



WCAG 2.1 Level AA Success Criteria

COMPLIANCE AUDIT

For www.njfamilycare.org/default.aspx | Verdict: **Non-compliant**

accessiBe is the web accessibility **market leader**, powering the accessibility of **tens-of-thousands** of websites, from **small businesses** to industry-leading **enterprises**.

This audit evaluates the adherence level of **www.njfamilycare.org/default.aspx** as of Wed Jul 20 2022, to the "Web Content Accessibility Guidelines" (WCAG) 2.1 level AA success criteria.

Below you'll find the results for dozens of tests that focus mainly on 3 categories: **screen-reader** adjustments (for blind users), **keyboard navigation** adjustments (for the motor impaired) and **UI, design, and readability** adjustments (for the vision impaired).

#	Requirement	Relevant	Successes	Failures	Score
1	Elements that behave as buttons but are built using other tags such as span, div, a or others, should include a "role" attribute that equals to "button".	No	0	0	-
2	Buttons should include text explaining their functionality, and if icons are used as buttons, a screen-reader only text or an "aria-label" attribute should be used for that description.	No	0	0	-
3	Links should include text that is setting expectations to what page they are leading to. If empty links are used as layout wrapping elements, a screen-reader only text or an "aria-label" attribute should be used for that description.	Yes	41	1	98%

Code snapshots of some successful elements

```
<a href="#ctl00_lMenu_SkipLink" >&nbsp;Home</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="whatisit.aspx" >&nbsp;What is NJ FamilyCare?</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="what_cover.aspx" >&nbsp;What does it cover?</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="who_eligbl.aspx" >&nbsp;Who is eligible?</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="imm_info.aspx" >&nbsp;Immigrant Information</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="choos.aspx" >&nbsp;Choosing  
a health plan</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="apply.aspx" >&nbsp;Apply</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="need_help.aspx" >&nbsp;Need  
help enrolling?</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="use_benefits.aspx" >&nbsp;Usi  
ng Your Benefits</a>
```

Code snapshots of some failed elements

```
<a href="https://nj.gov/humanservices/home/digitalaccessforall.shtml" tar  
get="_blank" ></a>
```

-
- | | | | | | |
|---|--|----|---|---|---|
| 4 | Links that open in a new tab or a new window should either have an "aria-label" attribute or a screen-reader only element explaining to screen-readers that this opens in a new tab. | No | 0 | 4 | - |
|---|--|----|---|---|---|

Code snapshots of some failed elements

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="analytics/home.html" target  
="_blank" >&nbsp;Enrollment Statistics and <br>&nbsp;NJ FamilyCare Data<b  
r>&nbsp;Dashboards</a>
```

```
<a href="https://nj.gov/humanservices/home/digitalaccessforall.shtml" tar  
get="_blank" ></a>
```

```
<a href="https://www.state.nj.us/humanservices/dmahs/home/COVID_Vaccine_F  
lyer_6-21_en.pdf" target="_blank" >Download Flyer</a>
```

```
<a href="https://www.state.nj.us/humanservices/dmahs/home/COVID_Vaccine_F  
lyer_6-21_sp.pdf" target="_blank" >Descargue el folleto</a>
```

users using screen-readers or what the

main topic of the page is and each page should have exactly one H1 title.

6	HTML title elements (H1-6) should have texts. If images or links are used, they should include an alternative or screen-reader only text.	No	0	0	-
7	Elements that visually appear as titles but are coded with a non-heading HTML Tag should include a "role" attribute that equals to "heading" or have their tags fixed.	No	0	0	-
8	Title levels should not be skipped and should be built with consistent hierarchy. For example: you cannot have "h4" titles and "h2" titles without having "h3" titles.	Yes	Pass	-	100%
9	Interactive elements such as links, buttons and form fields should all be navigable using the keyboard by either using a focusable element (a, button, input, etc.) or including the "tabindex" attribute that equals to "0".	Yes	Pass	-	100%
10	Interactive elements that can be navigated using the keyboard should be surrounded by a visual outline whenever they are focused.	Yes	Pass	-	100%
11	Active popups should include an "aria-modal" attribute that equals to "true", and a "role" attribute that equals to "dialog", so screen-reader users know how to navigate within it.	No	0	0	-
12	Every page should include hidden links that are clickable on them (either using keyboard	No	Fail	-	-

skip certain blocks directly to main

landmarks such as main content, menu or footer.

13	Elements that are hidden using CSS manipulations (opacity, height, text-indent, off-canvas, etc.) should be wrapped inside an element with an "aria-hidden" attribute that equals to "false", or include it directly, and have it dynamically changed to "true" when they become visible.	No	0	0	-
14	Elements that are hidden using CSS manipulations (opacity, height, text-indent, off-canvas, etc.) should include a "tabindex" attribute that is below 0, and have it dynamically changed to 0 when they become visible.	No	0	0	-
15	Menus should either be built using the HTML5 "nav" element or include a "role" attribute that equals to "menu" or "navigation" to indicate a navigation landmark for screen-readers.	No	0	0	-
16	Menu items that have a dropdown menu include an "aria-haspopup" attribute that equals to "true".	No	0	0	-
17	Menu items that have a dropdown menu include an "aria-expanded" attribute that equals to "false" that changes to "true" and back when opening or closing the dropdown.	No	0	0	-
18	Images should have an alternative text description that describes both the objects and the embedded text that the image contains, using the "alt" attribute.	Yes	3	3	50%

```

```

```

```

```

```

Code snapshots of some failed elements

```

```

```

```

```

```

19	Background images that are not just for decoration purposes and should have the same treatment as standard images and include a "role" attribute that equals to "img" and an alternative text description in an "aria-label" attribute.	No	0	0	-
----	---	----	---	---	---

20	Font icons, SVG or images that are being used as spacers, decorations or their purpose is already described by the content should include a "role" attribute that equals to "presentation" or "none".	No	Fail	-	-
----	---	----	------	---	---

Code snapshots of some failed elements

```
<span id="ctl00_lblErr" style="color:Red;font-family:Verdana;" ></span>
```

21	Figure elements that are used to display images should have a "role" attribute that equals to "none" and the image provide	No	0	0	-
----	--	----	---	---	---

22	Every "area" element of a "map" tag should be regarded as a standard image and receive an alternative text description using an "alt" attribute.	No	0	0	-
23	Small or hidden tracker pixel images (often used for analytics or marketing purposes) should include a "role" attribute that equals to "none" or "presentation" so they are excluded from screen-readers.	No	0	0	-
24	Form fields should either include an "aria-label" attribute or a connected LABEL element describing the requirement of the field (email, phone, name, etc.).	No	0	0	-
25	Form elements cannot have the same ID, or else their corresponding label will provide false information.	No	0	0	-
26	Required form fields should include an "aria-required" attribute that equals to "true" so blind users using screen-readers know their validation.	No	0	0	-
27	The validity status of every form element must be represented in the code at all times using the "aria-invalid" attributes and the "true/false" values, and change dynamically when the status changes.	No	0	0	-
28	aria-describedby and aria-labeledby attributes should be connected by ID to an element that either has text description or an "aria-label" attribute.	No	0	0	-

29	aria-describedby and aria-labeledby attributes should be connected by ID to an element that either has text description or an "aria-label" attribute.	No	0	0	-
----	---	----	---	---	---

`"button"` element, or include a `"role"` tag that equals to `"button"`. Buttons can be

hidden if the form can be submitted using the Enter key.

Code snapshots of some failed elements

```
<form name="aspnetForm" method="post" action="default.aspx" id="aspnetForm"> <div> <input type="hidden" name="__EVENTTARGET" id="__EVENTTARGET" value=""> <input type="hidden" name="__EVENTARGUMENT" id="__EVENTARGUMENT" value=""> <input type="hidde...
```

30	Search forms should include a "role" tag that equals to "search" (or be wrapped by one) to indicate a search landmark for screen-readers.	No	0	0	-
31	The title tag of the HEAD section (also the title that appears in the browser tab and Search Engine result pages) should exist and describe the name of the current webpage for screen-reader users.	Yes	Pass	-	100%

Code snapshots of some successful elements

```
<title> Welcome to NJ FamilyCare </title>
```

32	The HTML tag should include a "lang" attribute that represents the main language of the webpage so screen-readers can calibrate on it for blind users.	No	Fail	-	-
----	--	----	------	---	---

Code snapshots of some failed elements

```
<html xmlns="http://www.w3.org/1999/xhtml"><head><base href="http://www.njfamilycare.org"><meta name="aceEmbedder" content="https://acsbase.com"><meta name="aceClient" content="false"><meta name="aceToken" content="62d8444f8df1060021d8f41b"><meta nam...
```


double the standard scaling using the user-

scalable="yes" and maximum-scale={2 or higher} content strings.

- | | | | | | |
|----|---|----|------|---|---|
| 34 | Landmarks such as main content and footer should be built using their corresponding HTML5 element or include a description using an "aria-label" attribute and a "role" tag that equals to "contentinfo" or "main". Landmarks such as search and navigation are tested in other sections. | No | Fail | - | - |
|----|---|----|------|---|---|

Code snapshots of some failed elements

```
<p><b>Welcome to the NJ FamilyCare website.</b></p>
```

- | | | | | | |
|----|---|-----|------|---|------|
| 35 | Font sizes should be at least 11px in size in order to stay readable in the majority of font families. This should be verified also when using dynamic units such as REM or percents. | Yes | Pass | - | 100% |
|----|---|-----|------|---|------|

- | | | | | | |
|----|---|-----|------|---|------|
| 36 | Letter spacing should not be set to below -1px in order to stay readable in the majority of font families. This should be verified also when using dynamic units such as REM or percents. | Yes | Pass | - | 100% |
|----|---|-----|------|---|------|

- | | | | | | |
|----|--|-----|----|----|-----|
| 37 | Elements that have texts should meet a minimum contrast ratio of 4.5:1 between their foreground (usually text color) and background color. | Yes | 16 | 34 | 32% |
|----|--|-----|----|----|-----|

Code snapshots of some successful elements

```
<b>Call 1-800-701-0710<br >TTY: 711</b>
```

```
<b> Hours of Operation:<br > Monday and Thursday<br > 8:00 A.M. - 8:00 P. M.<br > Tuesday, Wednesday, Friday<br > 8:00 A.M. - 5:00 P.M.</b>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="Default.aspx" >&nbsp;Home</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="whatisit.aspx" >&nbsp;What is NJ FamilyCare?</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="what_cover.aspx" >&nbsp;What does it cover?</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="who_eligbl.aspx" >&nbsp;Who is eligible?</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="imm_info.aspx" >&nbsp;Immigrant Information</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="choos.aspx" >&nbsp;Choosing a health plan</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="apply.aspx" >&nbsp;Apply</a>
```

```
<a class="ctl00_lMenu_1 ctl00_lMenu_3" href="need_help.aspx" >&nbsp;Need help enrolling?</a>
```

Code snapshots of some failed elements

```
<font color="red">NEW</font>
```

```
<b>Welcome to the NJ FamilyCare website.</b>
```

```
<b>Free COVID-19 Vaccines</b>
```

```
<a href="https://www.state.nj.us/humanservices/dmahs/home/COVID_Vaccine_Flyer_6-21_en.pdf" target="_blank" >Download Flyer</a>
```

```
<a href="https://www.state.nj.us/humanservices/dmahs/home/COVID_Vaccine_Flyer_6-21_sp.pdf" target="_blank" >Descargue el folleto</a>
```

<p>NJ FamilyCare - New Jersey's publicly funded health insurance program - includes CHIP, Medicaid and Medicaid expansion populations. That means qualified NJ residents of any age may be eligible for free or low-cost healthcare coverage that c...

<p>If you are a NJ resident and you need <a href="pages/Background_info.htm" onclick="window.open('background_info.aspx','popup','width=700,height=700,scrollbars=yes,resizable=yes,toolbar=no,directories=no,location=no,menubar=n...

more information

<p>Individuals ineligible for NJ FamilyCare can find information on other insurance affordability programs at www.getcovered.nj.gov.</p>

www.getcovered.nj.gov

38 Carousels should include an "aria-label" attribute that equals to "carousel"/"slider" or something else that indicates the functionality, as well as be tagged as a landmark for screen-readers using a "role" tag that equals to "contentinfo".

No

0

0

-

39 Control elements such as next and previous icons should include an "aria-label" attribute or a screen-reader only text that explains the functionality to screen-readers.

No

0

0

-

40 A common accessibility mistake is to treat carousels as live regions using the "aria-live" attribute and the "polite" or the "assertive" values. Using this practice will cause screen-readers to cut and skip announcements.

No

0

0

-

41	Carousel pagination items (usually used as small dots at the bottom of the carousel) should indicate their functionality and slide number they control using an "aria-label" and a screen-reader only text.	No	0	0
----	--	----	---	---

42	Tables that are being used as layout structures should include a "role" attribute that equals to "presentation" to indicate to screen-readers that it is not really a table.	No	0	17	-
----	--	----	---	----	---

Code snapshots of some failed elements

```
<table border="0" width="100%" cellpadding="5"> <tbody><tr> <td width="310px" align="center" valign="middle"> <font face="arial" size="small" color="red"><b>Call 1-800-701-0710<br>TTY: 711</b><br><br></font>...
```

```
<table id="ctl00_lMenu" class="ctl00_lMenu_5 ctl00_lMenu_2" cellpadding="0" cellspacing="0" border="0"> <tbody><tr onmouseover="Menu_HoverStatic(this)" onmouseout="Menu_Unhover(this)" onkeyup="Menu_Key(event)" title="NJ Family Care Home page." id="c...
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="Default.aspx">&nbsp;Home</a></td></tr> </tbody></table>...
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="whatisit.aspx">&nbsp;What is NJ FamilyCare?</a></td> ...
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="what_cover.aspx">&nbsp;What does it cover?</a></td> <...>
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="who_eligbl.aspx">&nbsp;Who is eligible?</a></td> </tr>...
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="imm_info.aspx" >&nbsp;Immigrant Information</a></td> <...>
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="choos.aspx" >&nbsp;Choosing a health plan</a></td> </t...>
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="apply.aspx" >&nbsp;Apply</a></td> </tr> </tbody></ta...>
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="need_help.aspx" >&nbsp;Need help enrolling?</a></td> <...>
```

43 If nested tables are used (a table element within a table cell), set the nested tables "role" attribute to "presentation".

No

0

33

-

Code snapshots of some failed elements

```
<table id="ctl00_lMenu" class="ctl00_lMenu_5 ctl00_lMenu_2" cellpadding="0" cellspacing="0" border="0"> <tbody><tr onmouseover="Menu_HoverStatic(this)" onmouseout="Menu_Unhover(this)" onkeyup="Menu_Key(event)" title="NJ Family Care Home page." id="c...>
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="Default.aspx" >&nbsp;Home</a></td> </tr> </tbody></t...>
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="whatisit.aspx" >&nbsp;What is NJ FamilyCare?</a></td> ...>
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="what_cover.aspx" >&nbsp;What does it cover?</a></td> <...>
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="who_eligbl.aspx" >&nbsp;Who is eligible?</a></td> </tr>...</tbody></table>
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="imm_info.aspx" >&nbsp;Immigrant Information</a></td> <...>
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="choos.aspx" >&nbsp;Choosing a health plan</a></td> </tr>...</tbody></table>
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="apply.aspx" >&nbsp;Apply</a></td> </tr> </tbody></table>...
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="need_help.aspx" >&nbsp;Need help enrolling?</a></td> <...>
```

```
<table class="ctl00_lMenu_4" cellpadding="0" cellspacing="0" border="0" width="100%"> <tbody><tr> <td style="white-space:nowrap;width:100%;"><a class="ctl00_lMenu_1 ctl00_lMenu_3" href="use_benefits.aspx" >&nbsp;Using Your Benefits</a></td> ...</tbody></table>
```

"aria-label" attribute or a screen-reader only text that explains this is deleted text.

46	Breadcrumbs main element should include a "role" attribute that equals to "navigation" and an "aria-label" attribute that describes the functionality."	No	0	0	-
47	Ratings/scores that are represented visually using stars, meters or other indicators should either have an "aria-label" attribute or a screen-reader only texts conveying the score/rate.	No	0	0	-
48	Making use of an accessibility interface helps to ensure that vision impaired users can adjust some of the UI and the design (font-size, colors, spacing, etc.) to their needs. It is not a compliance requirement, but can help to improve compliance.	No	0	0	-
49	Iframe elements should include a "title" or an "aria-label" attribute explaining the purpose, the functionality or the destination of the iframe, or be tagged hidden for screen-readers if irrelevant.	No	0	0	-