



ANTHRO-TECH HUMAN-CENTERED DESIGN SERVICES

ADA Digital Accessibility Consulting and Design

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anthrotech

Tab 5: Value-Added Services

Anthro-Tech is a full-service human-centered design agency that delivers accessibility solutions grounded in real user needs and organizational sustainability. We extend beyond traditional accessibility compliance services by integrating comprehensive user experience research, accessible design, content strategy, organizational change management, and capacity-building services that ensure accessibility efforts produce meaningful outcomes for people with disabilities while embedding inclusive practices throughout agency operations. Our clients know it's not enough to fix the problem, we also have to change the way things are made to prevent new accessibility barriers from being reintroduced.

Our approach is grounded in human-centered design and research that directly informs accessibility strategy. We conduct UX research with people with disabilities, engaging real users throughout the design and remediation process to validate that solutions work in practice, not just in theory. Our accessible UI/UX design services ensure that interfaces are intuitive, usable, and compliant from the outset, reducing the need for costly retrofits. We pair this with content strategy expertise that helps agency's structure, write, and present digital content in ways that serve all users effectively, including those using assistive technologies. This human-centered foundation transforms accessibility from a checklist exercise into a strategic capability that improves user experience across the board.

We recognize that achieving sustainable accessibility requires organizational transformation, not just technical fixes. Our Organizational Change Management services help agencies navigate the cultural, procedural, and governance shifts required to embed accessibility into standard operations. We develop customized training programs tailored to each role within the organization, from developers and designers to content creators, procurement staff, quality assurance personnel, and executive leadership. Our role-based pathway trainings ensure that every team member receives instruction directly relevant to their daily responsibilities, combining focused instruction with hands-on workshops that allow participants to immediately apply concepts to real-world scenarios.

Supporting this training foundation, we provide agencies with a customized digital accessibility toolkit designed for practical, day-to-day use. This toolkit includes detailed checklists that guide teams through accessibility requirements at each stage of content and development workflows, customized job aides tailored to agency-specific platforms and processes, and comprehensive training guides for creating accessible documents and web

content. These resources empower staff to implement accessibility independently and consistently, reducing reliance on external consultants and building internal capacity over time.

Our services span the full spectrum of accessibility needs, from straightforward engagements to complex, multi-year transformations. We meet agencies where they are and tailor our approach to their specific goals, technical maturity, and resource constraints. For agencies beginning their accessibility journey, we provide clear, actionable audits and usability research that identifies priority issues and establishes a foundation for improvement. For agencies pursuing comprehensive transformation, we deliver detailed roadmap strategies that sequence initiatives across multiple years, change management strategies that secure stakeholder buy-in and embed new practices, and governance frameworks that sustain accessibility through organizational changes and evolving requirements. We also support agencies in advocating for the resources they need, helping them make the case for dedicated accessibility roles, increased funding, and executive sponsorship that positions accessibility as a strategic organizational priority that enables them to serve all of their customers more effectively.

Anthro-Tech's Expanded Services

We offer the following services to support agencies in achieving and sustaining digital accessibility:

Accessibility Assessments and Audits: Comprehensive testing and evaluation using automated tools, manual testing, and assistive technology validation. We deliver prioritized findings with actionable remediation recommendations tailored to agency resources and timelines. Our clients receive more than a list of compliance issues to fix, they get specific guidance on how to remediate each barrier and access to the expert accessibility specialist for strategic and technical advice during remediation.

Usability Research with People with Disabilities: Direct engagement with users who rely on assistive technologies and accommodations, ensuring that solutions work in practice and that agencies understand the real-world impact of accessibility barriers.

Accessible UI/UX Design: Inclusive design services that integrate accessibility from the earliest stages of product development, reducing remediation costs and ensuring interfaces are intuitive and usable for all.

Source-Level Remediation Support: Hands-on consulting support for development teams. We review and provide guidance for teams to remediate HTML, CSS, JavaScript, templates, and design systems, providing sample code snippets and pattern libraries that teams can implement directly.

Content Strategy and Accessible Content Creation: Strategic guidance on structuring, writing, and presenting digital content to serve diverse audiences, including plain language principles, readability, and compatibility with assistive technologies.

Custom Training and Capacity Building: Role-based training programs for developers, designers, content authors, quality assurance staff, procurement personnel, and leadership. We offer live and on-demand sessions, workshops, office hours, and activity-based learning.

Custom Digital Accessibility Toolkit: Tailored checklists, job aides, templates, and training guides designed for agency-specific platforms, workflows, and content types. These resources empower staff to create and maintain accessible digital properties independently during their typical workflow.

Organizational Change Management: Strategic consulting to help agencies navigate the cultural and procedural shifts required to sustain accessibility. We facilitate stakeholder engagement, secure executive sponsorship, and align accessibility initiatives with broader organizational goals.

Accessibility Governance and Program Road Mapping: Development of governance frameworks that define roles, responsibilities, decision rights, and escalation paths. We create multi-year roadmaps that sequence initiatives, set measurable goals, and position agencies to adapt to evolving standards.

Policy and Standards Development: Creation and refinement of agency-specific accessibility policies, standards, guidelines, and procurement requirements that embed accessibility into organizational operations.

Advocacy and Resource Planning: Support for agencies seeking to advocate for dedicated accessibility roles, increased funding, and organizational commitment. We help agencies articulate the business case, demonstrate return on investment, draft job descriptions, and secure the resources needed for long-term success.

Document and PDF Remediation: Accessibility remediation of existing documents, forms, and templates, along with training and office hours guidance on creating accessible documents from the outset.

Working with Anthro-Tech

Anthro-Tech's values guide every engagement and ensure that our clients receive exceptional service, strategic insight, and sustainable outcomes.

We are committed to making a positive human-centered impact. Accessibility is not about compliance for its own sake: it is about ensuring that real people can access, understand, and interact with digital services effectively. We prioritize improvements that have the most meaningful impact for users who rely on assistive technologies and accommodations, and we validate our work through direct engagement with people with disabilities. This focus on real-world outcomes ensures that agencies invest resources where they matter most and reduce the risk of real-world accessibility barriers and complaints.

We believe in partnership and collaboration. Accessibility is a team effort that requires engagement across disciplines, roles, and organizational levels. We embed ourselves within agency workflows, speaking the technical language of developers, the strategic language of executives, and the practical language of content creators and procurement staff. We work alongside agency teams as partners, building internal capacity and transferring knowledge so that accessibility becomes a sustainable organizational capability rather than a dependency on external consultants.

We value transparency and clarity. Accessibility can be complex and technical, but our recommendations are always clear, actionable, and grounded in practical realities. We communicate findings in language appropriate to each audience, translating technical requirements into strategic insights for leadership and concrete implementation steps for practitioners. We provide honest assessments of challenges, realistic timelines, and transparent guidance on resource requirements, ensuring that agencies can make informed decisions.

We are dedicated to long-term sustainability. Our goal is not simply to remediate today's issues but to equip agencies with the knowledge, tools, and governance structures needed to maintain accessibility over time. We design solutions that adapt to evolving standards, changing technology, and organizational growth. We help agencies build internal expertise,

establish governance frameworks, and embed accessibility checkpoints into standard workflows so that inclusive design becomes an integral part of organizational culture.

We embrace flexibility and responsiveness. Every agency faces unique challenges, operates within distinct constraints, and pursues different goals. We tailor our services to meet agencies where they are, whether they need straightforward audits and quick wins or comprehensive transformation programs that span multiple years. We respond to changing priorities, adapt to emerging requirements, and provide the level of support that aligns with each agency's capacity and objectives.

These values ensure that working with Anthro-Tech is a collaborative, strategic, and empowering experience. We are committed to delivering results that matter, building lasting relationships, and helping agencies achieve accessibility goals that improve experiences for all users.



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