guidance, and reporting efforts. The following is a summary of the Department of Law's ongoing or upcoming plans to address digital accessibility barriers. The Digital Accessibility Program Coordinator will:

1. Continue to timely address and track identified accessibility issues or otherwise respond with appropriate modifications, accommodations, or conforming alternate versions.
2. Continue its ongoing evaluation of digital accessibility scores for all public-facing websites on a weekly basis, evaluating and addressing issues identified.
3. Work to continue creating sustainable digital accessibility practices.
4. Perform monthly digital accessibility checks of public-facing websites and documents, collaborating with content creator teams to identify and remediate ICT accessibility issues.
5. Conduct detailed review of documents posted on public-facing websites using tools such as Adobe Acrobat, PAC 2026, and JAWS screen reader testing.
6. Offer additional Department of Law-wide trainings and recorded trainings to expand digital accessibility understanding.
7. Explore opportunities to align and standardize digital accessibility practices, workflows, and standards across teams, including evaluating existing and other tools that may support in these efforts.
8. Prioritize ICT in Active Use: The Department of Law is prioritizing public-facing and internal-facing ICT in active use by identifying content and documents as archived, as appropriate. Members of the public and Department of Law employees are able to request accommodations, modifications, or conforming alternate versions of archived materials as needed.
9. Utilize the following means of Compliance: The Department of Law will continue working to make ICT in active use accessible through the following means as it deems appropriate:
 - a. Meeting the WCAG 2.1 technical standards levels A or AA;
 - b. Utilizing a conforming alternate version;
 - c. Providing reasonable modifications or accommodations, when requested, to remove accessibility barriers;

- d. Publishing this Accessibility Plan which shows evidence of the Department of Law's good faith progress towards removing accessibility barriers across its inventory of ICT in active use and updating the plan annually; or
- e. Procuring and providing reasonable accommodations or modifications, if needed, for the ICT that best meets the technical standards and the Department of Law's business needs.

Importance of Program, Service, or Activity: The Department of Law recognizes that its programs, services, and activities serve critical roles for Colorado residents. Any known accessibility issues affecting members of the public or Department of Law employees will be addressed. The Department of Law has diligently reviewed its public-facing web pages and resources, encourages individuals to submit feedback and accommodation requests to ensure access to its services, and has posted an accessibility statement with additional resources and information on the [Accessibility Statement webpage](#).

Timeliness to Address Inaccessible ICT

The Department of Law is committed to providing timely responses to reports of inaccessible ICT. To that end, when inaccessible content is identified or a modification/accommodation is requested, the Department of Law will respond within a reasonable time given the individual circumstances including any applicable deadlines or other considerations.

Procedures for Testing and Remediating ICT

The Department of Law approaches digital accessibility comprehensively by integrating both human expertise and automated testing tools. This includes the use of common digital accessibility tools such as WAVE, Siteimprove, and Axe DevTools for webpages to scan for common accessibility barriers.

The Department is actively engaged in evaluating and testing documents available on its public websites and implementing creative accessibility solutions, including document remediation. The Department employs a comprehensive approach to document accessibility that includes manual review and testing, as well as using multiple tools such as Adobe Acrobat, CommonLook, Siteimprove, and PAC 2026 to identify and address accessibility barriers.

The Department also incorporates screen reader testing using JAWS and JAWS Inspect for more thorough evaluation, as well as keyboard-only functionality to better understand the user experience for someone using these assistive technologies.

Procedures for New Digital Content

The Department of Law has trained employees on the expectation that they are responsible for ensuring that public-facing ICT complies with the accessibility standards. Employees are expected to contact the Department of Law's Digital Accessibility Program Coordinator with any questions or to seek assistance with accessibility issues that arise when creating new content.

Training and Resources

The Department of Law is strengthening its digital accessibility efforts through several coordinated initiatives aimed at building both foundational awareness and advanced skills among employees. These efforts are designed to equip staff with the knowledge, skills, and tools needed to create accessible content and improve the digital experience for all users. The Department of Law is planning the following initiatives:

- A. **Expanded digital accessibility support:** The Digital Accessibility Team will collaborate with teams to enhance digital accessibility and usability of public-facing webpages and documents.
- B. **Advanced recorded trainings:** The team will continue to develop brief, topic-specific recordings covering complex accessibility topics such as forms and multimedia content.
- C. **Ongoing digital accessibility assistance:** Employees can internally submit digital accessibility questions and receive timely, practical guidance from the Digital Accessibility Team.
- D. **Ongoing digital accessibility intranet and resources:** The team will work to continue to refine its intranet, internal guidance, checklists, and other tools to support digital accessibility efforts.
- E. **Ongoing evaluation of accessibility tools:** The Digital Accessibility Team will continue exploring and assessing effective tools and technologies to support content creators in producing and maintaining accessible digital content, including identifying practical

solutions that improve accessibility workflows, support remediation efforts, and promote consistent accessibility practices across the Department.

Accessibility Maturity

The Department of Law is currently in the Integrate and Optimize Stages of Accessibility Maturity.

Stage	Criteria
Inactive	No awareness and recognition of need. At this stage, organizations are inventorying their technology, have begun to make investments, etc.
Launch	Recognized need organization-wide. Planning initiated but activities not well organized.
Integrate	Roadmap including timeline is in place; overall organizational approach defined and well organized.
Optimize	Incorporated into the whole organization, consistently evaluated and actions taken on assessment outcomes.

Conclusion

The Department of Law recognizes the importance of continuous improvement of accessibility challenges and increasing awareness of the digital accessibility law. While our efforts and refining our practices are ongoing, our commitment to continuous improvement is paving the way for a more inclusive and accessible digital experience. The Accessibility Plan will be updated annually. We will continue to prioritize accessibility of all ICT in active use in an effort to ensure that our digital presence is accessible to all users.

For further information or to provide feedback, please contact our Digital Accessibility Program Coordinator at Accessibility@coag.gov or by telephone at (720) 508-6411.