

# Palco Sick Time Training

**Colorado CDASS  
Revised October 2023**



# Webinar Training Guidelines



- All lines are muted and will remain muted for the duration of the training.
- We will use the chat feature for your questions and pause at designated times to answer you.
  - If we do not have time for all your questions, you can include your email address and we will follow up with you in the coming days.
- Please reserve the chat for questions only and refrain from sharing comments or opinions to keep things organized.
  - Only Palco staff should answer questions that are asked.



# Training Audience

Today's training is geared at Palco's self-directing participants/employers for the **Colorado Consumer Directed Attendant Support Services (CDASS)** service delivery option.





# Agenda

1. Overview Colorado Senate Bill 20-205: Healthy Families and Workplaces Act (HFWA); C.R.S. 8-13.3-402
2. How to Submit Sick Time Payment Requests
3. Paystubs
  - Viewing accruals and utilization
4. Resources and Support
5. Questions and Answers



# Overview



# Overview of Sick Time

- Colorado SB 20-205, the Healthy Families and Workplaces Act (HFWA), stipulates that employers provide paid sick leave to their attendants at a rate of one hour of paid sick leave for every 30 hours worked effective January 1, 2022.
- Attendants begin accruing paid sick leave on the first day of employment or starting January 1, 2022 if currently employed.
- Attendants can accrue a maximum of 48 hours per year.
- Attendants are permitted to use their paid sick leave as it is accrued and can carryover unused paid sick leave to subsequent years, up to the 48 hours maximum.



# Overview of Sick Time

- Sick leave will be funded through the Cost to You approach and this employer cost will be offset by the Consumer Directed Attendant Support Services rate increase effective January 1, 2022.
  - This will be reflected on the Monthly Member Expenditure Statements (MMES) provided by Palco to members and/or Authorized Representatives (AR).
- All attendant payments issued in 2022 will count towards the accrual of sick time.
- Attendants receive one (1) hour of sick time for every 30 hours worked.
- Accrual totals can be found on the attendant pay stub.



# Overview of Sick Time Continued

- Attendants will be eligible to submit a sick time request and employers will be able to approve sick time starting February 1, 2022.
- Sick time must be submitted within 30 days of the leave date(s).
- Attendants must have accrued sufficient sick time hours to fulfill the sick time request and be paid for the requested sick time.
- Employers must approve sick time taken on or after the date the sick leave is taken.





# Approved Uses for Paid Sick Leave

- Inability to work due to mental or physical illness, injury, or health condition.
- Obtaining preventative medical care(including vaccination,) or medical diagnosis/care/treatment.
- Needs due to domestic abuse, sexual assault, or criminal harassment including medical attention, mental health care or other counseling, legal or other victim services, or relocation.
- Care for a family member who needs the sort of care listed above.
- During a PHE, a public official closed the employee's workplace, or the school or place of care of the employee's child.
- **Effective Aug. 7, 2023:** Bereavement, or financial/legal needs after a death of a family member; or
- **Effective Aug. 7, 2023:** Due to inclement weather, power/heat/water loss, or other unexpected event, the employee must
  - Evacuate their residence, or
  - Care for a family member whose school or place of care was closed.
- More information: [Colorado Department of Labor & Employment - Healthy Families and Workplace Act Website](#)



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# How to Submit a Sick Time Payment Request



# Requesting Sick Time

- Attendants can request sick time via their Employer.
- Employers should communicate the way they want their attendants to request sick time (call, text, email).
- Attendant / Employer are required to fill out the Sick Time Request Form either on paper or using a fillable pdf. Employer should keep this form for their records as it could be audited in the future.
  - Both Attendant and Employer must sign the sick time request form. Electronic signatures are acceptable.
- Once the sick time request is approved by the Employer, the employer can submit the request to Palco using the Connect Portal (preferred) or by submitting the paper/fillable pdf form.

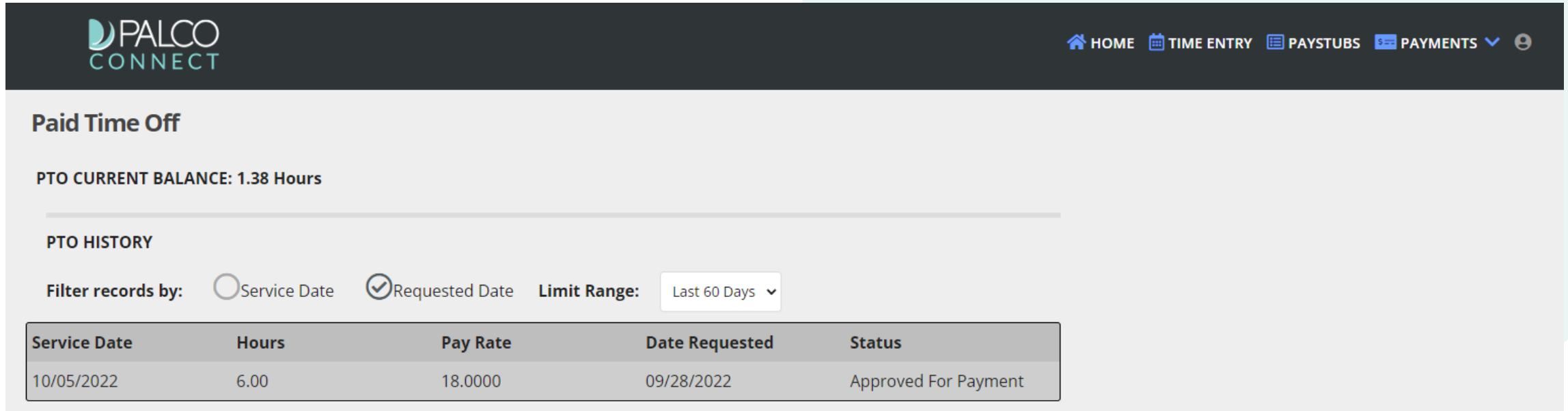
# Attendant Login and Access:

- Attendants will access the Connect website <https://connect.palcofirst.com/> and login using their credentials
- Click on "Payments" and click "Paid Time Off(PTO)" located at the top right of the screen.
- Attendant can also monitor their PTO balance by viewing their most current paystub by clicking "Paystubs."



# Attendant View:

Attendants can view their sick time balance and history of payments from their unique Connect login.

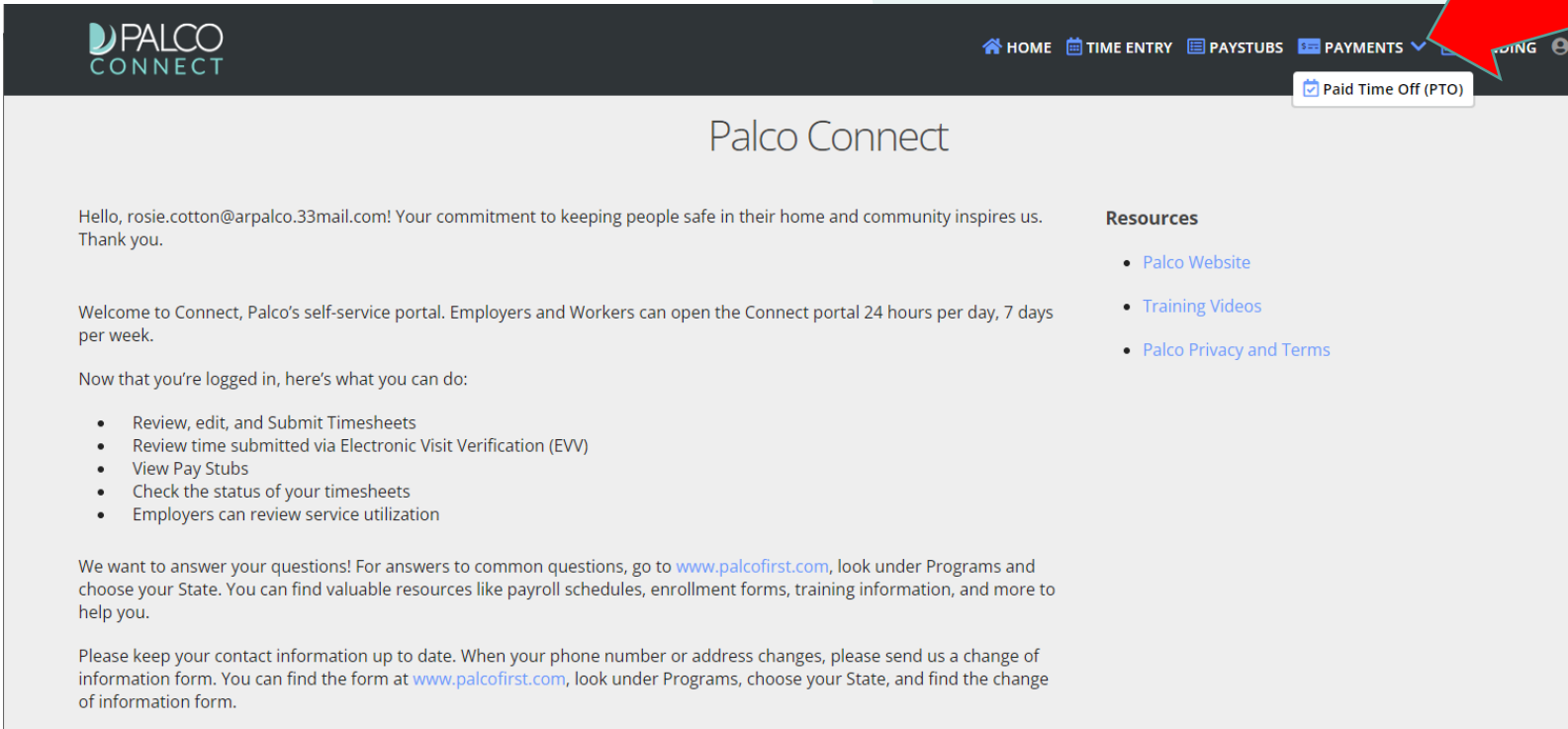


The screenshot displays the PALCO CONNECT interface for an attendant. At the top left is the PALCO CONNECT logo. The top right navigation bar includes links for HOME, TIME ENTRY, PAYSTUBS, and PAYMENTS (with a dropdown arrow), along with a user profile icon. The main content area is titled "Paid Time Off" and shows a "PTO CURRENT BALANCE: 1.38 Hours". Below this is a "PTO HISTORY" section with filter options: "Filter records by:" followed by radio buttons for "Service Date" and "Requested Date" (which is selected), and a "Limit Range:" dropdown menu set to "Last 60 Days". A table below the filters shows a single record with the following data:

Service Date	Hours	Pay Rate	Date Requested	Status
10/05/2022	6.00	18.0000	09/28/2022	Approved For Payment

# Employer Login and Access:

- Employers will access the Connect website <https://connect.palcofirst.com/> and login using their credentials
- Click on “Payments” and click “Paid Time Off(PTO)” located at the top right of the screen.



**PALCO CONNECT**

HOME TIME ENTRY PAYSTUBS PAYMENTS LOGGING

Paid Time Off (PTO)

## Palco Connect

Hello, rosie.cotton@arpalco.33mail.com! Your commitment to keeping people safe in their home and community inspires us. Thank you.

Welcome to Connect, Palco's self-service portal. Employers and Workers can open the Connect portal 24 hours per day, 7 days per week.

Now that you're logged in, here's what you can do:

- Review, edit, and Submit Timesheets
- Review time submitted via Electronic Visit Verification (EVV)
- View Pay Stubs
- Check the status of your timesheets
- Employers can review service utilization

We want to answer your questions! For answers to common questions, go to [www.palcofirst.com](http://www.palcofirst.com), look under Programs and choose your State. You can find valuable resources like payroll schedules, enrollment forms, training information, and more to help you.

Please keep your contact information up to date. When your phone number or address changes, please send us a change of information form. You can find the form at [www.palcofirst.com](http://www.palcofirst.com), look under Programs, choose your State, and find the change of information form.

### Resources

- [Palco Website](#)
- [Training Videos](#)
- [Palco Privacy and Terms](#)



# Employer Entry:

- Select the attendant for which you submitting the sick time payment request.

The screenshot shows the PALCO CONNECT interface for submitting a sick time payment request. The header is dark grey with the PALCO CONNECT logo in teal and white. Below the header, the section is titled "Paid Time Off". Underneath, there is a "Worker" label followed by a dropdown menu. The dropdown menu is open, showing three options: "Select Worker", "Ryan LRyan for Kimberly Gutierrez" (highlighted in blue), and "Katherinne Santanna for Kimberly Gutierrez".

**PALCO  
CONNECT**

**Paid Time Off**

Worker

- Select Worker
- Ryan LRyan for Kimberly Gutierrez**
- Katherinne Santanna for Kimberly Gutierrez



# Employer Entry:

- Complete the required fields indicated on the screen including the PTO date and number of hours. When selecting the pay rate, you will need to click on "Select a Pay Rate" and choose the default weighted average rate. Once complete, click submit.

**PTO CURRENT BALANCE: 33.90 Hours**

PTO Date:	<input type="text" value="09/28/2022"/>
Hours Requested:	<input type="text" value="8.00"/>
Pay Rate:	<input type="text" value="\$18.00"/>

**PTO CURRENT BALANCE: 1.38 Hours**

PTO Date:	<input type="text" value="09/29/2022"/>
Hours Requested:	<input type="text"/>
Pay Rate:	<input type="text" value="Select a Pay Rate"/>





# Employer Entry:

- Once Submitted, the request can be viewed under “PTO Request History” showing the details of the request and current status of the request.

**PTO HISTORY**

Filter records by:  Service Date  Requested Date **Limit Range:** Last 60 Days ▾

Service Date	Hours	Pay Rate	Date Requested	Status
09/28/2022	8.00	18	09/28/2022	Approved For Payment

# Types of Errors:



## Paid Time Off

Worker

**PTO Current Balance 14.00 Hours**

Hours Requested:	<input type="text" value="15.00"/>
Pay Rate:	<input type="text" value="CDASS Rate 1 = 20.0000"/>
PTO Date:	<input type="text" value="4/19/2022"/>
<input type="button" value="SUBMIT"/>	

The Hours Requested Exceed PTO Current Balance!

# Types of Errors:



## Paid Time Off

Worker  ▾

**PTO Current Balance 14.00 Hours**

Hours Requested:	<input type="text" value="8.00"/>
Pay Rate:	<input type="text" value="CDASS Rate 1 = 20.0000"/> ▾
PTO Date:	<input type="text" value="8/19/2022"/>
<input type="button" value="SUBMIT"/>	

PTO requests must be within 30 days of PTO Date selected!

# Types of Errors:



### Paid Time Off

Worker

**PTO Current Balance 12.91 Hours**

Hours Requested:

Pay Rate:

PTO Date:

PTO Hours cannot exceed 24 Hours in a day!

The Hours Requested Exceed PTO Current Balance!

**PTO History**

Date	Hours	Pay Rate	Date Requested	Status
3/31/2022	5.00	20.0000	3/31/2022	Paid

# PTO History



## Paid Time Off

Worker

**PTO Current Balance 12.91 Hours**

Hours Requested:

Pay Rate:

PTO Date:

SUBMIT

## PTO History

Date	Hours	Pay Rate	Date Requested	Status
3/31/2022	5.00	20.0000	3/31/2022	Paid



# Requesting Sick Time – Paper Form



PO Box 242850  
Little Rock, AR 72223  
Toll Free 866.710.0456  
Online: [palcofirst.com](http://palcofirst.com)

## CO Paid Sick Time Request Form

*Criteria: Attendants can view their sick time balance via Connect. Sick time is accrued at the rate of 1 hour for every 30 hours worked (starting in 2022). You must have adequate sick time in your bank to cover all hours submitted for Palco to pay.*

**Instructions:** Attendants should use this form to request sick time of the Employer. Once approved, Employers should enter the sick time payment request into the Connect portal and submit to Palco. Employers should maintain copies of this form in the attendant's employment file.

Attendant Name:	Attendant Palco ID:
Employer Name:	Employer Palco ID:
Attendant Rate of Pay: (Choose one rate that is already established for the attendant for which their Sick Time will be paid at)	
<input type="checkbox"/> CDASS/Sick Time RATE 1 <input type="checkbox"/> CDASS/Sick Time RATE 2 <input type="checkbox"/> CDASS/Sick Time RATE 3	
<b>SLS Waiver Only</b>	
<input type="checkbox"/> SLS HMA/Sick Time Rate 1 <input type="checkbox"/> SLS HMA/Sick Time Rate 2 <input type="checkbox"/> SLS HMA/Sick Time Rate 3	

Service Period: / / through / /  
Month Day Year                      Month Day Year

Sick Time Request Log	
Day of Month	
# of Hours Requested	
Total Sick Time Hours: <input type="text"/>	

Your signature confirms that these sick time hours were requested and approved by the employer. Electronic Signatures are acceptable on this form. Payment for the sick time hours, once verified, will be processed, and paid on the next upcoming regularly scheduled pay day. For questions, review the payroll schedule located on the Palco website.

\_\_\_\_\_  
Employer Signature                      Date                      Attendant Signature                      Date

Employers should enter the approved payment requests into the Connect portal for processing and payment unless they are exempt from EVV/Connect. For instructions on entering requests via Connect, you can find instructions here: <https://palcofirst.com/colorado/>

Please return this form to Palco via email: [timesheets@palcofirst.com](mailto:timesheets@palcofirst.com) or via fax to 1.877.859.8767

TS-040001-WTS-1.0

Paper form / fillable pdf must be filled out by Employer / Attendant, signed by both and kept on file with the Employer.

Employers can submit this form to Palco as an alternative to the Connect Portal. The Connect system is the preferred method.

Paper form can be downloaded from the Palco website and is available as a fillable PDF.

<https://palcofirst.com/colorado/>



# Other Info

- Attendants will be eligible to submit a sick time request and employers will be able to approve sick time starting February 1, 2022.
- Sick time requests will be processed and paid following the standard payroll schedule, published on the Palco website.
- If a paper sick time payment request is rejected by Palco because it exceeds the accrued hours or does not meet, Palco will notify the employer of this rejection and a new request will need to be entered.
- CDASS Members/Authorized Representatives are responsible for monitoring the total hours worked in a week plus any sick time requests. This becomes especially important with attendants who are related to the CDASS member. CDASS program policy prohibits attendants who are related to the CDASS member from being reimbursed for more than 40 hours in a seven-day period. This includes hours from completed shifts and hours to be paid as sick time leave.
  - To check how many hours an attendant has worked before approving a sick time request, you'll want to log into the Palco Connect portal and view the shifts that have been submitted for that attendant for that work week.
  - See Section 8.510.18 of the Colorado Administrative Code for more information <https://hcpf.colorado.gov/sites/hcpf/files/8.510%20CDASS%20.pdf>.

# QUESTIONS



**Enter your questions in the CHAT box,  
we will answer as many as we can.**





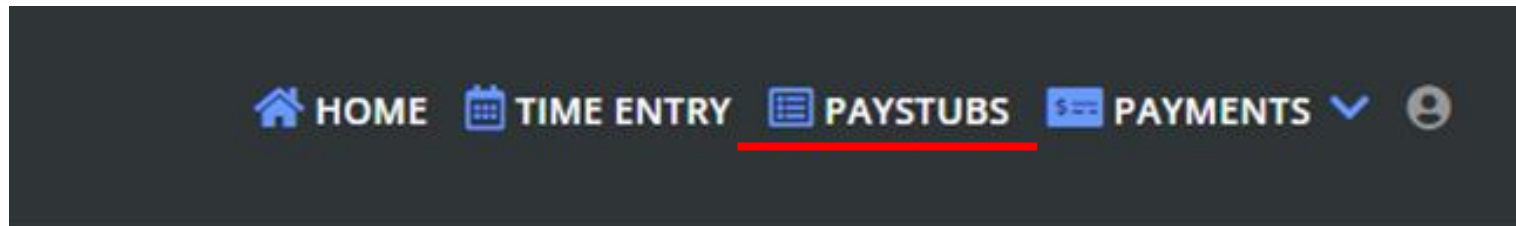
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# Paystubs



# Viewing Paystub Details on Sick Time Payments

Payment details are available to both the Employer of Record and attendant. To access, login to Connect and select "Paystubs" from the tool bar in the top right of the screen.











# Payments

Once on the payment screen there are many options and things you can do.

**Payments**

History from:  For:

 <b>PAYMENT ISSUED</b>	<b>NET TOTAL</b>	<b>PAID TO</b>	<b>Check No: 8417</b>
April 8, 2022	\$1432.96	Jane Doe	<a href="#">view stub</a>
 <b>PAYMENT ISSUED</b>	<b>NET TOTAL</b>	<b>PAID TO</b>	<b>Check No: 7602</b>
March 23, 2022	\$1432.96	Jane Doe	<a href="#">view stub</a>
 <b>PAYMENT ISSUED</b>	<b>NET TOTAL</b>	<b>PAID TO</b>	<b>Check No: 7183</b>
March 8, 2022	\$1432.96	Jane Doe	<a href="#">view stub</a>
 <b>PAYMENT ISSUED</b>	<b>NET TOTAL</b>	<b>PAID TO</b>	<b>Check No: 6609</b>
February 23, 2022	\$1432.96	Jane Doe	<a href="#">view stub</a>
 <b>PAYMENT ISSUED</b>	<b>NET TOTAL</b>	<b>PAID TO</b>	<b>Check No: 6178</b>
February 8, 2022	\$1432.96	Jane Doe	<a href="#">view stub</a>
 <b>PAYMENT ISSUED</b>	<b>NET TOTAL</b>	<b>PAID TO</b>	<b>Check No: 5811</b>
January 24, 2022	\$1432.96	Jane Doe	<a href="#">view stub</a>

- Select the time frame for what pay stubs you would like to see.
- If you are an employer with multiple workers, you can select the attendant you wish to see.
- Choose the black triangle on the left to expand the pay stub if you would like to see more details.
- By clicking on the blue “view stub” link, a pop up will open with full stub details and ability to print.



# Sick Time

On the paystub you can see the accrual balance of the sick time for that attendant under "PTO Accrued" as well as any Paid Time Off that has been paid out.

**PALCO**  
PO BOX 242930  
LITTLE ROCK, AR 72211

Erin Beltranena  
123 Test St.  
Colorado, Springs, CO 80903

[Print](#)

Employer	066026 Jennifer Garner				
Employee ID	Employee Name	SSN	Payroll Date	Direct Deposit #	Amount
087448	Erin Beltranena	501-73-5750	05/09/2022	35	\$92.35

Description	Service Dates	Hours	Rate	This Payroll	Year to Date
<b>EARNINGS</b>					
PAID TIME OFF	Pay Period Invalide	5	20.0000	\$100.00	\$100.00
<b>PTO Accrued</b>	Pay Period Invalide	0	0.0000	\$0.00	\$0.00
CDASS 1	Pay Period Invalide	0	0.0000	\$0.00	\$2740.00
				<b>\$100.00</b>	<b>\$2840.00</b>
<b>TAX DEDUCTIONS</b>					
Social Security				(\$6.20)	(\$176.08)
Medicare				(\$1.45)	(\$41.18)
Federal Income Tax				\$0.00	(\$287.41)
State Income Tax				\$0.00	(\$112.00)
				(\$7.65)	(\$616.67)
<b>NET DEPOSIT</b>				<b>\$92.35</b>	<b>\$2223.33</b>

view stub  
Check No: 37  
view stub  
Check No: 36  
view stub  
No: 28557  
view stub  
No: 27613  
view stub  
No: 26625  
view stub  
Check No: 35  
view stub



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# Resources & Support

# Resources

- CO-CDASS Connect Sick Time Request Instructions
- Sick Time Request Form (fillable pdf)
- Training video and slides
- Sick Time FAQs





# Support

## Other Questions? Contact Palco!

- **Phone:** 1-866-710-0456
- **Fax:** 1-877-859-8757
- **Email:** customersupport@palcofirst.com
- **Mail:** Palco, Inc. P.O. Box 13260 Maumelle, AR 72113

**[www.palcofirst.com/colorado](http://www.palcofirst.com/colorado)**

# QUESTIONS



**Enter your questions in the CHAT box,  
we will answer as many as we can.**





For more information visit:

<https://www.palcofirst.com/>

Email: [customersupport@palcofirst.com](mailto:customersupport@palcofirst.com)

Contact: 1-866-710-0456

**Thank you for your time!**

