

Georgia CareConnect Accessibility Conformance Report

(Based on VPAT® Version 2.5)

Name of Product/Version: Georgia CareConnect Portal – Release 5 (January 2025)

Report Date: March 28, 2025

Product Description: Public-facing website portal for Georgia CareConnect, the Medicaid portal for the state of Georgia.

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Notes: This report covers only Release 5 of the Georgia CareConnect portal, which includes only static, public-facing informational pages. Updated reporting should be produced for future releases.

Evaluation Methods Used:

- Automated scans and guided testing with axe DevTools Pro
- Manual keyboard-only testing
- Manual screen reader testing
 - VoiceOver in Safari on MacOS
 - NVDA in Chrome on Windows
- Manual testing of color contrast, reflow, text resizing, and other WCAG 2.2 AA criteria

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	<ul style="list-style-type: none"> • SVG icons are described by screen readers as text rather than graphics. However, appropriate alternate text is still relayed. • Isolated decorative elements, specifically the separator in the breadcrumbs list, are announced by screen readers. • Otherwise, all non-text elements have appropriate text alternatives that are properly associated.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no audio-only or video-only content on the portal.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Closed captions are provided through the video player for the video on the home page.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	A second version of the video on the home page that includes audio descriptions is available via a hyperlink directly after the main video.
1.3.1 Info and Relationships (Level A)	Supports	All headings, lists, landmarks, and form groups and labels are properly marked up and associated in the code.
1.3.2 Meaningful Sequence (Level A)	Supports	The document order of all pages in the portal provides a logical reading order that matches the visual sequence and hierarchy.
1.3.3 Sensory Characteristics (Level A)	Supports	The portal contains no instructional copy that references sensory characteristics.
1.4.1 Use of Color (Level A)	Supports	The portal does not contain any visual elements that communicate information exclusively through color. If color is used to communicate, appropriate text or other visual cues are provided.
1.4.2 Audio Control (Level A)	Not Applicable	The portal does not contain any audio that plays automatically.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Supports	All interactive elements are accessible and all functionality can be operated using only the keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	There are no keyboard traps present on the portal.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	The portal does not use any custom keyboard shortcuts.
2.2.1 Timing Adjustable (Level A)	Not Applicable	The portal does not include any interactions that have a time limit enforced.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	The portal does not include any automatically moving, blinking, scrolling, or updating content.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The portal does not contain any flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	The portal includes a visually hidden link for keyboard users to skip to the main content, as well as HTML landmark regions for screen reader users.
2.4.2 Page Titled (Level A)	Supports	All pages in the portal have a unique title that reflects the topic of the page.
2.4.3 Focus Order (Level A)	Supports	The tab order of links, buttons, and controls is logical and matches the visual sequence. For dynamic interactions, focus is programmatically relocated when necessary.
2.4.4 Link Purpose (In Context) (Level A)	Supports	All hyperlinks in the portal have visible text that is unique and descriptive or have accessible labels that provide additional clarity.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable	The portal contains no functionality that is operated with multipoint or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	All functionality in the portal is executed on the up-event of the pointer.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	In some cases, accessible names could be simplified or unnecessary aria-label attributes could be removed. However, all accessible names are understandable and include the visible label for the component.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	The portal contains no functionality that is triggered by movement of the device or the user.
3.1.1 Language of Page (Level A)	Supports	The language is marked appropriately on the <html>

Criteria	Conformance Level	Remarks and Explanations
		element of each page and updates appropriately when the translation controls are used.
3.2.1 On Focus (Level A)	Supports	No changes of context are triggered when a user interface element receives keyboard focus.
3.2.2 On Input (Level A)	Supports	No changes of context are triggered when the value of a user interface element is updated.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Links to the Contact page are present in the same location in the main navigation and in the footer across all pages of the portal.
3.3.1 Error Identification (Level A)	Supports	Clear error messages are provided in text and properly associated for all input errors in all forms.
3.3.2 Labels or Instructions (Level A)	Supports	All form fields and interactive controls have specific and accurate labels that are appropriately positioned and associated.
3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	The portal does not contain any multi-step processes.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ <ul style="list-style-type: none"> WCAG 2.2 (obsolete and removed) - Does not apply 	Supports	For WCAG 2.0, WCAG 2.1, and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Supports	All user interface components have an accurate name and role defined, as well as appropriate states, properties, and values.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no live media presented on the portal.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	A second version of the video on the home page that includes audio descriptions is available via a hyperlink directly after the main video.

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1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The portal is fully responsive and can be viewed and navigated in any orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Appropriate autocomplete attributes are applied to fields in the contact form.
1.4.3 Contrast (Minimum) (Level AA)	Supports	All text throughout the portal meets or exceeds required contrast ratios.
1.4.4 Resize text (Level AA)	Supports	Relative units are not used consistently throughout the portal for font sizes. However, the portal can be zoomed through browser controls without loss of content or functionality, so this criterion is met.
1.4.5 Images of Text (Level AA)	Supports	The “Our Road Ahead” and “Governance and Leadership” pages contain diagrams that include informative text. This presentation is essential, and the same information conveyed in the diagrams is provided in plain text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	The portal is fully responsive and can be viewed down to a viewport width of 320px without loss of content or functionality.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	All informative graphics, interface elements, and visual indicators meet or exceed 3:1 contrast.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	Text spacing properties (paragraph spacing, line height, word spacing, and letter spacing) can be increased by the user to required thresholds without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Not Applicable	The portal does not contain any content that is presented on hover or focus.
2.4.5 Multiple Ways (Level AA)	Supports	In addition to the main navigation, a sitemap page is available.
2.4.6 Headings and Labels (Level AA)	Supports	On the Providers page, the H1 does not clearly describe the topic of the page. However, the page title does, so impact is minimal. Otherwise, headings and labels throughout the site are clear and informative.
2.4.7 Focus Visible (Level AA)	Supports	All interactive elements have a visible focus indicator

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		when they receive keyboard focus.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	The element that currently has keyboard focus is never obscured.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	The portal contains no functionality that is operated using a dragging movement.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	All targets throughout the portal are at least 24x24 px in size, have adequate distance from other targets, or are inline hyperlinks.
3.1.2 Language of Parts (Level AA)	Not Applicable	The portal does not contain any content that displays in a different language than the main document.
3.2.3 Consistent Navigation (Level AA)	Supports	Primary navigation elements – including the main site navigation, footer links, and breadcrumbs links – display in the same order and in the same relative location on all pages in the portal.
3.2.4 Consistent Identification (Level AA)	Supports	Components with the same functionality across pages in the portal have consistent labels and identifying icons.
3.3.3 Error Suggestion (Level AA)	Supports	Appropriate suggestions are provided for all validation errors.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	The portal does not involve any submission or modification of legal, financial, or testing data.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Not Applicable	The portal does not include any authentication functionality.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Dynamically displayed content that does not already receive keyboard focus is marked up as a live region that can be announced by screen readers. This includes error messages in the contact form and the results count on the Provider Directory page.

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Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	All content and functionality is marked up with robust HTML and ARIA to enable successful navigation and operation with a screen reader.
302.2 With Limited Vision	Supports	All pages in the portal can be zoomed to a viewport width of 320px or have text spacing properties increased to required WCAG thresholds without loss of content or functionality.
302.3 Without Perception of Color	Supports	The portal does not include any instructions that reference specific colors, and color is never used as the sole means of communicating information.
302.4 Without Hearing	Supports	The only audio on the portal is in the video on the homepage. Closed captions are provided through the video player.
302.5 With Limited Hearing	Supports	The only audio on the portal is in the video on the homepage. Closed captions are provided through the video player.
302.6 Without Speech	Not Applicable	The portal does not contain any functionality or interactions that require the user to speak.
302.7 With Limited Manipulation	Supports	All targets on the portal meet minimum WCAG size requirements or exceptions, and the portal does not include any functionality that is operated through complex gestures, dragging movements, or manipulation of the device. Additionally,

Criteria	Conformance Level	Remarks and Explanations
		all functionality on the portal is operable through the use of a keyboard, switch device, or comparable assistive hardware.
302.8 With Limited Reach and Strength	Supports	All targets on the portal meet minimum WCAG size requirements or exceptions, and the portal does not include any functionality that is operated through complex gestures, dragging movements, or manipulation of the device. Additionally, all functionality on the portal is operable through the use of a keyboard, switch device, or comparable assistive hardware.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	All portal content, except for specific content that is inherently technical in nature, is written in simple, plain language, and visual aids are provided for detailed content. Interactive elements are clearly and consistently labeled, and functionality on the portal is simple and does not require memory, transcription, or cognitive function tests.

Chapter 4: [Hardware](#)

Not applicable

Chapter 5: [Software](#)

Not applicable

Chapter 6: [Support Documentation and Services](#)

Not applicable