California State Government Websites

Departments Must Improve Website Accessibility So That Persons With Disabilities Have Comparable Access to State Services Online

CALIFORNIA STATE AUDITOR

Clarifying Issues •
Formulating Solutions •
Positively Impacting Californians •

Audit
Background Information

- California State Auditor's Office
- Joint Legislative Audit Committee
- Requested by Senator Joel Anderson
- Audit approved on August 14, 2014

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Audit Process

- Choosing departments to audit

- Learning about accessibility requirements

- Identifying a web accessibility consultant

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Audit Process

- Interviews and review of documents
- Automated and manual review of department websites

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Audit Process

- Write final audit report

- Obtain department response

- Issue report and brief interested parties

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Departments and Websites Reviewed For This Audit

We reviewed four state entities and web based services they offer to determine compliance with web accessibility standards and whether any violations of those standards on each departments' website would prevent a person with disabilities from completing a core task online.

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Departments and Websites Reviewed For This Audit

Department	Web Based Service	Main Web Component
California Community Colleges	Apply to College	Online Application at OpenCCCApply
California Department of Human Resources	Establish Eligibility for State Employment	Careers in California Government Portal
Covered California	Apply for Health Insurance	California Health Benefit Exchange
State of California Franchise Tax Board	File State Tax Return	CalFile

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Audit Results –
Website Compliance

- We found the websites we reviewed were not fully compliant with the web accessibility standards that California requires

- All four websites had web accessibility issues that our consultant considered critical

- Some violations were distinct and some were common

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Audit Results – Website Compliance

Department	Critical Distinct Violations	Critical Common Violations
Community Colleges	26	2
CalHR	26	7
Covered California	287	18
Franchise Tax Board	17	7

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Audit Results – Burdensome Violations

- Some website compliance violations we found would stop a person with disabilities from being able to complete a crucial task online

- We found this type of violation at three departments:

  - ✓ Community Colleges

  - ✓ Covered California

  - ✓ Franchise Tax Board

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Audit Results – Accessibility Testing

- Three of four departments initially tested for accessibility before their website was public

- However, those same three departments did not conduct regular accessibility tests when their websites were updated

- Franchise Tax Board did not conduct accessibility testing on CalFile before it was released, but has completed tests annually since 2012

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Audit Results – Statewide Recommendations

- We made some recommendations directly to the departments we audited

- There were also several recommendations that, if implemented, would have statewide impact

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Audit Results –
Statewide Recommendations

- The Legislature should name the California Department of Technology as the lead agency responsible for providing state employees training on website accessibility

- The Legislature should require governmental entities to provide or obtain website accessibility training for their employees

Audit Results – Statewide Recommendations

- The Department of Technology should issue a policy that describes the methods by which state departments should conduct web accessibility testing

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Audit Recommendations – Follow Up

- Since we issued this report, the departments we audited have made progress in addressing our recommendations

- All four departments have begun fixing the specific accessibility violations that we found during our review

Audit Recommendations – Follow Up

- All but one burdensome violation has already been addressed

- CalHR and Community Colleges have implemented formal accessibility testing plans

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More Information

To access the entire audit report and for more information about all of our audits, please visit:

www.auditor.ca.gov