2026 Information Technology Access Act Annual Report

Executive Summary

The Virginia Employment Commission (VEC) submits this first annual report on its efforts to ensure that the agency's information and communications technology (ICT) systems conform with digital accessibility. The report highlights how the agency has prioritized and monitors accessibility for the redesigned public facing website at https://vec.virginia.gov. VEC's work to assess digital accessibility conformity for other ICTs is ongoing. Future reports may include estimates of the fiscal impact involved in bringing ICTs into compliance with federal and state laws and regulations. VEC is committed to making its services fully accessible to all members of the public.

Report

VEC's Commitment to Digital Accessibility

The Virginia Employment Commission (VEC) is committed to ensuring its digital services and information are accessible to all Virginians. Digital accessibility remains a priority in the agency's ongoing efforts to modernize technology, improve customer service, and remove barriers to accessing unemployment insurance benefits and other essential services. To that end, VEC will continue its efforts to assess the accessibility of its information and communications technology (ICT) systems and evaluate the steps needed and costs associated with any remediation needed. In the meantime, VEC will continue to prioritize digital accessibility through its website and customer service channels, including the agency's Digital Accessibility Coordinator.

Website Modernization and Accessibility

In January 2025, VEC launched a completely redesigned public website, with digital accessibility serving as a top priority throughout its development. The website was built with the Web Content Accessibility Guidelines (WCAG) and Section 508 accessibility

standards as guiding principles, emphasizing ease of navigation, plain language, and an intuitive, user-friendly experience.

The redesigned website features mobile-friendly navigation, simplified content, and information available in 13 languages, helping individuals with disabilities and those with limited English proficiency to more easily access important information and services.

Ongoing Accessibility Monitoring and Remediation

VEC recognizes that digital accessibility requires continuous monitoring and improvement. To support this effort, the agency uses Siteimprove, an accessibility monitoring platform provided through the Virginia Information Technologies Agency (VITA), to regularly evaluate its public website and identify potential accessibility barriers.

Siteimprove automatically scans website content, evaluates accessibility against established standards, including WCAG, and generates an accessibility score to help track performance over time. The platform identifies potential issues such as missing alternative text for images, improper heading structures, insufficient color contrast, and other barriers that may affect individuals using assistive technologies.

The platform also identifies PDF documents that may present accessibility challenges, allowing VEC to evaluate those materials and prioritize necessary corrections.

As of November 2, 2026, VEC maintained a Siteimprove accessibility score of 87 out of 100, a strong result within industry benchmarks. This score reflects the agency's continued attention to maintaining an accessible digital experience.

VEC reviews its accessibility scan results monthly and takes immediate action to remediate identified issues. Findings are evaluated to determine appropriate corrective measures, and improvements are implemented to help ensure website content remains accessible as information is updated or added.

Identified Accessibility Challenges – Precedent Decision Manual

One area presenting ongoing accessibility challenges is VEC's online Precedent Decision Manual, which contains legal decisions and related documents used to interpret and apply unemployment insurance law.

Some of these documents originate from court proceedings and were not created by VEC. They may contain scanned pages, required redactions of confidential or sensitive information, and formatting that is not compatible with screen readers or other assistive technologies.

Unlike standard website content, these legal documents present additional remediation complexities. Converting scanned or redacted documents into accessible formats may require specialized processing to preserve the accuracy and integrity of the original legal records while ensuring that confidential or protected information remains appropriately redacted.

VEC has proactively sought guidance from VITA and the Virginia Office of the Attorney General to determine the most appropriate approach for addressing these accessibility barriers. This includes evaluating available remediation options, applicable legal requirements, and how to improve accessibility while preserving the integrity of legal documents that were not originally created by the agency.

VEC remains committed to identifying a practical and legally appropriate solution and will continue working with these partners to determine the necessary next steps.

While VEC works toward a long-term remediation solution, individuals who encounter accessibility barriers when attempting to access these documents may contact the agency's Digital Accessibility Coordinator to request assistance or an accessible alternative. This ensures that individuals have a way to seek assistance while the agency addresses the technical and legal complexities associated with these documents.

Digital Accessibility Coordination and Public Feedback

In accordance with Virginia's Information Technology Access Act, VEC has designated a Digital Accessibility Coordinator and provides contact information on its public website to ensure individuals experiencing accessibility barriers have a direct way to request assistance.

VEC's published Internet Privacy and Accessibility Policy outlines the agency's commitment to accessibility standards, ongoing accessibility evaluations, and providing alternative access to information when necessary.

Individuals who encounter accessibility barriers may contact VEC's Customer Advocate at **customeradvocate@vec.virginia.gov** or (866) 832-2363.

VEC recognizes that automated accessibility monitoring is one component of a broader accessibility strategy. Feedback from customers and employees also plays an important role in identifying barriers that may not be detected through automated testing.

Continued Commitment

VEC remains committed to making digital accessibility an integral part of its technology modernization and customer service efforts. As VEC continues its work to improve

customer experience and how members of the public engage with VEC, the agency is looking forward to cataloging accessibility issues across all ICT systems and developing a workplan to identify and address any existing challenges in the coming months.