

Website Update

Improving access, navigation, and mobile usability

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The Original Plan

We focused on overall accessibility:

- **Easier to navigate**
  - Simpler menus
  - Clearer next steps
  - Better mobile experience

- **Easier to understand**
  - Less jargon
  - More plain language
  - Information that is easier to find



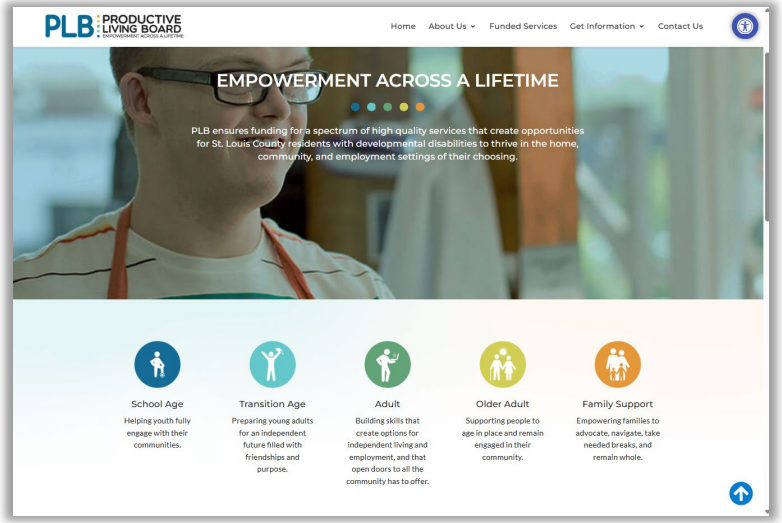
The Homepage

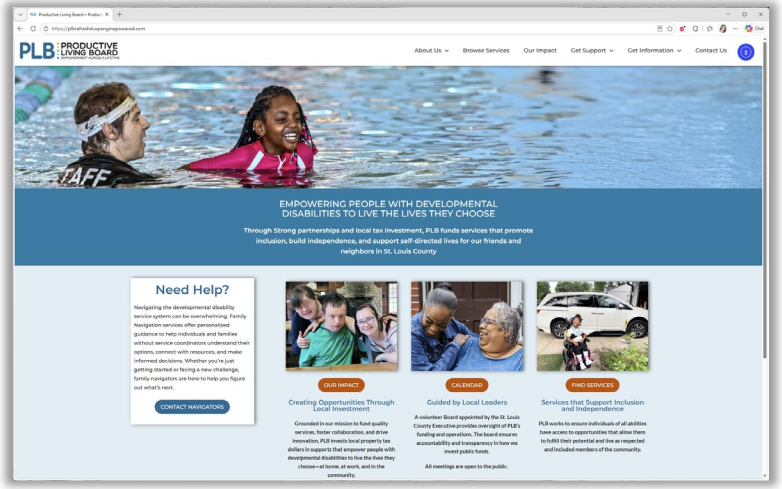
Before: The homepage tried to communicate a lot of information in one place.

Now: It is designed more as a starting point.

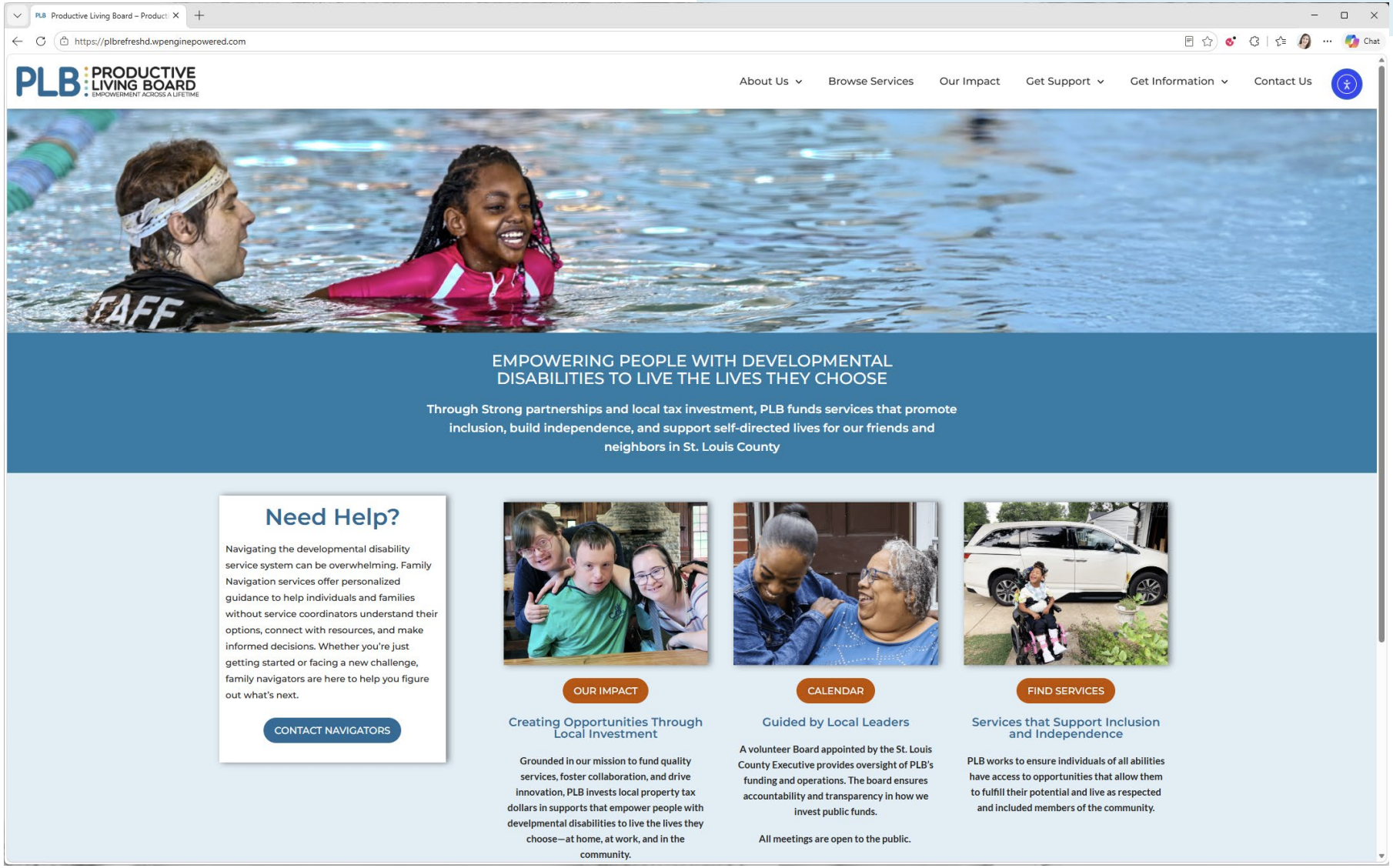
Key changes include:

- Clearer options for where to go next
- More prominent links to services and PLB's impact
- Less information competing for attention





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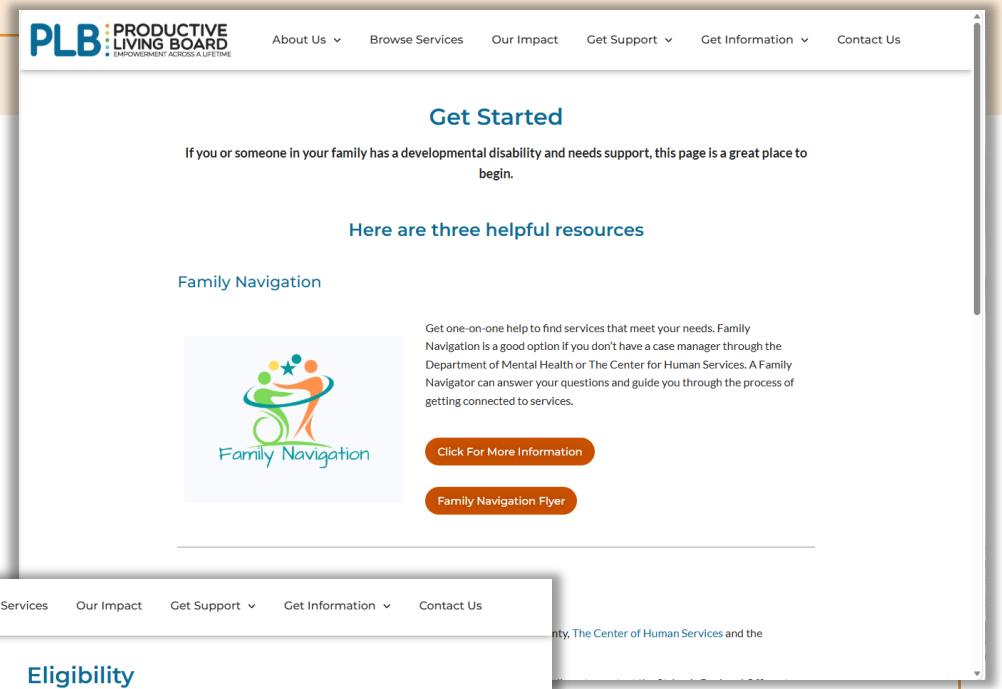
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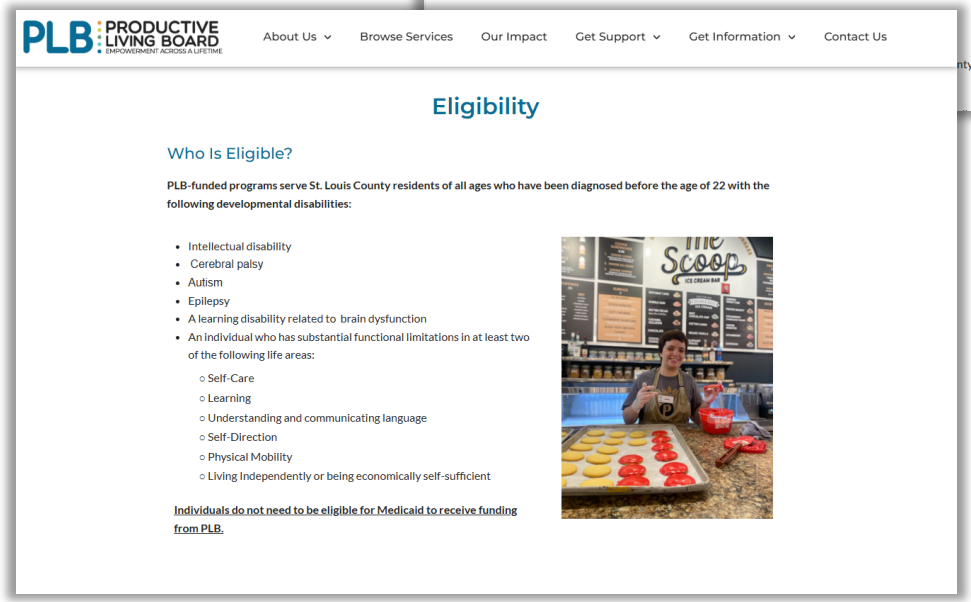
Get Support

Making it easier to go from
"I need help" to ***"here's where to start"***

Visitors can more easily:

- Explore available services
- Understand eligibility
- Find help getting connected

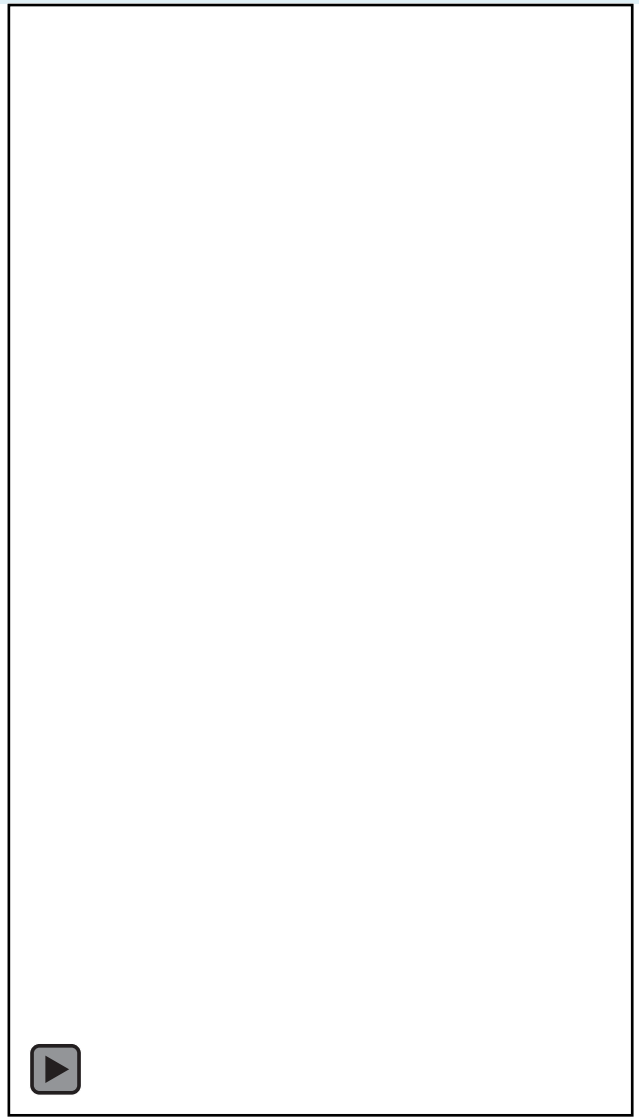




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Mobile Functionality

- Since the website was last redesigned in 2018, mobile devices have become a much larger share of how visitors access the site.
- **The updated site was built with that shift in mind:**
  - Pages adjust more consistently to smaller screens
  - Content is easier to read and navigate
  - Buttons and key information are easier to access
  - Issues with images, spacing, and page layouts have been addressed



We’d Like Your Feedback

As you use the site, please consider:

- Can you find what you need?
- Is it clear where to go next?
- Does the navigation make sense?
- Does it work well on your phone?
- Is anything confusing or difficult to access?

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