WEB ACCESSIBILITY POLICY

DEFINITIONS

Content Management System (CMS): A third-party platform used by the County to create, manage, and publish digital content (e.g., CivicPlus).

Platform-level accessibility: Accessibility features or limitations controlled by the CMS provider, including templates, navigation structure, and system-generated code.

Content-level accessibility: Accessibility of materials created and uploaded by County staff, including text, images, documents, and media.

POLICY

It is the policy of Cass County that all County web content and mobile applications shall meet accessibility standards required under applicable federal and state law.

The County utilizes a third-party content management system (CMS) to deliver its website and digital services. While the County may not have full control over all underlying system code or templates, the County is responsible for ensuring that all content created, posted, or managed within the system meets accessibility standards to the greatest extent possible.

This policy applies only to casscountymi.org, which is the only website serviced by the county government.

CONTRACTING ORGANIZATIONS

Departments or agencies that procure contracted websites, mobile applications, or digital services –including content management systems such as CivicPlus – shall ensure that such vendors:

- Provide platforms that support accessibility in accordance with WCAG 2.1, Level AA
- Maintain a Voluntary Product Accessibility Template (VPAT) or equivalent documentation
- Provide ongoing updates and support to address accessibility issues

Departments and agencies shall include language within vendor contracts stating:

- The vendor is responsible for accessibility compliance of platform-level features under its control
- The County is responsible for content entered into the platform
- Vendors must cooperate with the County to remediate accessibility barriers when identified

WEBSITE AUDITING

The County shall conduct periodic automated and manual testing of its website content and digital assets.

Auditing shall focus on:

- Page content created and maintained by County staff

- Documents uploaded to the website (e.g., PDFs, forms, agendas)
- Media elements such as images, videos, and embedded content

Where accessibility issues originate from CMS templates or system-level limitations, the County shall document the issue and work with the vendor to pursue remediation.

REMEDIATION

All identified accessibility issues shall be remediated in a timely manner, prioritized by severity.

- **Content-level issues** (e.g., missing alt text, improper headings, inaccessible documents) shall be corrected by County staff
- **Platform-level issues** (e.g., navigation structure, template limitations, system-generated code) shall be escalated to the vendor for resolution

When immediate remediation is not possible due to system limitations, the County shall provide an accessible alternative upon request.

KNOWN LIMITATIONS

The County delivers its website through a third-party CMS and may not have full control over all aspects of design, structure, or underlying code.

As a result:

- Some accessibility limitations may originate from vendor-controlled templates or system functionality
- The County will work in good faith with its vendor to address such issues
- Where barriers cannot be immediately resolved, the County will provide alternative access to information or services upon request

REPORTING ISSUES

Each County department website shall provide a method for users to report accessibility issues or request reasonable accommodations.

Reported issues shall be:

- Reviewed promptly
- Routed to the appropriate party (County staff or vendor)
- Addressed in a timely manner based on severity and feasibility

COMPLIANCE

Beginning April 24, 2027, the County shall ensure that its web content and mobile applications comply with WCAG 2.1, Level AA to the extent that such compliance is within the County’s control.

Where compliance depends on third-party systems or services, the County shall:

- Document the limitation

- Engage the vendor to pursue remediation
- Provide accessible alternatives when necessary

ADOPTED: June 18, 2026
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