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# CCAB Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.4)

**Name of Product:** Catholic Charities Boston (CCAB)  
([www.ccab.org](http://www.ccab.org))

**Report Date:** July 29th, 2022

**Product Description:** Catholic Charities Boston supports communities throughout Eastern Massachusetts by providing services to the most vulnerable populations. Their programs include Family & Youth Services, Basic Needs, Refugee & Immigrant Services, and Adult Education & Workforce Development. They are one of the largest social service non-profit organizations in Massachusetts—and serve their neighbors, regardless of religion, race, gender, age, disability, or ethnicity.

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## Evaluation Methods Used:

Accessibility testing as per WCAG 2.1 AA guidelines.

Testing using screen readers – NVDA and VoiceOver

Platform	Screen Reader
Chrome (Latest Version)	NVDA
Safari on iPhone (Latest Version)	VoiceOver

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## Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.1 at <a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

## 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.

## WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>1.1.1 Non-text Content</u></a> (Level A)</p>	<p>Partially Supports</p>	<p>Images on the website contain relevant alternative text.</p> <p><b>Exceptions include:</b></p> <ul style="list-style-type: none"> <li>• Incorrect alternative text for the image is present on Donate screen <i>[This is specific to a third-party plugin Blackbaud Form]</i></li> </ul>
<p><a href="#"><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></a> (Level A)</p>	<p>Not Applicable</p>	<p>No multimedia content is present on the website.</p>
<p><a href="#"><u>1.2.2 Captions (Prerecorded)</u></a> (Level A)</p>	<p>Not Applicable</p>	<p>No multimedia content is present on the website.</p>
<p><a href="#"><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></a> (Level A)</p>	<p>Not Applicable</p>	<p>No multimedia content is present on the website.</p>
<p><a href="#"><u>1.3.1 Info and Relationships</u></a> (Level A)</p>	<p>Partially Supports</p>	<p>The website has consistent headers and global table structures to establish clear information and relationships within the website. Screen readers properly identify most of the information available on the website. Visually impaired users are easily able to perceive the relationships between a particular element and its role.</p> <p><b>Exceptions include:</b></p> <ul style="list-style-type: none"> <li>• An inappropriate heading hierarchy is observed on the Join Our Team page <i>[This is specific to a third-party plugin Job Board]</i></li> <li>• An unnecessary heading tag is implemented on the Donate page <i>[This is specific to a third-party plugin Blackbaud Form]</i></li> </ul>

<p><a href="#"><u>1.3.2 Meaningful Sequence</u></a> (Level A)</p>	<p>Partially Supports</p>	<p>The sequence of the content present on the website is meaningful and appropriate and does not affect the meaning of the provided content.</p> <p><b>Exceptions include:</b></p> <ul style="list-style-type: none"> <li>• A meaningful sequence is missing on the Education and Workforce Development Program Manager page <i>[This is specific to a third-party plugin Job Board]</i></li> <li>• The focus moves twice on the buttons on the Join Our Team page <i>[This is specific to a third-party plugin Job Openings]</i></li> </ul>
<p><a href="#"><u>1.3.3 Sensory Characteristics</u></a> (Level A)</p>	<p>Supports</p>	<p>No information is present on the website which is based on sensory characteristics such as shape, size, location, sound, etc.</p>
<p><a href="#"><u>1.4.1 Use of Color</u></a> (Level A)</p>	<p>Supports</p>	<p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>
<p><a href="#"><u>1.4.2 Audio Control</u></a> (Level A)</p>	<p>Not Applicable</p>	<p>No audio content is present on the website that plays automatically for more than 3 seconds.</p>
<p><a href="#"><u>2.1.1 Keyboard</u></a> (Level A)</p>	<p>Partially Supports</p>	<p>The website supports standard keyboard navigation and input functions (including swiping to move between input fields and pressing [Double tap] to make selections).</p> <p><b>Exceptions include:</b></p> <ul style="list-style-type: none"> <li>• The 'Map' section is not accessible on the Home page <i>[This is specific to a third-party plugin ImageLinks]</i></li> <li>• 'Info' button is not focusable on the Donate page</li> </ul>

		<i>[This is specific to a third-party plugin Blackbaud form]</i>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	Keyboard focus is moving sequentially throughout the website without the focus getting trapped in any section and it is convenient to access the functionality.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Supports	All shortcut keys are working with the screen reader which is active only on focus or has a mechanism to turn them off or remap them.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not Applicable	There is no such activity present on the website where time needs to be adjusted or extended.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not Applicable	There is no such content present on the website that needs to be stopped, paused, or hidden.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not Applicable	There is no flashing content present on the website.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	A bypass mechanism for skipping to the main content is implemented.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	Descriptive and correct page titles are present for pages throughout the website.
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially Supports	The focus moves in a correct sequence order on the website from left to right and top to bottom.  <b>Exceptions include:</b> <ul style="list-style-type: none"> <li>The focus is not moving directly to the 'Blackbaud' overlay on the Donate page <i>[This is specific to a third-party plugin Blackbaud form]</i></li> </ul>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	All links are provided with appropriate link text and the user would be able to understand the purpose of the link from its link text.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Supports	All functionalities present in the website can be operated with a single

		pointer without a path-based gesture unless a multipoint or path-based gesture is essential.
<a href="#"><u>2.5.2 Pointer Cancellation</u></a> (Level A 2.1 only)	Supports	No down-event of the pointer is used in the website to execute any part of the action.
<a href="#"><u>2.5.3 Label in Name</u></a> (Level A 2.1 only)	Supports	All labels on the website include text and the same text is defined in the code as well to assist speech recognition technologies.
<a href="#"><u>2.5.4 Motion Actuation</u></a> (Level A 2.1 only)	Not Applicable	No functionality is present on the website that is operable only by device motion.
<a href="#"><u>3.1.1 Language of Page</u></a> (Level A)	Supports	The product inherits the language settings configured through the operating system.
<a href="#"><u>3.2.1 On Focus</u></a> (Level A)	Supports	No interactive element is being triggered automatically on receiving the focus.
<a href="#"><u>3.2.2 On Input</u></a> (Level A)	Supports	Change of context does not happen when the user changes the setting of any input controls.
<a href="#"><u>3.3.1 Error Identification</u></a> (Level A)	Supports	Errors present on the website are notified to the screen reader user automatically.
<a href="#"><u>3.3.2 Labels or Instructions</u></a> (Level A)	Supports	The website provides support for motor-impaired and cognitive users as the labels and instructions are provided for the form fields, which are clearly visible and readable to such users.
<a href="#"><u>4.1.1 Parsing</u></a> (Level A)	Supports	The mark-up of the website has complete start and end tags, attributes, and unique IDs.
<a href="#"><u>4.1.2 Name, Role, Value</u></a> (Level A)	Partially Supports	All the website elements have a proper label associated with their role and the screen reader is recognizing them correctly with updated values as well.

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		<p><b><u>Exceptions include:</u></b></p> <ul style="list-style-type: none"><li>• An incorrect role is provided to controls on the Join Our Team page <i>[This is specific to a third-party plugin Job Board]</i></li><li>• A label is missing for the Combobox on the Donate page <i>[This is specific to a third-party plugin Blackbaud]</i></li></ul>
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## Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	No live multimedia content is present on the website.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	No multimedia content is present on the website.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	The website does not restrict its view and operation to a single display orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Partially Supports	Interactive fields on the website are clearly labeled to direct the user to enter the data expected in the fields.  <b>Exceptions include:</b> <ul style="list-style-type: none"> <li>Autocomplete attribute is not provided on the Education and Workforce Development Program Manager page <i>[This is specific to a third-party plugin Job Board]</i></li> </ul>
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Partially Supports	The website adheres to minimum contrast standards.  <b>Exceptions include:</b> <ul style="list-style-type: none"> <li>Text 'This field is required.' fails color contrast ratio on the Program Manager page <i>[This is specific to a third-party plugin Job Board Application Form]</i></li> <li>Text 'Donate' fails color contrast ratio on the Donate page <i>[This is specific to a third-party plugin Blackbaud Donate Form]</i></li> </ul>
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	The website is fully responsive. At a zoom of 200%, the site responds to that resolution by adjusting the UI as

		it would if the user was on a smartphone.
<a href="#"><u>1.4.5 Images of Text</u></a> (Level AA)	Supports	No information is conveyed to the user via an image of text.
<a href="#"><u>1.4.10 Reflow</u></a> (Level AA 2.1 only)	Supports	The website does not require scrolling in two dimensions to present content without loss of information in 400% zoom.
<a href="#"><u>1.4.11 Non-text Contrast</u></a> (Level AA 2.1 only)	Partially Supports	The website user interface components have a contrast ratio of at least 3:1 against adjacent color(s).  <b>Exceptions include:</b> <ul style="list-style-type: none"> <li>'Info' icon fails color contrast ratio on the Donate page <i>[This is specific to a third-party plugin Blackbaud Donate Form]</i></li> </ul>
<a href="#"><u>1.4.12 Text Spacing</u></a> (Level AA 2.1 only)	Partially Supports	The website is compliant with WCAG text spacing requirements.
<a href="#"><u>1.4.13 Content on Hover or Focus</u></a> (Level AA 2.1 only)	Partially Supports	The content that is triggered by hover or focus is dismissible, hoverable, and persistent.  <b>Exceptions include:</b> <ul style="list-style-type: none"> <li>Hoverable content is not accessible using the keyboard on the Home page <i>[This is specific to a third-party plugin ImageLinks]</i></li> </ul>
<a href="#"><u>2.4.5 Multiple Ways</u></a> (Level AA)	Supports	A proper navigation header is provided to access the different types of website pages.
<a href="#"><u>2.4.6 Headings and Labels</u></a> (Level AA)	Supports	Headings and Labels on the website provide sufficient detail of the content they are describing.
<a href="#"><u>2.4.7 Focus Visible</u></a> (Level AA)	Supports	All the elements present in the website have focus visibility.
<a href="#"><u>3.1.2 Language of Parts</u></a> (Level AA)	Partially Supports	Phrases or sentences written in any other language are defined separately on the website.

<p><a href="#"><u>3.2.3 Consistent Navigation</u></a> (Level AA)</p>	<p>Supports</p>	<p>Navigational mechanisms are repeated on the website and occur in the same relative order each time they are repeated. Hence, consistent navigation is provided to the user.</p>
<p><a href="#"><u>3.2.4 Consistent Identification</u></a> (Level AA)</p>	<p>Supports</p>	<p>Components that provide the same functionality throughout the website can be easily identified by the user.</p>
<p><a href="#"><u>3.3.3 Error Suggestion</u></a> (Level AA)</p>	<p>Supports</p>	<p>The provided error messages are descriptive enough to understand the error and identify the location where they occur.</p>
<p><a href="#"><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></a> (Level AA)</p>	<p>Not Applicable</p>	<p>There are no critical forms available where error prevention is required. Error suggestions are enough to fill out the form and correct the errors.</p>
<p><a href="#"><u>4.1.3 Status Messages</u></a> (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>The updated content automatically notifies the visually impaired users via screen reader.</p> <p><b><u>Exceptions include:</u></b></p> <ul style="list-style-type: none"> <li>• The error message is not notified by the screen reader on the Donate page <i>[This is specific to a third-party plugin Blackbaud Form]</i></li> <li>• Notification is not announced automatically on the Education and Workforce Development Program Manager page <i>[This is specific to a third-party plugin Job Board]</i></li> </ul>