A11y CoP – Nov. 26, 2024

Learn, Think, Do – Elena Talanker

DOR

A11y CoP Year in Review – Amy Hepler

NCDIT NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

Learn, Think and Do!

Elena Talanker
Digital Services Manager
NCDIT

11-26-2024

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Learn

Understanding Accessibility and DOJ Compliance for State Government Services

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DOJ Ruling under Title II of ADA

- **“Nondiscrimination on the Basis of Disability; Accessibility of Web Information and Services of State and Local Government Entities.”**
- Requires state and local governments to provide equal access to their programs, services, and activities for people with disabilities.
- Applies to all web content and mobile applications.
- Establishes WCAG 2.1 AA as technical standard.
- Provides specific timeline and requirements for ADA compliance.

DOJ Rule Significance for NC

- Meeting the fundamental needs of all individuals.
  - There are about 10.8 million people live in North Carolinians population in 2024
  - Approximately 13.5% of North Carolinians have disabilities, translating to over 1.4 million people who may face digital barriers in daily online interactions.
  - Around 18% of the state's population is aged 65 or older, a group that frequently encounters accessibility and digital literacy challenges.
  - Accelerated adoption of digital services significantly impacted employment opportunities for people with disabilities – diverse workforce.

2024 NCDIT Efforts Overview

- A11Y CoP established in January 2024
- "State of North Carolina Digital Accessibility and Usability Standard" introduced in April 2024.
  - Following WCAG 2.1 (Level AA) standards as the benchmark.
- Web Quality Assurance & Accessibility Monitoring Service established for all state agencies.
- Digital Accessibility Planning – *December 2024.*
  - Digital Accessibility Checklist – *December 2024.*
- Creating Accessible Content Trainings.
  - Writing for Web – January 2025

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Benefits of Accessibility Beyond Compliance

- Improved User Experience for All Users.
- Opportunities for Wider Audience.
- Improved SEO and Search Rankings.
- Fostering Innovation.

Responsibilities for State Agencies

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Task 1 - Raise Awareness and Educate

- Educate on DOJ ruling:
  - We Are NC Gov event
  - DOJ Deep Dive presentations
  - Digital Accessibility corner on NCDIT site – *December 2024.*
- Rase Awareness among Stakeholders
  - The proposed rule is expected to have a significant impact on government agencies, requiring updates to websites, apps, and digital content to meet accessibility standards.
- Rase Awareness among Agency Staff
  - https://nc.gov/digital-accessibility

Task 2 - Create Baseline Inventory

- Audit agency website and mobile apps
  - Digital Accessibility Checklist – *December 2024*
  - Request additional site crawls
- Utilize Web Quality Assurance & Accessibility Monitoring service
- Utilize Google Analytics data and Looker Studio Reports

Think

Assessing Current Website Accessibility and Planning toward Compliance

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Task 3 - Establish a Framework

- Form a **Core team**
- Review **Roles and Responsibilities**
- Review compliance **Audits**
- Identify **Training** needs

Task 4 - Develop an Accessibility Roadmap

- Develop a **Compliance Strategy**
- Outline a phased approach:
  - Immediate – Current website and apps.
  - Short-term – Upcoming procurement.
  - Long-term – New development.
- Prioritize high-impact areas first, based on Audit findings.
- Prioritize most critical web content (forms, navigation, images).

Task 5 - Allocate Resources

- Stakeholders Involvement!
- Importance of cross-functional **Collaboration** (design, dev, content, legal teams)
- Assess the knowledge gaps across teams and implement targeted **Training** programs.
- Plan for necessary **Budget Allocation** in each phase to cover tools, training, and audits.
- Establish a **Feedback Loop** with users with disabilities for real-world testing.

Do

Implementing Accessibility Improvements

Task 6 – Implementation and Remediation

- Implement steps outlined during Planning to address accessibility issues.
- Conduct regular progress reviews and adjust Roadmap strategies as needed.

Task 7 - Training and Resources

- Design and deliver engaging training programs for staff to deepen their understanding and application of accessibility principles, ensuring compliance.
- Share resources for continuous learning and reference (WCAG guides, DOJ resources).

Task 8 - Testing and Iteration

- Set regular accessibility compliance testing schedule and incorporate feedback.
- Track improvements over time to ensure sustained compliance.
- Accessibility is a commitment to providing equitable access to state services.

Just Do It!

- Start small and build on progress!
- Use A11Y CoP resources.
- Look for A11Y Corner on DIT website in December 2024.
- Reach out for support!

NCDOR | NORTH CAROLINA DEPARTMENT OF REVENUE

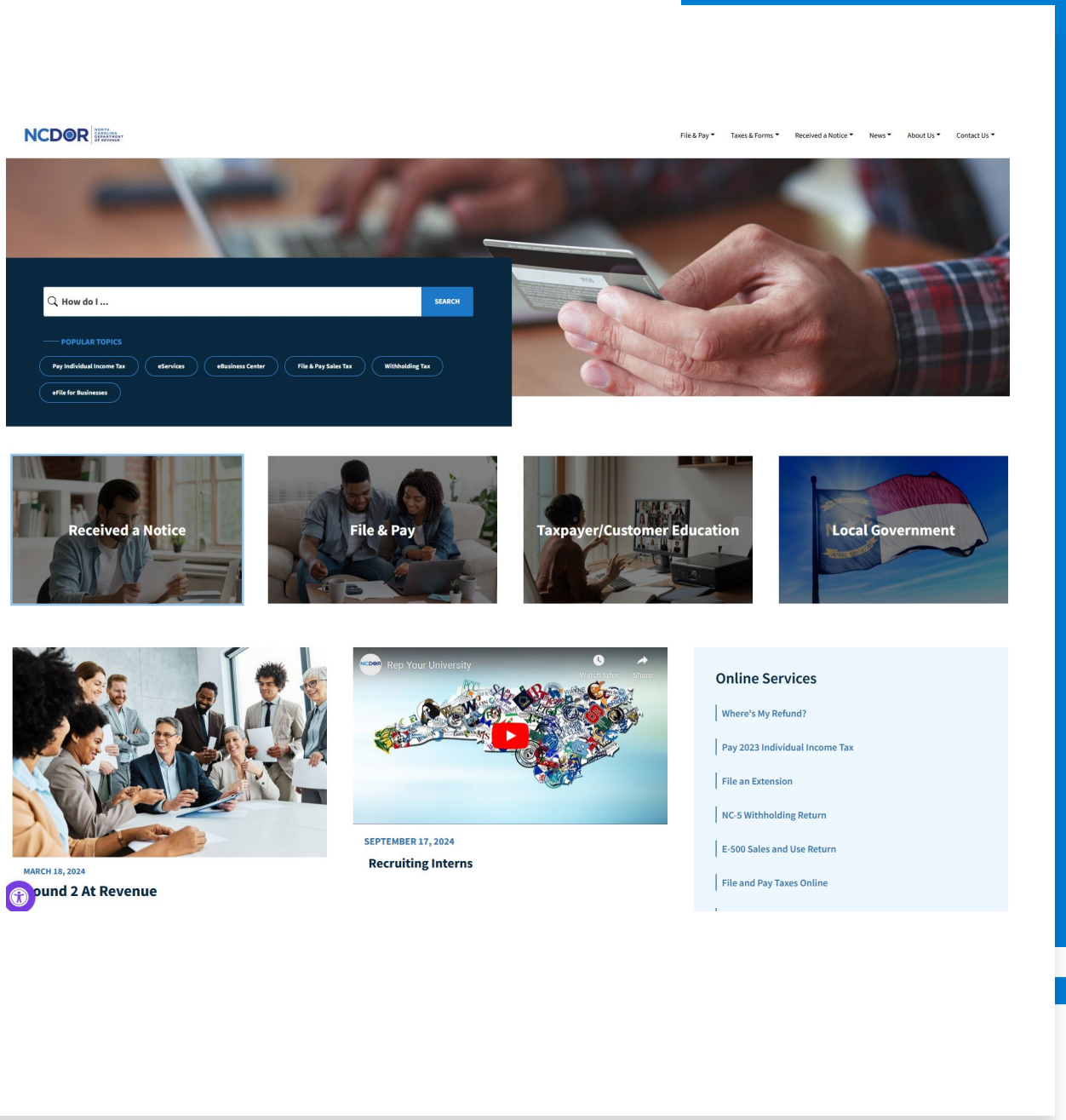
Web Accessibility Project

Sarah Stephens

Website Content Specialist

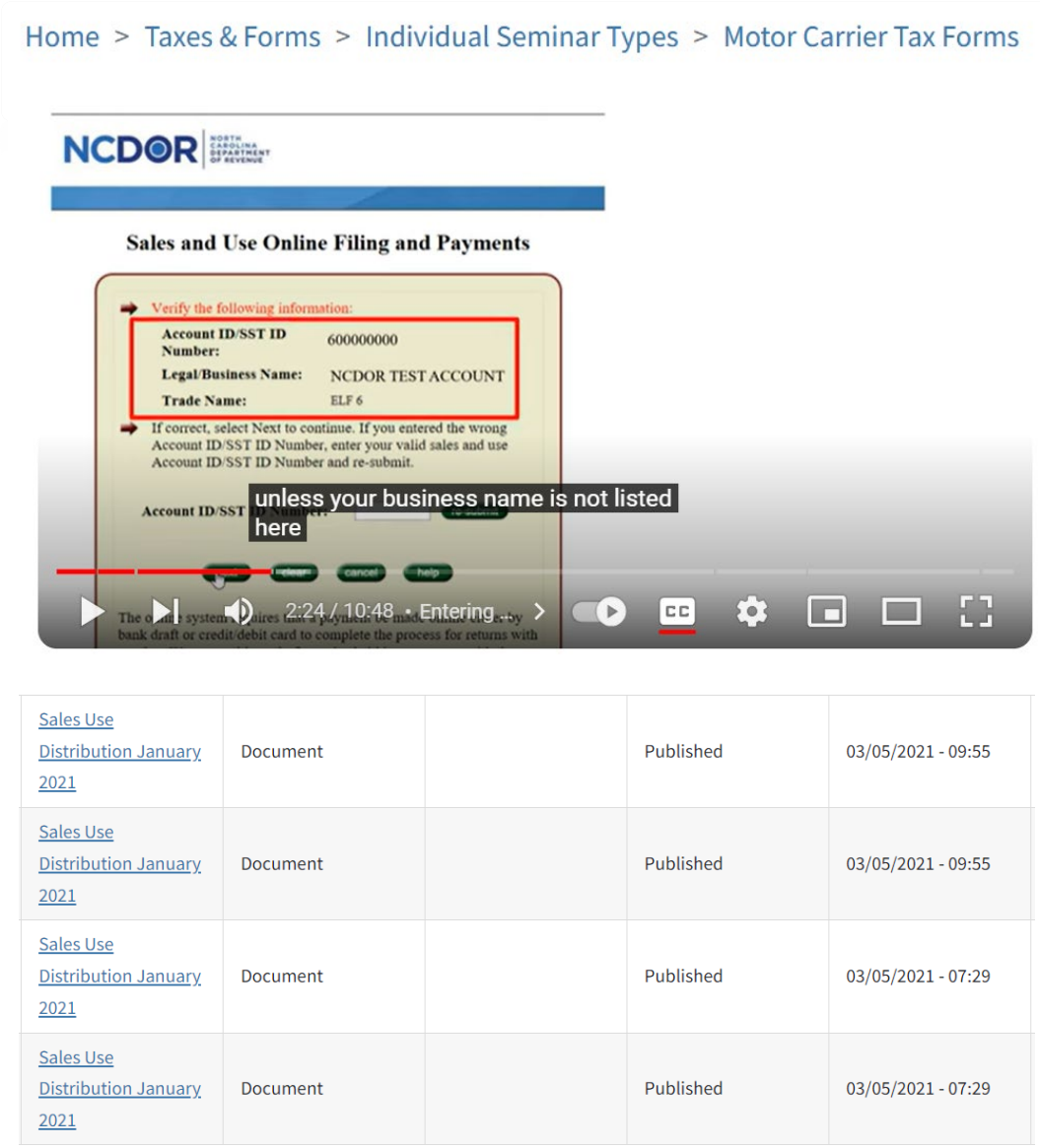
Sarah.Stephens@ncdor.gov

November 26, 2024



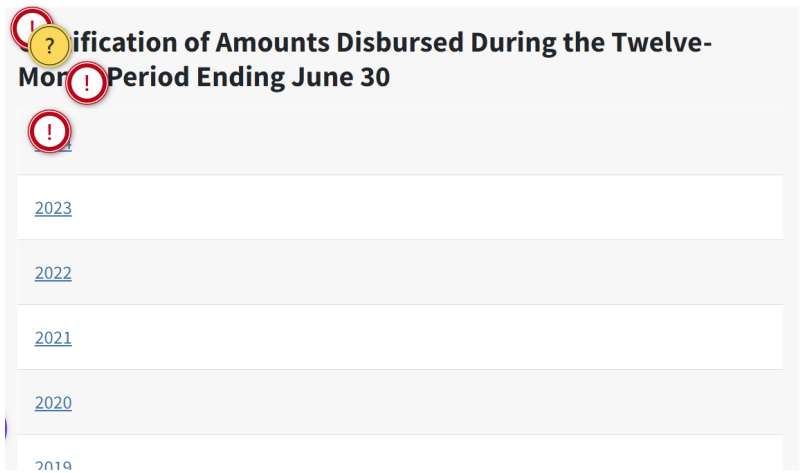
Identified Issues

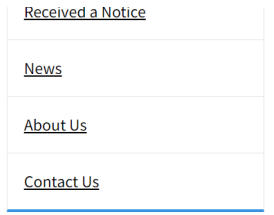
- **Acquia Optimize** – baseline:
  - 15 verified level A issues
  - 10 verified level AA issues
- *These issues span more than 8,000 HTML pages*
- **Editoria11y:**
  - Started with 5,671 issues
  - Resolved 200 issues so far
- **Manual Checks:**
  - Uploaded documents
  - Closed captions of embedded videos
  - Breadcrumb trails
  - Menu links
  - Duplicate files in the media library
  - Keyboard accessibility



Project Priorities

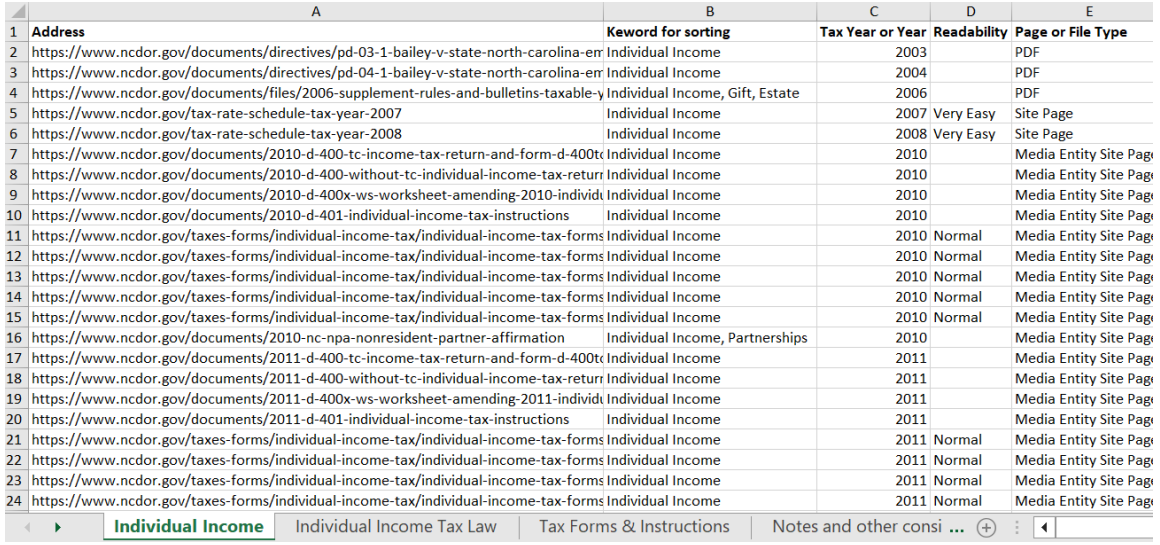
- **Ensure all content is accessible:**
  - Review old content for relevance and either remove or remediate
  - Remediate relevant content
  - Create a process for ensuring new content is accessible before publishing
- **Improve the user experience:**
  - Create true landing pages for key tax topics
  - Consolidate related content to reduce clicks
  - Address menu structure and breadcrumbs
  - Remove duplicated content
- **Develop editorial calendar to review all content annually**





Process

- Obtain leadership support
  - Used Acquia Optimize dashboard and Editoria11y reports to identify the scope of this project and emphasize the need
- Identify core team of web editors to lead this project for their divisions
- Provide master list of all content per division using site crawl
- Develop mock-ups of planned page improvements
- Create customized instructions for document accessibility

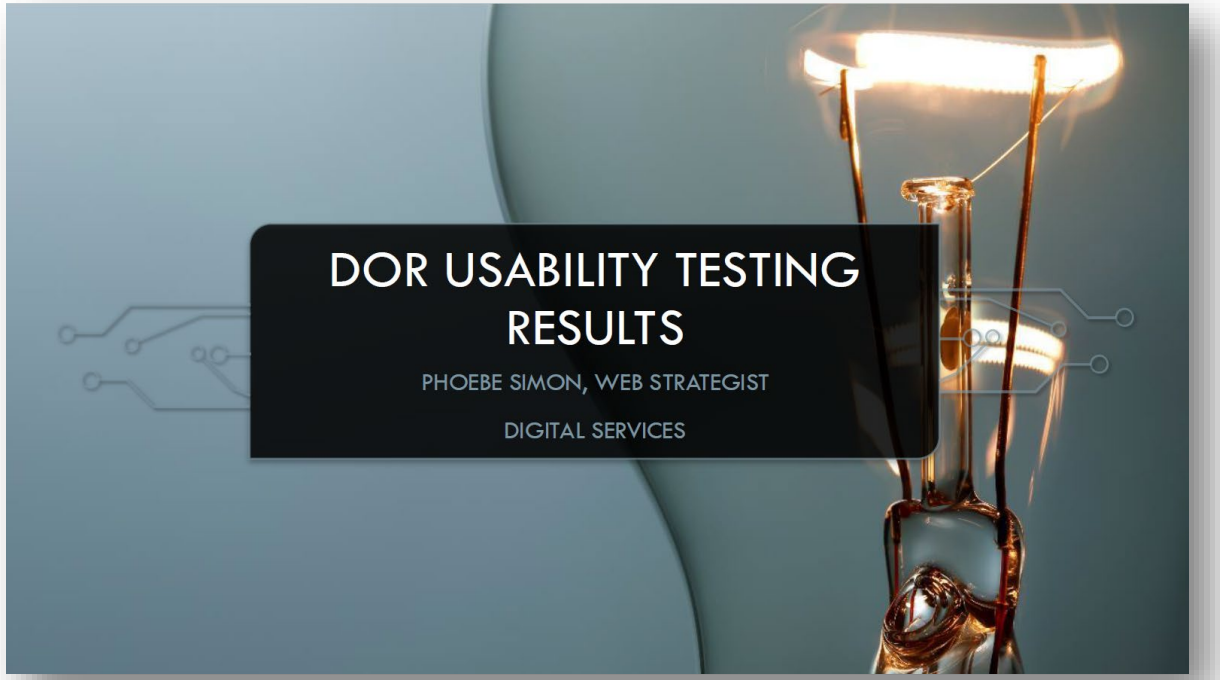


	A	B	C	D	E
1	**Address**	**Keword for sorting**	**Tax Year or Year**	**Readability**	**Page or File Type**
2	https://www.ncdor.gov/documents/directives/pd-03-1-bailey-v-state-north-carolina-em	Individual Income	2003		PDF
3	https://www.ncdor.gov/documents/directives/pd-04-1-bailey-v-state-north-carolina-em	Individual Income	2004		PDF
4	https://www.ncdor.gov/documents/files/2006-supplement-rules-and-bulletins-taxable-y	Individual Income, Gift, Estate	2006		PDF
5	https://www.ncdor.gov/tax-rate-schedule-tax-year-2007	Individual Income	2007	Very Easy	Site Page
6	https://www.ncdor.gov/tax-rate-schedule-tax-year-2008	Individual Income	2008	Very Easy	Site Page
7	https://www.ncdor.gov/documents/2010-d-400-tc-income-tax-return-and-form-d-400t	Individual Income	2010		Media Entity Site Page
8	https://www.ncdor.gov/documents/2010-d-400-without-tc-individual-income-tax-retur	Individual Income	2010		Media Entity Site Page
9	https://www.ncdor.gov/documents/2010-d-400x-ws-worksheet-amending-2010-individ	Individual Income	2010		Media Entity Site Page
10	https://www.ncdor.gov/documents/2010-d-401-individual-income-tax-instructions	Individual Income	2010		Media Entity Site Page
11	https://www.ncdor.gov/taxes-forms/individual-income-tax/individual-income-tax-forms	Individual Income	2010	Normal	Media Entity Site Page
12	https://www.ncdor.gov/taxes-forms/individual-income-tax/individual-income-tax-forms	Individual Income	2010	Normal	Media Entity Site Page
13	https://www.ncdor.gov/taxes-forms/individual-income-tax/individual-income-tax-forms	Individual Income	2010	Normal	Media Entity Site Page
14	https://www.ncdor.gov/taxes-forms/individual-income-tax/individual-income-tax-forms	Individual Income	2010	Normal	Media Entity Site Page
15	https://www.ncdor.gov/taxes-forms/individual-income-tax/individual-income-tax-forms	Individual Income	2010	Normal	Media Entity Site Page
16	https://www.ncdor.gov/documents/2010-nc-npa-nonresident-partner-affirmation	Individual Income, Partnerships	2010		Media Entity Site Page
17	https://www.ncdor.gov/documents/2011-d-400-tc-income-tax-return-and-form-d-400t	Individual Income	2011		Media Entity Site Page
18	https://www.ncdor.gov/documents/2011-d-400-without-tc-individual-income-tax-retur	Individual Income	2011		Media Entity Site Page
19	https://www.ncdor.gov/documents/2011-d-400x-ws-worksheet-amending-2011-individ	Individual Income	2011		Media Entity Site Page
20	https://www.ncdor.gov/documents/2011-d-401-individual-income-tax-instructions	Individual Income	2011		Media Entity Site Page
21	https://www.ncdor.gov/taxes-forms/individual-income-tax/individual-income-tax-forms	Individual Income	2011	Normal	Media Entity Site Page
22	https://www.ncdor.gov/taxes-forms/individual-income-tax/individual-income-tax-forms	Individual Income	2011	Normal	Media Entity Site Page
23	https://www.ncdor.gov/taxes-forms/individual-income-tax/individual-income-tax-forms	Individual Income	2011	Normal	Media Entity Site Page
24	https://www.ncdor.gov/taxes-forms/individual-income-tax/individual-income-tax-forms	Individual Income	2011	Normal	Media Entity Site Page

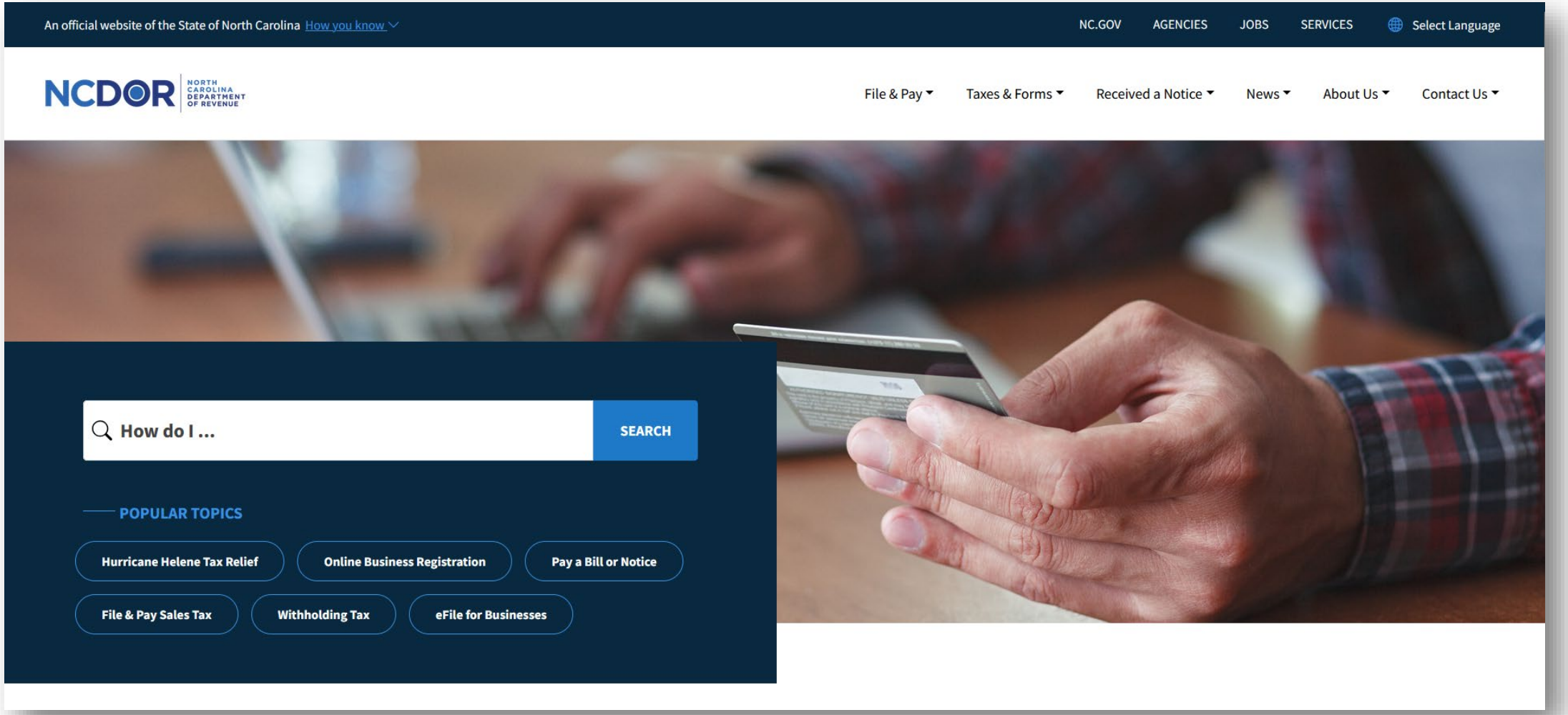
Individual Income | Individual Income Tax Law | Tax Forms & Instructions | Notes and other consi ...

Progress Highlights

- 20 web editors assigned to this project
  - 13 are actively working on this project
  - Others will begin in January
- 300 pages and documents have already been removed from the site
- Over 800 pages and documents have been approved for removal
- Completed usability testing with DIT to obtain taxpayer insights to guide changes
- Major changes completed:
  - New home page layout
  - New Collections landing page
  - New Sales & Use landing page
  - New financial report formatting



Home Page Layout Change



Highlights:

- Removed carousel images
- Prioritized search block on the home page
- This change has led to a reduction in user feedback form submissions requesting help – only 1 email in the last 3 months since we upgraded our home page

Collections Landing Page - Before & After

Collections – Past Due Taxes

The information on this website is provided for general guidance/informational purposes only. The information should not be considered legal advice. Please consult a tax advisor or legal counsel for further information.

Pay Online Now

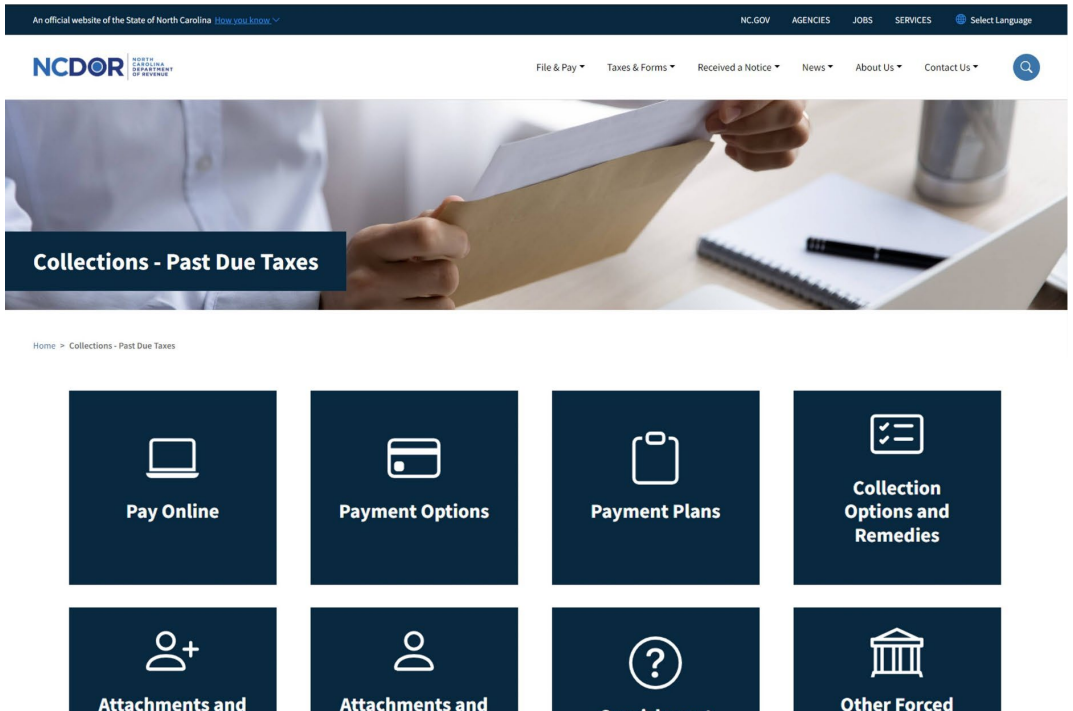
Attachments and Garnishments

Forced Collection Actions

Information & Assistance

Payment Options

Taxpayers' Bill of Rights



Highlights:

- Consolidated related pages using accordions
- Removed 7 unnecessary pages
- Removed 7 items from the cluttered Taxes & Forms menu list
- Moved collections to File & Pay since this content is meant to encourage payment

Forced Collection Actions

The forced collection of past due taxes can be initiated when an individual or business entity fails to comply with the NC State tax laws.

If a taxpayer has questions about a forced collection action that has been taken, the taxpayer may contact their local service center.

- Attachment and Garnishment
- Certificate of Tax Liability (CTL) Frequently Asked Questions
- Jeopardy Assessment Frequently Asked Questions
- Tax Warrant Frequently Asked Questions

Related Content

- Collection Options and Remedies

Certificate of Tax Liability (CTL) Frequently Asked Questions

Common Questions

What is a Certificate of Tax Liability?
How do I get a CTL released?
How do I have it removed from my credit report?
Does a CTL prohibit me from having an installment payment plan?
What is real or personal property?

What is a Certificate of Tax Liability?

A CTL places a judgment on any real or personal property that is held by a taxpayer and it makes the liability public information. In order to get a clear title to the property, the CTL must be satisfied or resolved.

For further information, please review NC Gen. Stat. §105-242(c).

How do I get a CTL released?

Contact your local Collection Division Office.

How do I have it removed from my credit report?

If the CTL has been satisfied and released at the Clerk of Courts' office, the taxpayer needs to contact the

Other Forced Collection Actions

The forced collection of past due taxes occurs if an individual or business entity fails to follow the NC state tax laws. NCDOR may use such actions to collect unpaid taxes. These include attachments and garnishments, a certificate of tax liability (CTL), a jeopardy assessment, or a tax warrant.

For questions about a forced collection action that has been taken, the taxpayer may contact their local service center.

Certificate of Tax Liability (CTL)

Jeopardy Assessment

Tax Warrant

Pay Online

Related Content

- Collection Options and Remedies

Certificate of Tax Liability (CTL)

A CTL places a judgment on any real or personal property held by a taxpayer, and it makes the liability public information. To get a clear title to the property, the CTL must be satisfied or resolved.

For more information, please review NC Gen. Stat. §105-242(c).

How do I get a CTL released?

Contact your local service center.

How do I have it removed from my credit report?

Once the CTL is satisfied and released at the Clerk of Courts' office, the taxpayer needs to contact the various credit reporting agencies. Ask those agencies to remove it from their credit report. *The NC Department of Revenue cannot have it removed.*

Does a CTL prohibit me from having an installment payment agreement?

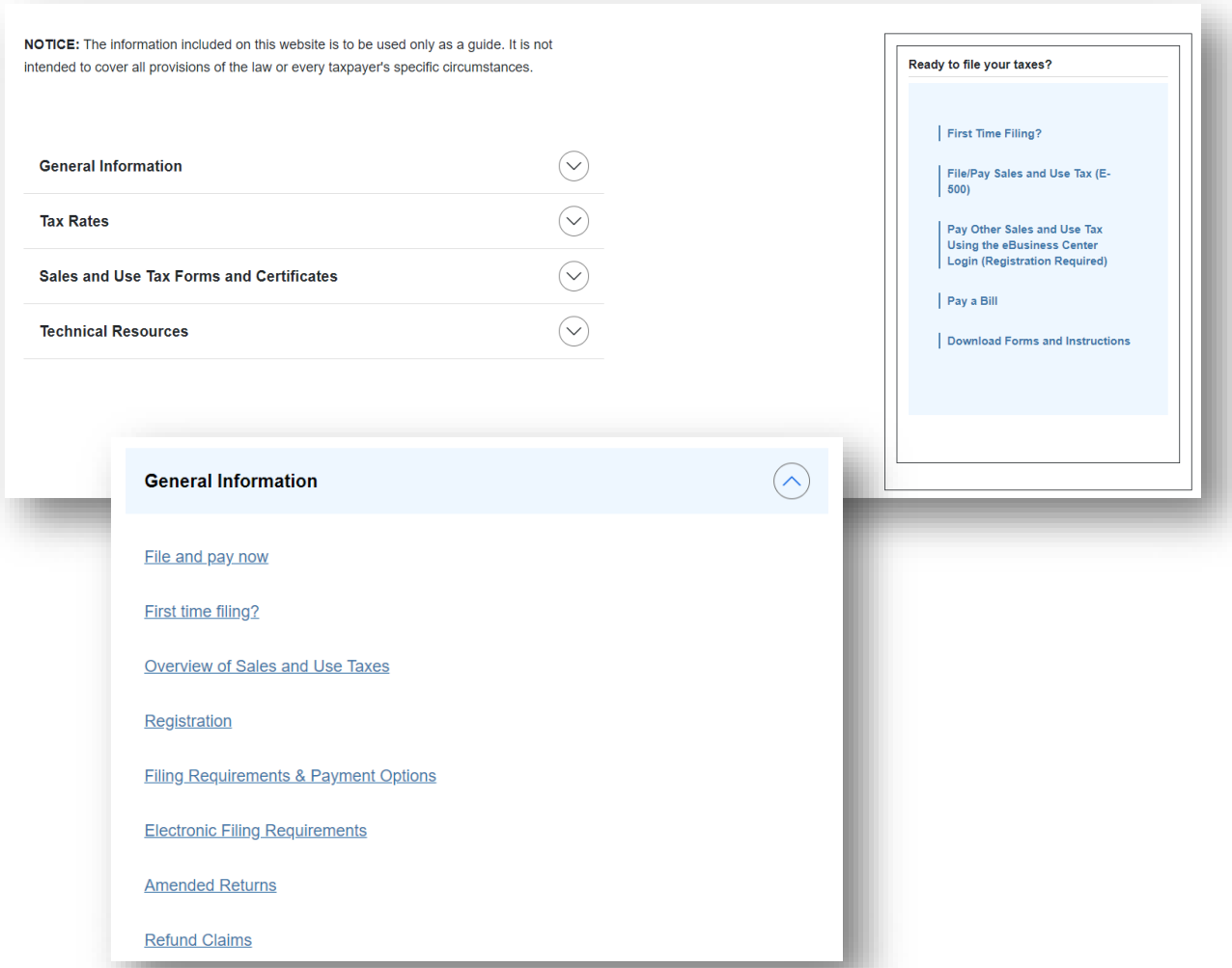
No. For more details, review the installment payment agreement information.

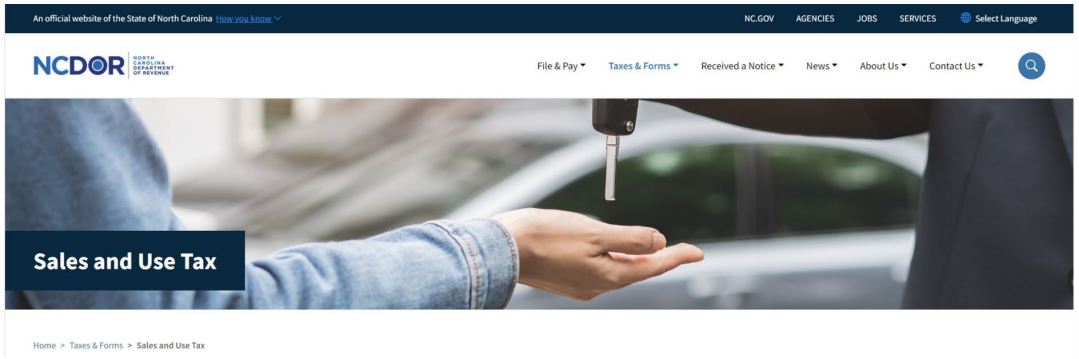
What is real or personal property?

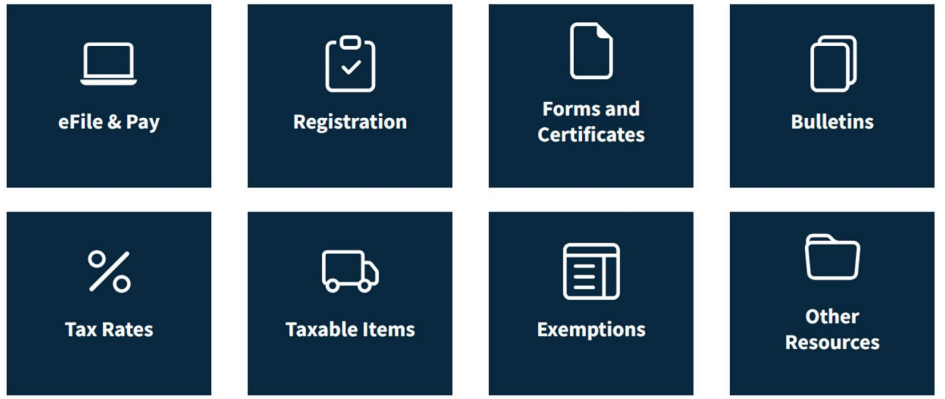
Real property is any land and any buildings attached to it.

Personal property is anything that is not considered real property. Examples are vehicles, furniture, and any item considered to be personal effects or movable property.

Sales & Use Landing Page - Before & After







Highlights:

- Streamlined menu structure to tie all items back to this landing page
- Made it easier to find forms and payment options
- Removed duplicate and broken links

Sales & Use Site Page - Before & After

Overview of Sales and Use Taxes

Click one of the links below for a general overview of the indicated tax. For more detailed information, refer to the appropriate statute, administrative rule, directive, or technical bulletin.

Sales and Use Taxes

- General Sales and Use Tax
- Admission Charges
- Aircraft and Qualified Jet Engines
- Aviation Gasoline and Jet Fuel
- Boats
- Certain Digital Property
- Dry Cleaners, Laundries, Apparel and Linen Rental Businesses, and Other Similar Businesses
- Electricity
- Food, Non-Qualifying Food, and Prepaid Meal Plans
- Lease or Rental of Tangible Personal Property
- Manufactured and Modular Homes
- Marketplace Facilitators and Marketplace Sellers
- Piped Natural Gas
- Prepaid Telephone Calling Service
- Real Property Contracts
- Rentals of Accommodations
- Repair, Maintenance, and Installation Services; and Other Repair Information
- Satellite Digital Audio Radio Service
- Service Contracts
- Specialty Markets or Other Events
- Spirituous Liquor
- Telecommunications Service and Ancillary Service
- Use Tax
- Video Programming Service

Additional Sales and Use Taxes

- Dry-Cleaning Solvent Tax
- Scrap Tire Disposal Tax
- White Goods Disposal Tax

Taxable Items

North Carolina imposes sales and use tax on the sales price of, or gross receipts derived from, taxable sales of tangible personal property, certain digital property, and specified services. This includes the lease or rental of tangible personal property. The following list provides additional information about the items subject to tax.

Tangible Personal Property

- All Tangible Personal Property not Subject to a Special Rate
  - Includes: Water, Steam, & Prewritten Computer Software
- Aircraft and Qualified Jet Engines
- Aviation Gasoline and Jet Fuel
- Boats
- Electricity
- Food, Non-Qualifying Food, and Prepaid Meal Plans
- Lease or Rental of Tangible Personal Property
- Manufactured and Modular Homes
- Piped Natural Gas
- Spirituous Liquor

Digital Property

- Certain Digital Property

Services & Other Items

- Admission Charges
- Dry Cleaners, Laundries, Apparel and Linen Rental Businesses, and Other Similar Businesses
- Prepaid Telephone Calling Service
- Real Property Contracts
- Rentals of Accommodations
- Repair, Maintenance, and Installation Services; and Other Repair Information
- Satellite Digital Audio Radio Service
- Service Contracts
- Telecommunications Service and Ancillary Service
- Video Programming Service

Related Content

- Consumer Use Tax
- Remote Seller Information
- Marketplace Facilitator and Marketplace Seller Information
- Specialty Markets or Other Events

BEFORE **AFTER**

Distribution Report Formatting - Before & After

BEFORE

Distribution Date	March 15, 2023		VIDEO PROGRAMMING DISTRIBUTION				Deposit Date	March 15, 2023
			Qtr 10/01/2022 - 12/31/2022					
Prefix	Local Government	# Of Certified PEG Channels	Supplemental PEG Channel Support	Proportionate Share of Distribution	Sales Tax on Video Programming	Sales Tax on Direct-to-Home Satellite	Sales Tax on Telecommunication Service	Total Distribution
County of	Alamance	1	$ 6,410.26	0.22050%	$ 14,918.14	$ 10,615.73	$ 7,579.09	$ 39,523.22

AFTER

Video Programming Distribution Report for Quarter 7/1/2024 - 9/30/2024

Distribution Date: December 16, 2024

This workbook contains two worksheets.

This worksheet contains two tables that are presented vertically with one empty row between them.

Some columns in this report reference notes which can be found on the Report Notes worksheet.

Table 1: Video Programming Distribution Report

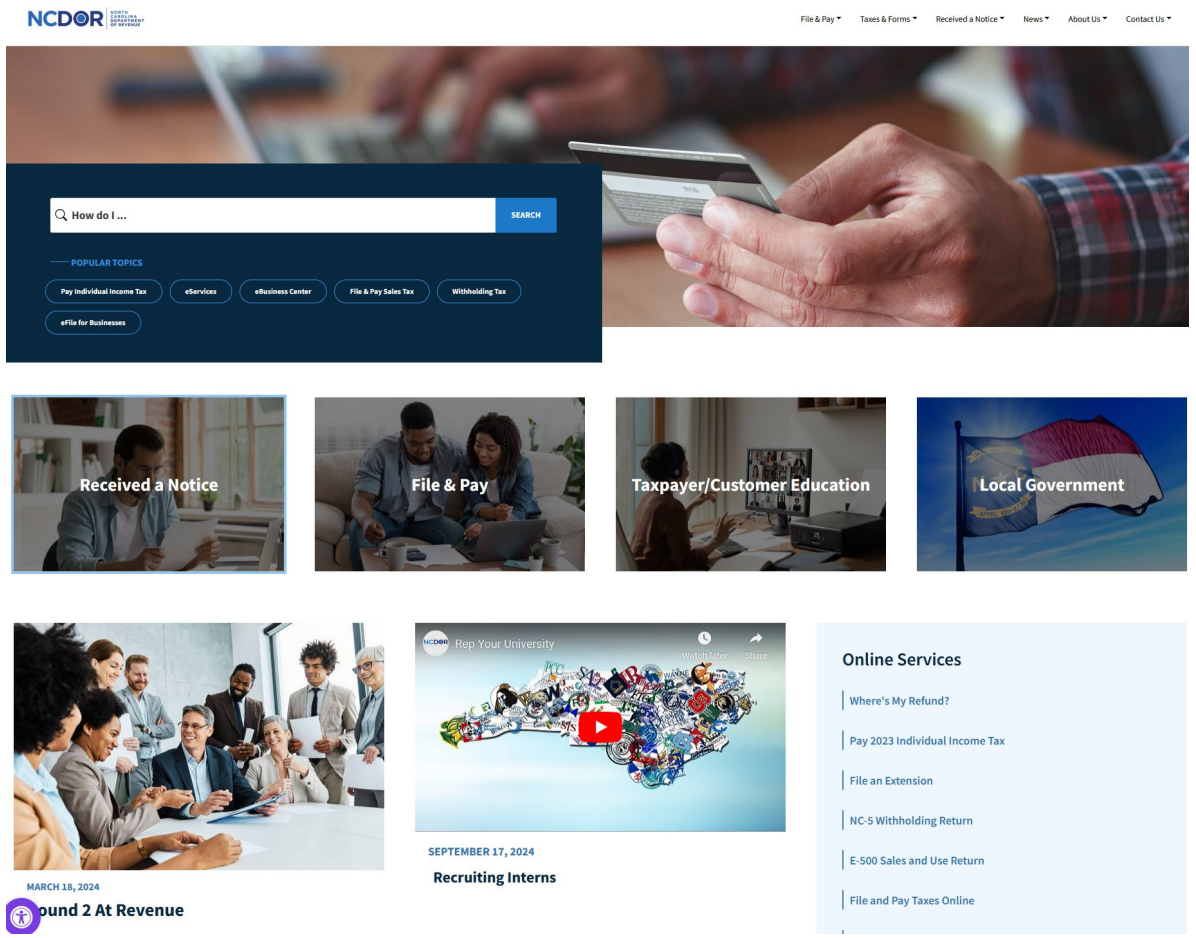
Prefix	City/County	Number of Certified PEG Channels [Note 1]	Supplemental PEG Channel Support [Note 1, 2]	Proportionate Share of Distribution Percentage [Note 4]	Sales Tax on Video Programming [Note 3]	Sales Tax on Direct-to-Home Satellite [Note 3]	Sales Tax on Telecommunication Service [Note 3]	Total Distribution

Highlights:

- Reformatted for appropriate screen reader structure
- Simplified complex reports and added notes
- Cleared all errors in the PDF version including reading order, bookmarks where applicable, header errors, and color contrast

Final Thoughts

- Remediating content takes time, but it is doable
- Look at the big picture first to understand the scope of the project
- Use the tools provided in A11y CoP to identify issues
- Manually test ***everything***
- Obtain leadership support



A11y CoP
Year in Review

Amy Hepler

Lead UX/Accessibility Developer

NCDIT

Nov. 26, 2024

NCDIT NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

2024 A Few Key Milestones

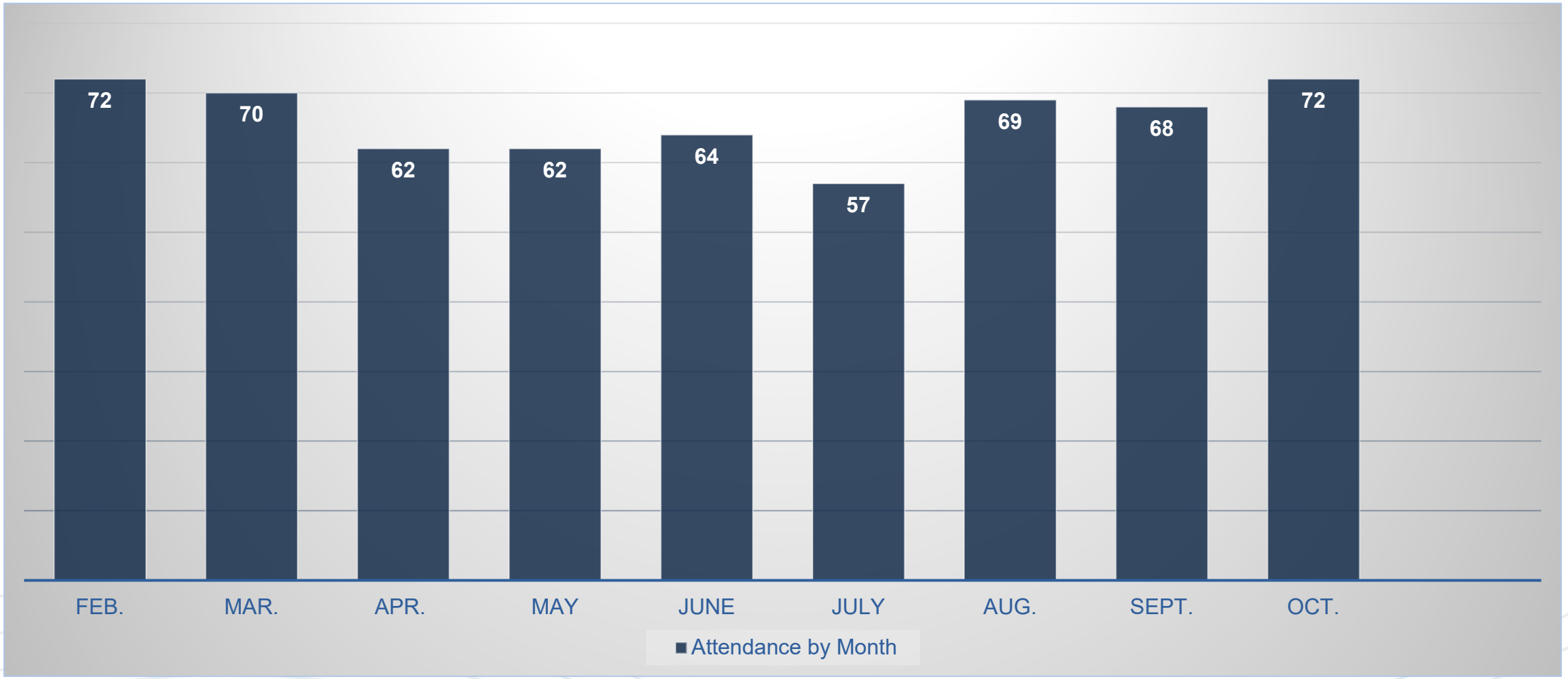
- **Jan. 2024**: inaugural kickoff –133 members
  - Massachusetts appoints their first chief a11y officer role
- **Mar. 2024:** State a11y/usability standards draft shared with stakeholders and a11y CoP members for feedback
- **Apr. 2024**: NC publishes official state a11y/usability standards
- **Apr. 2024**: DOJ expands Title II to state/local govt. – including technical standard and compliance dates
- As of **Nov. 2024**: 225+ members
  - State standards included on GSA Section 508 website

Topics Covered

Month	Topic*
January 2024	• DOJ Title II proposal • Accessible PPT template • Hidden a11y features
February 2024	• Document a11y
March 2024	• Behind closed code, an a11y-first approach (for developers) • A11y-first, catching issues before deployment • State a11y & usability standard draft
April 2024	• Plain language
May 2024	• DOJ Title II deep dive, part 1
June 2024	• DOJ Title II deep dive, part 2
July 2024	• Assistive technologies all around us
August 2024	• Assistive technology devices demo
September 2024	• Got images, then you need alt text
October 2024	• Making your PDFs accessible
November 2024	• DOR a11y wins • A11y roadmap to plan/prepare for digital a11y

***Presentations and recordings available in general A11y CoP Teams channel under Files**

Monthly Meeting Attendance



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Housekeeping

- Our December meeting will be canceled for holiday
- New invitations coming out for 2025
- When logging into teams, use your .gov email address
- Reminder: Recordings/presentations available in Teams: **General** > **Files**

Looking Ahead

New year, new opportunities

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More Training Opportunities

- Fundamental digital accessibility training – coming to LMS! (January target)
- Training workshops including documents
- Specialized CoP sessions for developers

New Opportunities

- Exciting Opportunities with New Administration
  - A chance to elevate accessibility priorities statewide
  - Advocate for stronger accessibility practices and leadership
- A Vision for the Future
  - Exploring the potential for an Office of Digital Accessibility
  - Centralizing efforts to drive innovation and compliance

Let’s continue to build momentum and positioning accessibility as a cornerstone of digital transformation!

Share Your Accessibility Wins!

We’re looking for presenters to:

- Share success stories or practices
- Showcase accessibility innovations
- Lead discussions on challenges/lessons learned

Presenting is a great way to:

- Highlight your work
- Inspire others in our community

Interested? Reach out with your topic idea!

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Recognition and Thanks

A heartfelt thank you to:

- **Our Core Team** for leading the supporting the CoP's growth
- **Guest Speakers** for sharing their knowledge and inspiring us
- **CoP Members** for your active participation, insights, and collaboration

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Very Happy (and accessible!) Holidays to everyone – looking forward to seeing you all in 2025!