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Purpose

Hennepin County is committed to making digital content and products usable for everyone, including people who live with visual, auditory, motor, and cognitive impairments.

Hennepin County will strive to conform to, enhance, and build on county, state, and federal accessibility laws, policies, guidelines, and best practices.

This Policy communicates expectations of digital accessibility awareness and directs employees to account for accessibility in their work.

It also aligns with the county’s disparity reduction goals and strategic direction toward operating a hybrid workforce and providing remote services for the public, enabled by technology and digital service delivery models.

Scope and Services

This Policy covers internal and external digital products, both interface and end products, whether new or existing, for employees and the public.

Policy

County digital products for employees and the public are accessible by meeting web and digital accessibility laws, standards, and best practices.

Employees who work on and acquire digital products have responsibilities that can include:

- adhering to best practices, guidelines, and standards as listed in this Policy;

- assessing third-party tools for accessibility;
- ensuring products, materials, and communication are accessible for employees and the public;
- prioritizing digital accessibility, obtaining base knowledge, and staying up to date on accessibility in their role.

Digital Experience Responsibilities

Digital Experience will:

- ensure all departments' websites and web applications meet the Digital Accessibility Policy;
- dedicate a digital accessibility coordinator to support policy implementation;
- manage and communicate this Policy to departments;
- maintain an accessible pattern and component library and web standards.

The digital accessibility coordinator will:

- develop and provide oversight for creation of procedures to meet this Policy including a formal complaint process for the public or employees to report digital accessibility issues;
- guide selection of training and resources for departments and employees;
- partner with and consult departments and employees about this Policy, training resources, and digitally accessible solutions;
- coordinate compliance with this Policy and the web standards;
- advocate for use of the pattern and component library and web standards.

Department Responsibilities

In partnership with Digital Experience, departments will:

- comply with this Policy and ensure employees who build, manage, and acquire digital products have the support, expertise, and skills they need related to their role;
- ensure digital content provided by vendors for employees or the public are accessible;
- inform digital accessibility coordinator of formal complaints regarding digital accessibility issues filed by the public or employees, and partner on response.

Developers and designers (front-end, back-end, quality assurance, visual, content, user experience, user interface, etc.) must comply with county digital accessibility and brand standards. They may also use county design and writing guidelines to ensure consistent digital experiences. They will consult with Digital Experience when compliance is not possible, or they need additional support.

Project team members (business analysts, project managers, product owners, user experience specialists, communicators, program representatives, etc.) must communicate accessibility requirements, keep teams accountable for building accessible digital products, and ensure accessibility is built into a project workflow. They will consult with Digital Experience for guidance and support to include accessibility.

Procedures and Standards

The county adheres to the [Web Content Accessibility Guidelines \(WCAG\)](#).

[Hennepin County web standards](#) list specific WCAG standards to follow for ensuring digital accessibility.

Digital products that currently do not meet standards in this Policy must follow procedures to address them.

Definitions

Digital accessibility: The practice of making digital content and products usable for everyone, including people who live with visual, auditory, motor, and cognitive impairments.

Digital product: A service or technology that delivers an experience through electronic devices. Examples include but are not limited to electronic documents, mobile applications, videos, webinars, and websites.

Authority

Federal and state disability rights laws affect digital accessibility at the county. The county follows applicable state and federal law including:

- [Americans with Disabilities Act \(ADA\)](#)
- [Section 508 of the Rehabilitation Act](#)
- [Minnesota Human Rights Act](#)
- [Minnesota Statutes Section 363A.42 Public Records; Accessibility](#)

Contacts

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