

**2025 State Council for Persons with
Disabilities (SCPD)**

23rd Annual Partnership Event

Building an Accessible Delaware Together



Jenifer Sandonato – DTI Digital Accessibility Senior Manager

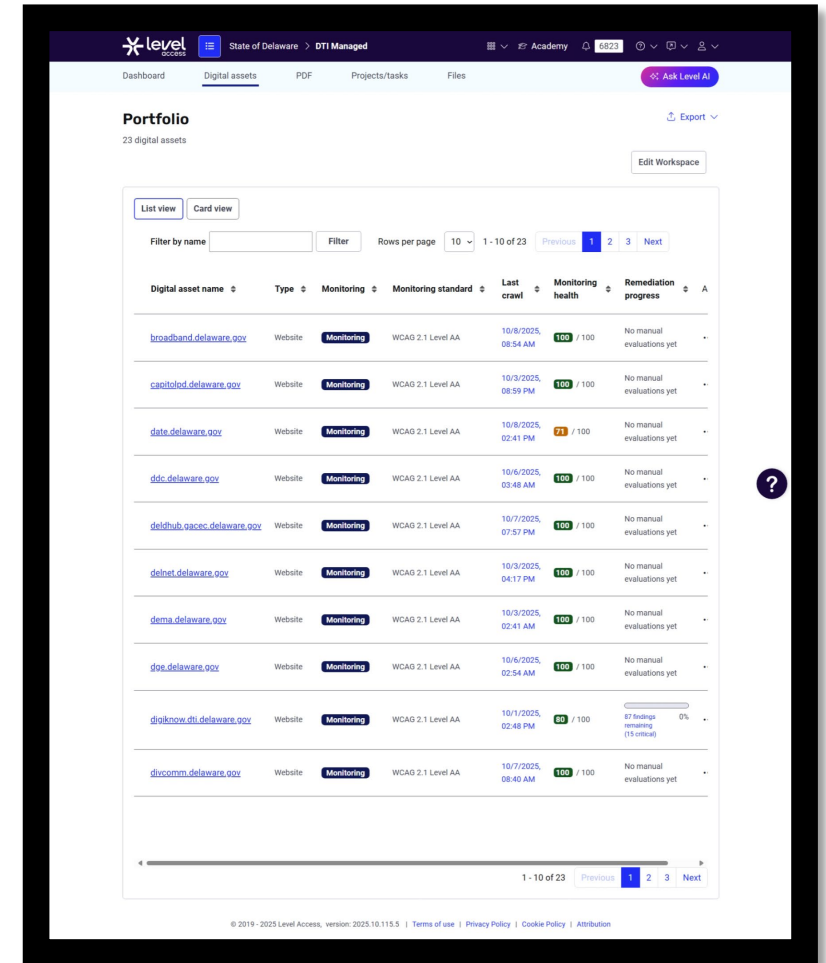
October 20, 2025

Why Accessibility Matters

- ★ Accessibility ensures equal opportunity for every Delawarean.
- ★ It's about participation, communication, and independence.
- ★ Access to benefits, education, safety, and voting must be universal.
- ★ DOJ final rule: Compliance by April 24 2026

Where We Are Now

- Statewide Accessibility Dashboard (Level Access Platform)
- This statewide dashboard tracks accessibility progress across Delaware agencies.
- Training



The screenshot displays the 'Portfolio' page of the Level Access Platform for the State of Delaware. It shows a list of 23 digital assets, each with a link to the asset, its type (all are 'Website'), monitoring status (all are 'Monitoring'), monitoring standard (all are 'WCAG 2.1 Level AA'), last crawl date, monitoring health score, and remediation progress. The table is filtered by name and shows 10 rows per page. The monitoring health scores are mostly 100, with one asset (dps.delaware.gov) showing a score of 83 and a remediation progress bar indicating 0% completion (87 findings remaining, 15 critical).

Digital asset name	Type	Monitoring	Monitoring standard	Last crawl	Monitoring health	Remediation progress
broadband.delaware.gov	Website	Monitoring	WCAG 2.1 Level AA	10/8/2025, 08:54 AM	100 / 100	No manual evaluations yet
capitolof.delaware.gov	Website	Monitoring	WCAG 2.1 Level AA	10/3/2025, 08:59 PM	100 / 100	No manual evaluations yet
date.delaware.gov	Website	Monitoring	WCAG 2.1 Level AA	10/8/2025, 02:41 PM	21 / 100	No manual evaluations yet
ddc.delaware.gov	Website	Monitoring	WCAG 2.1 Level AA	10/6/2025, 03:48 AM	100 / 100	No manual evaluations yet
delhub.vapcc.delaware.gov	Website	Monitoring	WCAG 2.1 Level AA	10/7/2025, 07:57 PM	100 / 100	No manual evaluations yet
delnet.delaware.gov	Website	Monitoring	WCAG 2.1 Level AA	10/3/2025, 04:17 PM	100 / 100	No manual evaluations yet
dema.delaware.gov	Website	Monitoring	WCAG 2.1 Level AA	10/3/2025, 02:41 AM	100 / 100	No manual evaluations yet
dps.delaware.gov	Website	Monitoring	WCAG 2.1 Level AA	10/6/2025, 02:54 AM	100 / 100	No manual evaluations yet
dpsknow.dti.delaware.gov	Website	Monitoring	WCAG 2.1 Level AA	10/7/2025, 02:48 PM	83 / 100	87 findings remaining (15 critical) 0%
divcomm.delaware.gov	Website	Monitoring	WCAG 2.1 Level AA	10/7/2025, 08:40 AM	100 / 100	No manual evaluations yet

Tools and Training

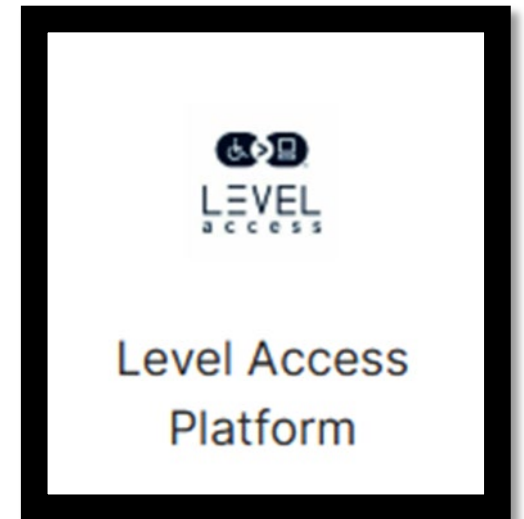
Level Access – Delaware’s Enterprise Accessibility Platform

14+ agencies/Departments completed Tier 1 awareness training.

Tier 2 technical training webinars ongoing (Oct–Dec 2025).

Tier 2 ADA Coordinator certification launching Nov 2025.

SharePoint collaboration hub connects agencies statewide.



Scope & Governance

Accessibility Project Execution Structure

DACC – Core Leadership

- Leads implementation
- Sets direction
- Ensures accountability

(Jenifer Sandonato)

DTI – Training & Tools

- Provides A11y training
- Manages scanning and remediation platform
- State of Accessibility Reports
- Technical support & IT alignment

(Dana Rohrbough)

GIC – Look & Feel

- Implements CLF5 standards
- Ensures design/usability consistency
- Supports contracted municipalities
- Promotes awareness

(Deborah Yancey)

State ADA Coordinator DHR

- Coordination of ADA Network
- Promotes A11y awareness and accountability
- Bridge between Liaisons and Leadership

A11y Coalition – Agency Liaisons

- Named by Secretaries/Dept Heads
- Compliance contacts within agencies
- Report progress & challenges
- Embed accessibility in daily operations

EASC – Standards and Compliance

- Defines State of Delaware accessibility standards and updates DACC
- Advises on compliance and federal rules

Accessibility Testing and Remediation Overview

Websites, Applications, and PDF Documents

- Represent the core digital assets being assessed for accessibility compliance.

Automated Testing Issues

- Identified through tools like Level Access and other scanning platforms.
- Reveal common WCAG 2.2 AA violations in structure, navigation, and labeling.

Manual Testing Issues

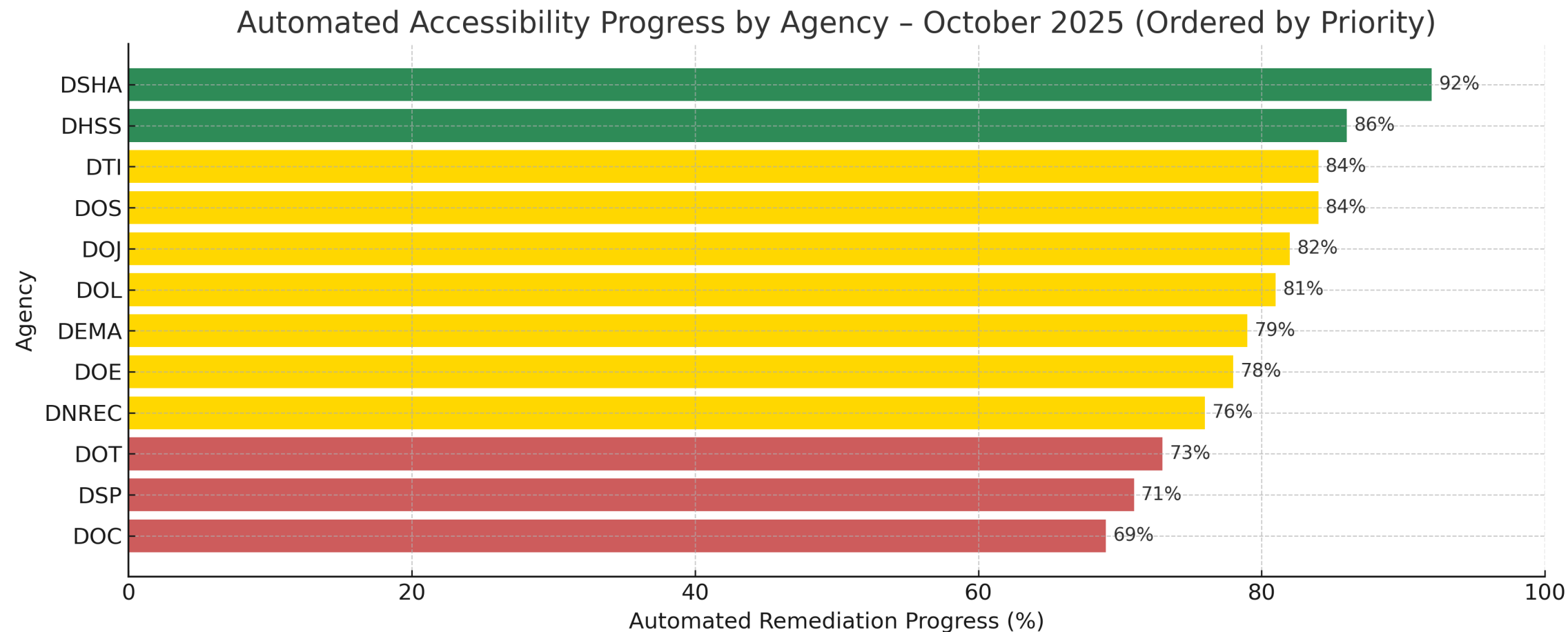
- Detected during screen reader, keyboard, and usability evaluations.
- Validate user experience beyond automated scans.

Remediation Progress for Automated Testing Issues

- Agencies actively resolving errors through DTI and GIC guidance.
- Progress tracked monthly using Level Access dashboards and agency reports



Remediation Score Websites (Based on Available Inventory)



This chart shows each Delaware agency’s current automated accessibility progress toward WCAG 2.1 AA compliance, highlighting overall statewide conformance at 81 percent.

Funding and Future Procurement

Delaware's current accessibility tools are funded through **December 2026**, providing statewide coverage for monitoring, reporting, and training.

To maintain progress beyond that date, **future funding must include procurement for next-generation accessibility platforms** — expanding beyond current tools to support:

- **AI-powered document and web remediation** for speed and accuracy.
- **Enhanced testing platforms** integrating user feedback and assistive technologies.
- **Enterprise-wide analytics** for tracking accessibility, equity, and inclusion risk and compliance across all digital assets.
- **Sustained training programs** to ensure agency staff remain certified and capable as standards evolve.

Strategic reinvestment in accessibility technology ensures **Delaware remains compliant, equitable, and forward-looking** as federal standards advance.



Stay Connected

- Jenifer Sandonato – DTI Digital Accessibility Senior Manager
Leading Delaware's Digital Accessibility & Equity Strategy
- Contact: DTI_Digital_Accessibility@delaware.gov

