



# COMMONWEALTH of VIRGINIA

## *Department of Veterans Services*

John Maxwell  
Commissioner

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October 29, 2026

The Honorable Abigail Spanberger  
Governor, Commonwealth of Virginia

The Honorable Timothy Williams  
Secretary of Veterans and Defense Affairs

The Honorable Don Scott  
Speaker, Virginia House of Delegates

The Honorable L. Louise Lucas  
President Pro Tempore, Senate of Virginia

***Delivered via electronic mail***

Re: 2026 Report on Digital Accessibility

Dear Governor Spanberger, Secretary Williams, Delegate Scott, and Senator Lucas:

The attached report details the 2026 digital accessibility of the Virginia Department of Veterans Services.

This report is submitted pursuant to Code of Virginia, §2.2-3504, *Exclusions to digital accessibility*.

The DVS team is available to address your feedback and questions.

Sincerely,

A handwritten signature in black ink, appearing to read "John Maxwell".

John Maxwell

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# Virginia Department of Veterans Services

## *Report on Digital Accessibility*

### Overview

This report is submitted pursuant to Code of Virginia, §2.2-3504, *Exclusions to digital accessibility*, and fulfills the annual requirement that executive branch agencies identify Information and communications technology (ICT) that does not conform to applicable digital-accessibility requirements and is not subject to an applicable exception. It also provides an estimate of the fiscal impact associated with bringing such technology into compliance.

### Progress Summary to Date

Since Chapter 571, 2025 Acts of Assembly became law, the Virginia Department of Veterans Services (VDVS) has established an agency-wide approach to digital accessibility across its principal public-facing digital platforms and associated digital content.

VDVS focused initial attention on the VDVS public website, the Virginia Veterans Network (VVN), and the Virginia Values Veterans (V3) digital environment. Additionally, VDVS now requires additional resources to adequately complete an initial audit and remediation of its systems. Specific actions taken by VDVS include:

- Identified the agency's principal public-facing digital platforms for initial accessibility review and remediation of noncompliant ICT.
- Initiated development of an inventory of websites, web applications, forms, PDFs, and other digital content.
- Established accessibility review and remediation as an ongoing responsibility for VDVS digital products.
- Prioritized accessibility considerations for digital services and transactions used directly by veterans, families, service members, and employers.
- Began incorporating accessibility considerations into website, application, content-development, and technology-procurement processes.
- Established a process for documenting accessibility barriers and tracking remediation activities.

Where complete remediation cannot be completed during the reporting period, VDVS will prioritize barriers that have the greatest potential effect on access to VDVS information, programs, and services.

VDVS will prioritize digital resources and transactions that have the greatest potential impact on access to veteran services. Where an accessibility barrier is identified in a high-use or service-delivery resource, remediation will be prioritized accordingly. Also, and where appropriate, VDVS will provide an accessible alternative while permanent remediation is underway.

## Inventory of Nonconforming ICT

| Nonconforming ICT                      | Notes / Description                                                                                                                                                                                                                                                                                   |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>VDVS Public Website</b>             | Public-facing website providing information about VDVS programs, benefits, locations, events, publications, and services. Accessibility assessment will include pages, navigation, forms, images, links, multimedia, documents, and other applicable Web Content Accessibility Guide (WCAG) criteria. |
| <b>Virginia Veterans Network (VVN)</b> | Public-facing digital service platform providing access to veteran and family resources and services. Assessment will include public pages and transactional functions, including referrals, account creation/login, appointments, forms, and interactive controls.                                   |
| <b>Virginia Values Veterans (V3)</b>   | Public-facing V3 environment supporting employers, veterans, and transitioning service members. Assessment will include the public website and associated employer enrollment and self-service functions.                                                                                             |
| <b>PDF Documents</b>                   | Public-facing VDVS forms, guides, brochures, reports, publications, and other downloadable documents that remain available through VDVS digital platforms. Current estimate of noncompliant ICT is 65,624 documents.                                                                                  |
| <b>Web Applications / Online Forms</b> | Online forms and application functions used to request information, services, appointments, enrollment, or other VDVS services.                                                                                                                                                                       |
| <b>Public Facing Web Applications</b>  | Student enrollment, application for tuition waivers, stipend applications, Employer certification process and workflows.                                                                                                                                                                              |
| <b>Multimedia Content</b>              | Public-facing videos and other multimedia content. VDVS will review applicable captioning, transcript, audio-description, player-control, and related accessibility requirements.                                                                                                                     |
| <b>Third-Party / Vendor ICT</b>        | Third-party platforms and services used to deliver or support VDVS programs. Accessibility documentation and remediation responsibilities will be reviewed as part of vendor management.                                                                                                              |
| <b>Internal Digital Content</b>        | Employee-facing forms, training materials, presentations, and other digital content maintained in VDVS internal repositories, where applicable.                                                                                                                                                       |

## Fiscal Impact Summary

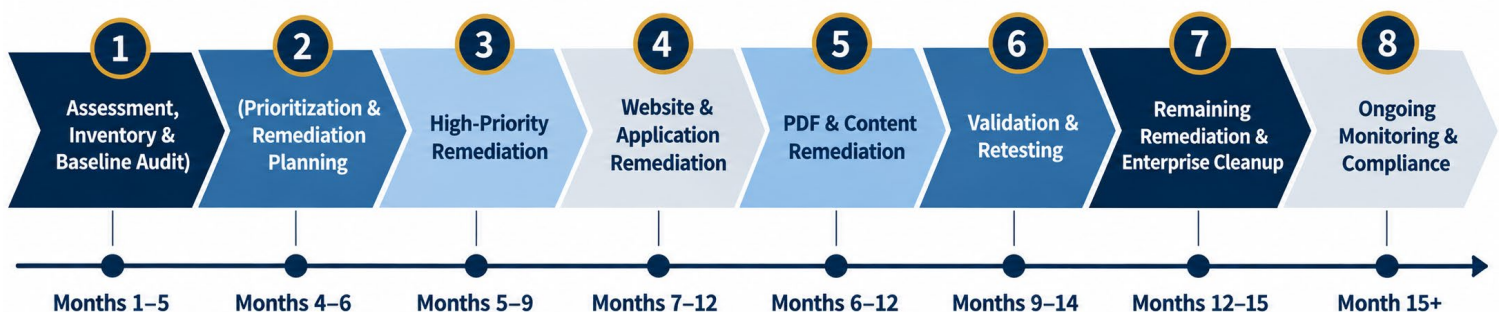
VDVS estimates that bringing identified nonconforming information and communications technology into compliance will require approximately \$500,000 in one-time remediation and implementation costs, with approximately \$300,000 in recurring annual costs to maintain accessibility, conduct ongoing testing, remediate new content, and support accessibility quality management.

These estimates include accessibility assessment and testing, website and application remediation, PDF and electronic document remediation, vendor/third-party remediation, staff training, monitoring, and ongoing accessibility management.

The final fiscal impact will be refined following completion of VDVS's agency-wide accessibility inventory and validation of identified accessibility barriers. Actual costs may vary depending on the number and severity of accessibility issues identified, the extent of vendor remediation required, and the amount of existing VDVS IT and content-development capacity available to perform remediation

| Fiscal Impact Category                       | Estimated One-Time Cost | Estimated Annual Cost (ongoing) |
|----------------------------------------------|-------------------------|---------------------------------|
| Accessibility assessment and testing         | \$100,000               | \$40,000                        |
| Web/application remediation                  | \$75,000                | \$50,000                        |
| PDF/document remediation                     | \$100,000               | \$50,000                        |
| Monitoring, training, and quality management | \$75,000                | \$50,000                        |
| Staffing/contractor support                  | \$150,000               | \$110,000                       |
| Total                                        | \$500,000               | \$300,000                       |

## Projected Timeline for Audit and Remediation



## Conclusion

VDVS recognizes digital accessibility as an ongoing responsibility and is committed to ensuring that veterans, families, service members, employers, and the public have equivalent access to the Department's digital information and services. VDVS will continue to assess, prioritize, remediate, and monitor its digital platforms and content, with emphasis on high-impact services and user access. Through this phased approach, VDVS will establish a sustainable accessibility program that supports continued compliance and improves the digital experience for all users.