

Driving Impact by Creating an Accessible, User-First Website for a State Child Support Agency

Client Profile

A state child support agency aimed to improve its public website, which provides key information and resources to families, local programs, and government partners in support of youth services.



ITHENA's solution modernized the government child support website, enhancing navigation, accessibility, and user experience, leading to increased traffic and a higher accessibility score.



marketing@ithena.ai



www.ithena.ai



4470 Cox Rd, #275
Glen Allen, VA 23060, USA

CHALLENGES



The client struggled with:

- Outdated Design & Navigation – The site lacked an intuitive structure, making it difficult for users to find critical information.
- Non-Compliance with Accessibility Standards – The platform did not meet WCAG accessibility standards, limiting user access.
- Limited Mobile Compatibility – The absence of responsive design restricted usability across mobile devices.
- Inefficient Content Management – Outdated infrastructure made updates cumbersome, leading to inconsistent information.

SOLUTIONS



ITHENA's advanced solution empowered the client with:

1

Modernized Website

Redesigned the website with intuitive menus, clear categories, and improved navigation for easier content access

2

Responsive Web Design

Optimized for all devices, ensuring a consistent & user-friendly experience

3

Accessibility Compliance

Updated the design and code to meet WCAG standards, enhancing accessibility for all users

4

Advanced CMS Integration

Seamless content management with unified updates and integration across systems and departmental sites

5

Consolidated Documents

Centralized official documents on the website for improved accessibility and easier updates

6

Seamless Portal Redirection

Enabled smooth redirection between government portals based on department for an efficient user experience

BENEFITS



100%

Increase in AAA
accessibility score

29%

Rise in overall
website traffic

27%

Enhanced user
experience