

Focus Area: Service Coordination and Regional Center Operations

Measure: Website Accessibility

Fiscal Year: 2025-26

Overview

As part of the ongoing evaluation of Regional Center Performance Measures (RCPM), the Department of Developmental Services (Department) seeks to assure measures are in alignment with the Master Plan for Developmental Services by supporting individuals with intellectual and developmental disabilities and providing them with the resources necessary to thrive. To address this goal in Fiscal Year (FY) 2025-26, a set of new measures was presented during the June 26, 2025 RCPM Workgroup meeting. Included below are the details for Website Accessibility in the focus area Service Coordination and Regional Center Operations.

Background

On April 24, 2024, the Federal Register published the [Department of Justice's final rule](#) updating its regulations for Title II of the Americans with Disabilities Act (ADA). The updated regulations include specific requirements addressing accessibility of web content and mobile applications (apps) for all people with disabilities. In the ruling, state and local governments, including their contracted agencies which provide services to people with disabilities, must assure reasonable accommodation in communications with people with disabilities. The Website Contents Accessibility Guidelines (WCAG) are standards set by the World Wide Web Consortium to assure accessibility to websites across the globe. WCAG 2.1 AA and 2.2 AA set increased standards to address the needs of people with visual, hearing, cognitive and other disabilities. While WCAG 2.1 expands upon the original WCAG 2.0, it has already been surpassed by WCAG 2.2 AA, which includes additional criteria for accessibility and ensures a more user-friendly experience for people with disabilities.

[WCAG 2.2 AA](#) provides technical standards established to improve the accessibility of web content, websites and web applications for individuals with a wide range of disabilities. WCAG 2.2 AA utilizes four core principles referred to as POUR:

- Perceivable: Information must be perceivable to people using only one of their senses, so they understand all related content.
- Operable: End users must be able to interact with all webpage elements. For instance, websites should be easily navigable with just a keyboard or voice control for non-mouse users.
- Understandable: End users must be able to understand web page content and functionality information.
- Robust: Websites must effectively communicate information to all users, including users of assistive technologies, and remain compatible with evolving technologies and user needs.

Performance Measure and Desired Outcome

The measure addressed in this attachment is for regional centers to complete an accessibility review of their respective website and achieve the accessibility standards indicated in WCAG 2.1 AA.

The desired outcome of this measure is individuals with intellectual and developmental disabilities and their families can easily access and utilize information on regional center websites. To meet this outcome for FY 2025-26, each regional center's website will:

1. Meet 100% of Web Contents Accessibility Guidelines 2.1 (WCAG 2.1).
2. Meet WCAG 2.2 Guidelines.

Regional Centers will need to demonstrate how their website meets WCAG 2.1 standards within FY 2025-26 to successfully meet measure number one. For measure two, regional centers will need to, at minimum, begin website revisions to meet WCAG 2.2 standards in FY 2025-26 and complete the revisions to fully meet 100% of the WCAG 2.2 standard within FY 2026-27. Regional centers will revise their websites to comply with WCAG 2.1 AA standards. Additional incentives can be earned for achieving WCAG 2.2 AA standards sooner than FY 2026-27. Regional centers will provide documentation of WCAG approval rating to determine the incentive earned.

Performance Measure Data

Details regarding methodology for confirming website revisions will be provided in subsequent communication. At minimum, regional center attestation describing the steps undertaken and the technology used to make the revisions will be required. Additional testing of websites by self advocates enrolled in regional centers may be considered.

Incentive

The first year of the Website Accessibility measure (FY 2025-26) will focus on regional center's completion of an accessibility assessment and initial implementation of website updates to meet WCAG 2.1 standards. Regional centers meeting the higher standards of WCAG 2.2 within fiscal year 2025-26 will receive additional incentives after the Department's confirmation of the WCAG 2.2 status. Subsequent years will result in recognition for efforts undertaken to meet the minimum required standard and pay-for-performance incentives based on achievement of the higher-level accessibility standards described.