



SKYNET TECHNOLOGIES

CASE STUDY

Public healthcare website manual ADA reaudit, remediation, ACR & Upgrade to WCAG 2.2 Level AA compliance!



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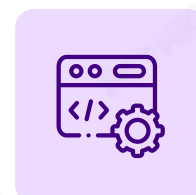
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Project Details



Industry

Public Health



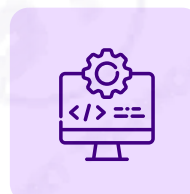
Project Size

Large



Platform

WordPress



Services

Manual accessibility reaudits, Manual accessibility remediation, VPAT report/ACR

The Brief

The client is a government public healthcare organization, providing healthcare services in Athens, serves 10 counties of northeast Georgia. Their primary objective is to provide free and low-cost services to everyone within their area and promote healthy lifestyles among community members. Their website is a key platform for accessing health resources, service information, event updates, community programs, and downloadable forms, requiring a high level of accessibility and ongoing accessibility maintenance.

The Challenges

- The existing website had previously undergone accessibility efforts but still contained usability and compliance gaps affecting real users. New success criteria introduced in WCAG 2.2 such as focus visibility, target size, and accessible authentication were not implemented.
- The website included a large number of healthcare related PDFs and forms. Accessible form remediation was time-consuming due to structure, tagging, and field-level accessibility requirements.
- Certain sections such as events have accessibility constraints. Screen reader behavior could not achieve 100% compliance due to third-party code limitations and restricted control over markup and interactions.
- Specific sections such as third-party job listings could not be remediated as they were externally managed and embedded.

The Solution

As a part of accessibility maintenance, a comprehensive accessibility approach was carried out to successfully upgrade the WCAG 2.2 accessibility of website:

Manual Accessibility reaudit

- We conducted an in-depth manual accessibility reaudit using keyboard navigation and screen readers (NVDA, VoiceOver), along with tools such as WAVE, Google Lighthouse, Adobe Acrobat, and PAC for PDF testing, aligned with WCAG 2.2 Level AA success criteria.
- A detailed audit report was created with issues categorized by severity (critical, major, minor); each mapped to WCAG success criteria, along with a clear remediation roadmap.

Accessibility Remediation

We conducted accessibility remediation focused on WCAG 2.2 success criteria.

- This included improving focus indicators with better visibility and contrast, enhancing screen reader compatibility, increasing target sizes for interactive elements, simplifying user interactions, and maintaining consistent accessibility features across the website.

The Solution

- PDF remediation was performed for critical documents and forms to improve accessibility for assistive technology users while prioritizing high-impact content. It helps to reduce cognitive barriers, particularly for healthcare-related user journeys.

VPAT Report / ACR

We prepared an updated VPAT report and Accessibility Conformance Report (ACR) aligned with WCAG 2.2 Level AA. The report included evaluation methodology, conformance levels, supported features, and clearly documented exceptions for third-party and non-remediable components. We also updated an accessibility statement according to WCAG 2.2 Level AA.

Result

With the process of manual accessibility reaudits and remediation, the website was successfully upgraded from WCAG 2.1 Level AA to WCAG 2.2 Level AA without affecting performance:

- Enhanced accessibility for users with visual, motor, and cognitive disabilities, and assistive technology users.
- Established stronger compliance documentation through updated VPAT report, ACR, and a revised accessibility statement.
- Clear documentation of third-party limitations and exceptions for transparency and compliance alignment.
- Reduced legal and accessibility risks for a public healthcare website.



Looking to upgrade accessibility compliance towards WCAG 2.2 AA?

From accessibility audits to full remediation and compliance documentation, we support journeys toward WCAG 2.2 Level AA compliance. Get in touch at hello@skynettechnologies.com or [request a free quote](#).



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Thanks for your time. Any questions?
You can connect with us at:



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