Digital Accessibility in Government / EO 24-05: Phase 1 Project - High-Level Topic Areas for Deliverables

Topic Areas	Primary Topic Area 1: Base Foundational and New Materials	Primary Topic Area 2: MS Base Tools Digital Accessibility	Primary Topic Area 3: Basic Interactive Tools Digital Accessibility	Primary Topic Area 4: Communication Hubs Digital Accessibility
High-Level Topic Areas for 4 Primary Topic Area Groups	Overview, General Information, Communications & Motivation What is Happening, Why Now, What's Required from Government? Why Accessibility Matters Diverse Abilities Accessibility Matters Digital Assistive Technologies Impacts of Planning Fixes versus Designing with Accessibility in Mind Disability and Poverty Accessible Design / Universal Design / Human-centered Design means Access and Accessibility for ALL Definitions for Understanding Digital Accessibility Perceivable (First principle of WCAG) Operable (Second principle of WCAG) Understandable (Third principle of WCAG) Plain Language for Digital Accessibility Robust (Fourth principle of WCAG) Digital Accessibility Universal Design Basics (Tool-agnostic requirements) MS Document Accessibility General Principles VPATs and ACRs State Deadlines for Digital Accessibility	MS Word MS Excel MS Outlook	PowerPoint PDF MS Teams - Basic Meeting Accessibility in MS Teams or Zoom Platforms	Media (Audio-only, Video-only, and Multimedia) MS SharePoint Online / MS Teams Channels Social Media

Digital Accessibility in Government: Phase 1 Project High-Level Topics Summary & Frequently Asked Questions (FAQ)

Project Overview

Just-in-time digital accessibility trainings and resources for all state staff -- A complete, comprehensive set of basic, foundational trainings and resources *tailored* for government operations. Released as soon as each training or resource is ready and tested, *starting with materials that already exist* and *meet state needs* .

The project focuses on equiping all state staff and state entities with the knowledge, skills, and tools needed for correctly applying digital accessibility into daily work and into government business. Materials are tested to make sure the information being taught meets the several complex government rules that apply -- rules like laws, policies, and standards which are unique to government -- while also making sure the materials are easy to understand, give practical ways for state staff to put them into action, and are digitally accessible. Staff and agencies can have confidence they know and have the skills and tools needed to immediately apply digital accessibility into daily work, with consistent, quality information across the state enterprise, while conserving limited available resources.

State and local governments have limited time for learning and applying digital accessibility as part of everyday work (among others). Federal and Washington State deadlines are looming, as early as April 2026 for transforming Washington into a digitally accessible state government. Digital records and information are created and updated constantly, from emails and chats to official state notices, websites, shared drives, and intranets. The technologies hosting this information are ever-evolving, and government is struggling to keep up with accessibility standards, in an environment of chronic limited resources. These materials intend to fast-track the learning, and provide consistent, quality information and skills across the state enterprise.

What Is Digital Accessibility in Government?

Digital accessibility in government goes beyond basic knowledge about general digital accessibility, addressing the specific rules government must follow when doing digital accessibility. The goal is equipping all state staff and state entities with the knowledge, skills, and tools needed for correctly applying digital accessibility into daily work and into government business.

Materials are planned for release to all staff, publicly, as soon as each is ready and tested. It is being done publicly, so that all Washington State entities and all staff have ready access to the information, even if they need to get it from their work cell phone or tablet. The final set of materials will be a complete, comprehensive group of basic foundational trainings and resources that staff and agencies can rely on and immediately use.

The resources are planned to include brief "reminder" documents, also called "desk references," so that staff can quickly find needed information as they do their work. Materials will also be available in multiple formats, such as videos with sign language, audio descriptions, and transcripts, making sure the materials don't just teach digital accessibility, but apply digital accessibility for equal access by all state staff.

The end result is a complete, comprehensive set of basic, foundational trainings and resources tailored for government operations. Foundational, for a consistent understanding and skill base across the state enterprise, which each state entity can build on for any added materials unique to their services and programs. This allows each state agency to spend their limited resources where business needs require most focus, while avoiding duplication of efforts and resources in the state enterprise.

Released as soon as each is ready and tested, to build a complete, comprehensive set of basic, foundational trainings and resources tailored for government. It uses trainings and resources that already exist, where possible, tested to make sure it is accurate for government to use. It includes organizational change management elements to assist with staff and agencies' understanding and motivation for this work.

NOTE: Washington Technology Solutions (WaTech) is the state's lead organization for establishing, "clear policies and standards for efficient and acceptable use of technology in state government, providing guidance and leadership to state agencies in deploying technology to meet their business objectives." (RCW 43.105.006) For this reason, the Digital Accessibility in Government Phase 1 Project does not enter the realm of WaTech's purpose, instead deferring that expertise to WaTech.

The Phase 1 Project does include the Washington State Digital Accessibility Policy (USER-01) and related Information Technology Standard (USER-01-01-S) as part of the, "specific rules government must follow when doing digital accessibility."

Where Can I Find More Details?

Refer to the DIN BRG Digital Accessibility page for more details about this project and deliverables (linked).

Who is Involved?

The Phase 1 Project is a co-led, state enterprise project, under the leadership and direction of the Washington State Department of Enterprise Services (DES). DES manages enterprise-wide training for Washington State government.

The Washington State Disability Inclusion Network Business Resource Group (DIN or DIN BRG) co-leads and facilitates this project, at DES' request. DIN is a Governor-established BRG for members of the Disabled Community and allies in Washington State service who have a passion for making things more inclusive and accessible. The BRG covers state employees in two of the three government branches, executive (Cabinet) and judicial (Office of the Courts).

The project receives additional co-leadership and guidance from a workgroup of:
Representatives from Key State Entities: The Governor's Committee on Disability Issues and Employment (GCDE), The Department of Services for the Blind (DSB), Division of Vocational Rehabilitation (DVR), and Office of Deaf and Hard of Hearing (ODHH).

Designated Representatives from each of the additional state entities responsible for a portion of the Governor Executive Order 24-05 (EO 24-05) deliverables: Office of Equity (OOE), Office of Financial Management (OFM), and Washington Technology Solutions / Office of the Chief Information Officer (WaTech / OCIO).

Key Subject Matter Experts and Recognized State Leads across the state enterprise, including Technical Experts in Digital Accessibility, Disabled State Employees relying on Digital Assistive Technology, General Accessibility and Compliance Professionals, and Partner State Entities -- including Office of the Courts and Higher Education.

We also thank the Washington State Assistant Attorney General's Office (AGO) for legal guidance and consultations, invested in the state's success.
Thank you also goes out to our 130+ state staff DIN Volunteers across the entire enterprise, for providing your time, energy, resources, knowledge, and User-Testing (UI), making this project possible.

A very special thank you, as well, to all of our Disabled State Staff, providing your critical insights, feedback, and unique knowledge along the way, informing the direction of this work. Thank you to those who are also Volunteers developing the materials and to those also providing your unique User Experience (UX) testing capabilities real-time. Your participation helps make sure that the information given meets the end-to-end needs of our Valued Disabled Community, those in Washington State service, and all those interacting with Washington State government!

What Does Phase 1 Mean?

This Phase 1 Project is part of larger, state enterprise efforts on three separate, strategic fronts

First Strategic Front

1. Meeting the several federal and state rules, *including* but not limited to, the three new federal rulings that updated federal laws in early 2024 (Department of Justice - Americans with Disability Act, Title II -- also called the "DOJ rule" within state government; Health and Human Services - Section 504 of the Rehabilitation Act; Section 1557 of the Patient Protection and Affordable Care Act) and the Washington State updates to the Digital Accessibility Policy USER-01 (previously Policy 188) and related IT Standard USER-01-01-S (previously Standard 188.10 Minimum Accessibility Standard).

There are rapidly-approaching deadlines for compliance by Washington State government (as well as others), beginning as early as April 24, 2026, with a second deadline just two weeks later, May 11, 2026, for many state entities. Maintained compliance is also required, following those deadlines.
More details are located in the "Phase 1 Project: Detailed Deliverables" document linked on this general information summary.

The Phase 1 reference for this strategic front means the first step in helping state government prepare for these deadlines, providing basic, foundational trainings and resource materials for all state staff. It is only a small part of the larger efforts occurring at both the state enterprise level, and within each state organization. It also references the efforts occurring for certain groups of state staff, such as Web Administrators and Web Managers, Information and Technology (IT) staff, Training Content developers (eLearnings), and similar groups across the state.

Second Strategic Front

2. Meeting the enterprise-wide trainings noted in Governor Executive Order 24-05 section 6 (a), and assisting state Executive and Small Cabinet Agencies to meet the training needs also required in section 1 (c) (i, ii, and iii) of that Order.

There is also a coordinated state enterprise leadership effort for all of the deliverables noted within the overall Executive Order 24-05, for which the digital accessibility trainings and resources represent only one sub-section of that state effort towards, "Improving Employment Outcomes for People with Disabilities in State Employment" (the title of that Executive Order).

As outlined in the Executive Order, that state enterprise work is conducted as Advised by The Governor's Committee on Disability Issues and Employment (GCDE). The project management for that overall effort is supplied by the Office of Equity (OOE) and the Office of Financial Management (OFM, where State Human Resources is housed), as co-leading Project Managers.

The Phase 1 reference for this strategic front means the initial work preparing the state enterprise for the various deliverables that will result from the Executive Order 24-05: from the state agency- and organization-level responsibilities detailed in section 1, all the way through the sections 2 - 6 state enterprise deliverables.

3. As part of the Washington state Digital Equity umbrella effort. Digital Equity is noted as the 15th Determinant of Equity (https://equity.wa.gov/equity-hub) and is central to Washington's "Internet for All Initiative," and "State Digital Equity Plan."

Led by the Department of Commerce (Commerce) - Washington State Broadband Office (WSBO), this effort works to, "ensure reliable, high-speed Internet across the state of Washington, along with opportunities to invest in digital equity programs to make sure that in addition to Internet access, people also have the tools and skill sets necessary to fully take advantage of the benefits that come with digital inclusion." (https://www.commerce.wa.gov/wsbo/internet-for-all)

A critical piece to achieving this effort is making sure that Washington State government is accessible, for those engaging with our State government, as well as those employed by our State government (including job applicants).

DIN is a voting member on the state's Digital Equity Forum, which develops recommendations that advance digital connectivity across Washington State, with the goal of addressing digital disparities and ensuring equitable access to digital resources (https://digitalequityforum.wa.gov). The Forum is a public-private collaboration, established formally by state statute ESSHB 1723 and RCW 43.330.5395.

Digital Equity covers much more than just digital accessibility. However, if Accessibility isn't included from the start, the state will never truly achieve Digital Equity.
The Phase 1 reference for this strategic front means addressing Digital Accessibility from the start of the state's efforts to achieve Digital Equity.

Please refer to the Phase 1 Project's "Detailed Deliverables" document for additional understanding and reference links for how Digital Accessibility intersects with Accessibility of Information and Communication Technologies (ICT), including telehealth services, language access, and additional key elements of Digital Equity.