

# El Paso County Public Health Digital Accessibility Plan: Evidence of Progress

**UPDATED: June 30, 2026**

## 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](#)
- Department of Justice (DOJ) Americans with Disabilities Act (ADA) Title II, Subpart H

## Accessibility Maturity

### Accessibility Maturity Key

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 agencywide. 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.

**Accessibility Maturity of El Paso County Public Health Priorities as of June 30, 2026**

Accessibility Priority	Stage	Criteria
Accessibility Plan	Optimize	Incorporated agencywide.
Structured Grievance Process	Optimize	Incorporated agencywide.
HB21-1454 Report Compliance	Optimize	Required reporting completed.
Systems & Application Review	Launch	Refer to main El Paso County Digital Accessibility Plan.
Content Management System (CMS) Audits, Remediation Systems	Launch	Automated audits of website maintained and monitored through SiteImprove. El Paso County to manage monthly manual audits of website starting on June 1, 2026.
Contract, Procurement & Budget Processes	Launch/ Integrate	Refer to main El Paso County Digital Accessibility Plan.
Training & Communications	Integrate	Entire staff has received training. Training structures and policies in development.
Internal Documentation Processes	Launch	Plans in place to develop tracking.
Quality Control & Process Improvement	Launch	Developing tracking tool to understand gaps and provide support.

**Progress Since Our Last Update**

*Progress includes:*

- **Tracking PDFs on the Website:** Created a system for logging all pdfs added to the El Paso County Public Health website to ensure that they are accessible. Log includes the name and location of the file, when it was remediated, how it was remediated, when it was uploaded and who remediated it.
- **Providing Additional PDF Assistance on the Website:** Installed DocAccess on our website. DocAccess provides the following:

- Accessible Transcript View: Replaces hard-to-read PDFs with structured, keyboard-navigable HTML for use with assistive technologies like JAWS.
  - Instant Translation: Allows users to translate documents into over 150 languages.
  - AI Chat & Summarization: Features an "Ask a Question" tool that highlights exactly where in the document your answer is located.
  - Live Visual Assistance: Integrates with Aira to provide on-demand human interpretation for auditory or cognitive assistance if needed.
- **Achieved WCAG Level AA Compliance based on automated audits:** Continued to update the El Paso County Public Health website based on SiteImprove automated audits. On May 19, 2026, the site was 100 percent WCAG Level AA conforming based on automated audits, with SiteImprove only flagging a single issue that staff confirmed to be a problem with SiteImprove and not with the website. Additionally, the site had a 94.7 percent score for Quality Improvement.
  - **Purchased Professional Remediation:** Plan to spend over \$5,000 for professional remediation through Perspective Tester. Professional remediation allows our agency to provide fully accessible reports, forms and complex documents in a timely manner.
  - **Expanded Access to Remediation Tools and Training:** All Communications staff continued to be provided with licenses for the remediation software, Continual Engine PREP. This software was also provided to at least one ADA Champion in each of the agency's divisions, along with a series of trainings on how to properly use the software.
  - **Continued ADA Champions meetings:** Planned and hosted another ADA Champions meeting to address questions and concerns and provide updates and reminders on digital accessibility processes. Another meeting is planned for the summer.
  - **Introduced Accessibility Content in the Employee Newsletter:** A new column, ADA Insider, was added as an occasional feature to our internal newsletter. The column addresses common accessibility questions. The column also includes a link to a form where topics can be requested. All requests are addressed promptly in the column.
  - **Continued Website Updates:** Our agency continued its process for Quarterly Website Updates but moved to Biannual Website Updates in 2026. Website updates provide a standardized way for managers and directors to review their webpages for content and accessibility issues and alert the Communications Program of any issues, which are promptly updated.
  - **Utilized Undue Burden Policy:** Our Undue Burden policy has been utilized by several programs and sparked conversations about how we can best make our products accessible, even in challenging circumstances. The Communications Program provided

an overview and reminder about the policy at a Management Meeting and an ADA Champions meeting.

- **Newsletter moved from PDF to Webpage:** Our Disease Tracking Reports, known as the “What’s Going Around” newsletter, moved from a pdf format to a Communicable Disease Data Dashboard with downloadable, accessible data tables.
- **Progress on Making Our Agency SharePoint Accessible:** We have made progress on remediating our shared agency internal SharePoint, known as the El Paso County Public Health Portal. The Portal is dominated by pdfs that provide guidance for employees, many of which are older and need to be updated. One step toward our goal of full accessibility was uploading new, accessible HIPPA policies.

*Challenges include:*

- **Limited Staff:** Accessibility duties fall mainly to a three-person Communications staff with many other responsibilities.
- **Limited Funding Availability:** Accessibility efforts can be costly and must compete for limited discretionary public resources. EPCPH is required to maintain a balanced budget and resources are fully allocated for operational needs. Any use of the fund balance, such as the amount utilized for accessibility efforts in the past budget cycle, are subject to availability and board approval, and must comply with EPCPH policy.
- **Mixed Oversight:** While our agency does oversee many parts of our accessibility plan, some priorities fall under the purview of El Paso County’s main digital accessibility plan.
- **Learning Curve:** Remediation is complex and requires training and practice. Many staff members are still learning.
- **Document Types and Requirements:** Public Health comprises dozens of programs with differing document needs. Many documents are very large. State and federal grants and funding often require the disbursement of documents created at the federal or state level that are not accessible. Legal requirements for documents may require scanning signed documents and emailing them.
- **Limited Guidance:** Accessibility law is complex. Any guidance or classes the state could provide to help agencies comply with state laws would be greatly appreciated.

## How We Are Implementing Accessibility

To comply with the enactment of HB21-1110 and the latest Colorado Code of Regulations (CCR) regarding technology accessibility, El Paso County Public Health (EPCPH) has undertaken a thorough review and improvement of its digital accessibility policies and procedures. These updated standards build upon and enhance the existing guidelines from Section 508 and Title II, forming the foundation of our goal to ensure a more inclusive digital experience for all community members.

By consistently applying these standards, EPCPH makes every effort to not only meet legal requirements, but also exceed expectations, in delivering an accessible and user-friendly digital environment. In doing so, EPCPH is committed to not only staying aligned with current legal and regulatory frameworks but also setting a high standard for digital accessibility excellence. Specifically, EPCPH has taken the following efforts to date:

- **Prioritizing the Most Important Technologies:** We prioritize the order to address technology assets by determining if they are public-facing and understanding the frequency that they are shared electronically. We prioritize all public-facing documents, but particularly those that enable people to perform key tasks, like registering for programs; searching for things; submitting forms, requests, or reservations; paying bills; or making purchases. We prioritize all documents that are frequently shared electronically, but particularly those that are important for accessing essential government programs. Our priorities are listed as:
  - Priority 1: documents that are public-facing and frequently shared electronically = Test/remediate first.
  - Group 2: Documents and digital communications which are important but won't be used until a later date = Test/remediate next. Plan accommodations first.
  - Group 3: Documents that are update infrequently but are still valuable and useful to have on hand = Test/remediate after Group 2. Plan accommodations next.
  - Group 4: Documents no longer being utilized. = Test/remediate last. Put accommodations in place last.
- Additionally, an item may move into a higher priority position if it:
  - Has been flagged as inaccessible by individuals with disabilities.
  - Is newly in development, so that EPCPH can avoid creating new barriers.
  - Appears across multiple web pages, like navigation menus, search features, and standardized footers.

- o Is based on a template. EPCPH prioritizes using accessible templates.
- **Based on that system, we have chosen to prioritize the El Paso County Public Health Website:**
  - o Prepared and transitioned our website to a newly designed site with accessibility features.
  - o Remediated pdfs and tracked all pdfs added to the website.
  - o Added DocAccess to provide an accessible transcript view of all pdfs and other helpful features.
  - o Used SiteImprove to continually provide automated audits of the site and make improvements.
  - o Attained WCAG Level AA Compliance in May 2026, according to SiteImprove automated audits.
  - o Incorporated accessibility requirements in the design, development, user experience and quality assurance of the technology we develop for our website.
- **Providing Accommodations:** EPCPH provides reasonable accommodations and modifications of policies to accommodate the needs of people with disabilities. There are multiple ways to request assistance on the EPCPH website. An Accessibility Statement is available on the EPCPH website that includes this information for residents with disabilities.
- **Providing Contact Information:** Our website allows the public to provide us with accessibility feedback and request reasonable accommodations or modifications.  
*(Please visit our [Digital Accessibility page](#).)*
- **Providing Accessible Templates:** Updated, accessible agency templates (letterhead, email signature, PowerPoint, etc.) are available for all EPCPH staff.
- **Continually Improving Training for Staff:** We are committed to training our current employees on providing accessible services, documents and technology and to incorporating accessibility requirements in the design, development, user experience and quality assurance of the technology, documents and communications we develop.

- o Created the ADA Champions, a group of employees representing divisions and programs across the agency that are charged with encouraging accessible practices in their divisions and programs, providing assistance with remediation, and making recommendations on accessibility to staff. These Champions receive ongoing training through ADA Champions meetings.
- o Provided multiple staff trainings, training documents and remediation framework to enable the start of the remediation process on document storage repositories (SharePoint, OneDrive, etc.). Staff are prioritizing public-facing documents.
- o Provided all staff, including onboarding staff, with training in remediating documents in Microsoft programs.
- o Provided some Communications staff and some ADA Champions with access to and training on the remediation software, Continual Engine PREP.
- o Provided updates on ADA needs and FAQs to managers and directors.
- **Setting Goals for the Following Year:**
  - o Internal SharePoint Accessibility: Continue to remediate documents on the shared agency SharePoint for accessibility.
  - o Work to better track programs' progress on accessibility goals.
  - o Continue training for employees
    - Maintain and improve website accessibility:
      1. El Paso County Public Health will continue to utilize SiteImprove to conduct automated audits of our website and suggest needed improvements to accessibility. We will rely on El Paso County for manual website audits.
      2. El Paso County Public Health will continue to make efforts to remediate pdfs before adding them to the website and use our existing tracker to ensure compliance.

3. DocAccess will be utilized, as our budget allows, to further enhance our accessibility efforts and provide ease of use to the public.

## Formal Approval

DeAnn Ryberg, El Paso County Public Health Executive Director

A handwritten signature in blue ink, appearing to read "DeAnn Ryberg". The signature is fluid and cursive, with a large initial "D" and "R".

Approved: June 26, 2026

Last Updated: June 26, 2026