



# DOCUMENT ACCESSIBILITY FOR STATE AGENCIES

Your mission is to serve all, including patients with disabilities. However, is your website and document content accessible? **OCR** enforcement is increasing in states like **CA, CO, and FL**, with many healthcare entities facing audits and complaints regarding inaccessible digital documents.

## What is document accessibility?

Document accessibility means ensuring that PDFs, Word files, forms, and other digital documents are usable by everyone, including people who use assistive technologies like screen readers, screen magnifiers, or voice navigation tools.

For state agencies, accessibility isn't just about legal compliance—it's about upholding equity, transparency, and trust in government services. Whether it's a policy briefing, grant form, public notice, or benefits guide—everyone deserves access.

## Key Risk Areas

Many state agencies unknowingly leave the public behind when digital content lacks accessibility. The most common risk areas include:

- Inaccessible PDFs (e.g., scanned files with no tags or structure)
- Public-facing forms that can't be completed with a keyboard or screen reader
- Lack of alternative formats for people with visual, cognitive, or mobility impairments
- Failure to accommodate non-English speakers and individuals with limited digital literacy

## What you Should Do Now

Proactive steps for your agency include:

- Audit documents and web content for accessibility using tools like PAC or WAVE.
- Remediate inaccessible PDFs and legacy content related to benefits, licensing, health, safety, or legal rights.
- Create internal accessibility policies and training for staff.
- Engage the community for feedback from users with disabilities to improve service.

## That is where DocAccess steps in...

DocAccess simplifies PDF accessibility by automating the process, eliminating unnecessary complexity:

- Converts PDFs into fully accessible formats that are friendly for screen readers
- Adds search, translation, and document navigation features
- Works with one simple code install — no tech background needed

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