



Voluntary Product Accessibility Template (VPAT)

(Based on VPAT® 2.5 WCAG
Edition)

June 2025



FOR INTERNAL USE ONLY



Overview 2

Accessibility Conformance Report 4

Legal Disclaimer 10





Overview

Name of Product/Version: Palco Case Management Portal (CMP)

Report Date: June 2025

Product Description: The cloud-native Palco Case Management Portal (CMP) serves as the multi-tenant repository for all program participant-related data and program business rules. It contains various modules for case management (records, member info), accounting (utilization, pay ledger/history, repository of pay rates and employer cost rates, exemptions, tax rates, Workers' comp, budgets), billing, enrollment, time entry, and reporting. Additionally, the suite of Palco tools extends to the Palco website and several third-party (GoToWebinar, YouTube, TTY/TDD line, and LanguageLink) resources utilized to provide stakeholders with all of the tools and information necessary in an accessible format.

PALCO CASE MANAGEMENT PORTAL (CMP)



INTAKE

Intake is the Palco enrollment application and contains both internal and external capabilities. It provides an online enrollment platform for electronically signing/submitting forms and a platform for document processing and enrollment setup.

CONNECT

Connect is Palco's online timesheet system that integrates with Electronic Visit Verification (EVV). It is accessible only by the employer and workers. It allows timesheets to be submitted and edited. The Employer and Workers also have access to reporting, utilization monitoring, and pay stubs.

CMP ADMIN

CMP Admin is the main system interface for all demographics and data storage. Capabilities include payroll processing, validations, reporting, and budgets. Data permissions are customized based on different levels of professional access. Real time visibility of time entry, payments, spending history, utilization, enrollment, and demographics are available to professional users 24-7. This system is only accessed by professional users (not employers or workers).

ADDITIONAL BENEFITS:



WORKFLOW MANAGEMENT

Dynamic permission sets with workflow management capabilities for tasking and notifications.



PAYROLL PROCESSING

Enhanced and customized payroll validations built with the intricacies of self-direction and Medicaid/program rules in mind.



ADVANCED BUDGETING TOOL

Custom budgeting suite with statuses, justifications, and service configurations that allows for person-centered plan development.



ON-DEMAND REPORTING

24-7 cloud based reporting provides access to data on demand with a library of standard and custom program reports.



Contact Information: Palco staff can be reached via phone at 1.866.710.0456 or via email at customersupport@palcofirst.com

Notes:

Palco's software is 508-certified to comply with federally regulated web accessibility standards. Our web-based information systems are user-friendly, allowing participants to easily navigate to information regarding programs and our services. We also provide easily accessible documentation and instruction for on-line content training that is downloadable to make it easy for all to access.

With our flexible design and on-site support, we provide functionality to each program's needs and operations, and instantly adapt to continuous regulatory change through quick software updates and fast error resolution. Our in-house IT software development department allows us to create customized interfaces that allow our system to meet the program requirements. Our team is highly credentialed to innovate our systems to fit new requirements or customizations that the program requests.

Our cloud-based software system is built so that any system maintenance would have little to no impact on our uptime. Any internal system maintenance that might require downtime would be scheduled during periods of low traffic, such as the weekend or a holiday. We typically provide sufficient notice of maintenance of this kind. Users are notified through in-app messages one-week in advance of scheduled maintenance detailing the reason, projected start time and duration.

Evaluation Methods:

- ✔ Review is based on knowledge of general product functionality

Applicable Standards/Guidelines:

This report covers the degree of conformance for the following accessibility standard/guidelines:

- ✔ [Web Content Accessibility Guidelines 2.2](#)

Terms:

The terms used in the Conformance Level information are defined as follows:

- ✔ **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- ✔ **Partially Supports:** Some functionality of the product does not meet the criterion.
- ✔ **Does Not Support:** The majority of product functionality does not meet the criterion.
- ✔ **Not Applicable:** The criterion is not relevant to the product.*
- ✔ **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA criteria.

*When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This means that if there is no content to which a success criterion applies, the success criterion is satisfied. This is in keeping with [WCAG 2.0 Understanding Conformance](#).



Accessibility Conformance Report

This report is organized around the four guiding principles for Web accessibility. These four guiding principles provide the framework for this evaluation.

Guiding Principle #1: Perceivable

Information and user interface components must be presentable to users in ways they can perceive using text alternatives, time-based media, and adaptable and distinguishable content.

Guideline 1.1 Text Alternatives

Provide text alternatives for any non-text content so that it can be changed into other forms people need.

Success Criteria (1.1)	Conformance Level	Remarks & Explanations
1.1.1 Non-text Content	Supports	

Guideline 1.2 Time-Based Media

Provide alternatives for time-based media.

Success Criteria (1.2)	Conformance Level	Remarks & Explanations
1.2.1 Audio-only and Video-only (Prerecorded)	Supports	
1.2.2 Captions (Prerecorded)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports	
1.2.4 Captions (Live)	Partially Supports	
1.2.5 Audio Description (Prerecorded)	Supports	
1.2.6 Sign Language (Prerecorded)	Partially Supports	Upon Request
1.2.7 Extended Audio Description (Prerecorded)	Supports*	
1.2.8 Media Alternative (Prerecorded)	Supports	
1.2.9 Audio-only (Live)	Supports	

Guideline 1.3 Adaptable

Create content that can be presented in different ways (for example simpler layout) without losing information or structure.



Success Criteria (1.3)	Conformance Level	Remarks & Explanations
1.3.1 Info and Relationships	Supports	
1.3.2 Meaningful Sequence	Supports	
1.3.3 Sensory Characteristics	Supports	
1.3.4 Orientation	Supports	
1.3.5 Identify Input Purpose	Not Applicable	
1.3.6 Identify Purpose	Supports	

Guideline 1.4 Distinguishable

Make it easier for users to see and hear content including separating foreground from background.

Success Criteria (1.4)	Conformance Level	Remarks & Explanations
1.4.1 Use of Color	Supports	
1.4.2 Audio Control	Supports*	
1.4.3 Contrast (Minimum)	Supports	
1.4.4 Resize text	Supports	
1.4.5 Images of Text	Supports	
1.4.6 Contrast (Enhanced)	Supports	
1.4.7 Low or No Background Audio	Supports	
1.4.8 Visual Presentation	Supports*	
1.4.9 Images of Text (No Exception)	Supports	
1.4.10 Reflow	Supports	
1.4.11 Non-text Contrast	Supports	
1.4.12 Text Spacing	Supports	
1.4.13 Content on Hover or Focus	Supports	

Guiding Principle #2: Operable

User interface components and navigation must be operable.

Guideline 2.1 Keyboard Accessible

Make all functionality available from a keyboard.

Success Criteria (2.1)	Conformance Level	Remarks & Explanations
2.1.1 Keyboard	Supports	
2.1.2 No Keyboard Trap	Supports	
2.1.3 Keyboard (No Exception)	Supports	
2.1.4 Character Key Shortcuts	Supports*	



Guideline 2.2 Enough Time

Provide users enough time to read and use content.

Success Criteria (2.2)	Conformance Level	Remarks & Explanations
2.2.1 Timing Adjustable	Supports*	
2.2.2 Pause, Stop, Hide	Supports	
2.2.3 No Timing	Supports*	
2.2.4 Interruptions	Supports*	
2.2.5 Re-authenticating	Supports	
2.2.6 Timeouts	Supports	

Guideline 2.3 Seizures and Physical Reactions

Do not design content in a way that is known to cause seizures or physical reactions.

Success Criteria (2.3)	Conformance Level	Remarks & Explanations
2.3.1 Three Flashes or Below Threshold	Supports*	
2.3.2 Three Flashes	Supports*	
2.3.3 Animation from Interactions	Partially Supports	

Guideline 2.4 Navigable

Provide ways to help users navigate, find content, and determine where they are.

Success Criteria (2.4)	Conformance Level	Remarks & Explanations
2.4.1 Bypass Blocks	Supports*	
2.4.2 Page Titled	Supports	
2.4.3 Focus Order	Supports	
2.4.4 Link Purpose (In Context)	Supports	
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Supports	
2.4.7 Focus Visible	Supports	
2.4.8 Location	Supports	
2.4.9 Link Purpose (Link Only)	Supports	
2.4.10 Section Headings	Supports	
2.4.11 Focus Not Obscured (Minimum)	Supports	
2.4.12 Focus Not Obscured (Enhanced)	Supports	
2.4.13 Focus Appearance	Supports	



Guideline 2.5 Input Modalities

Make it easier for users to operate functionality through various inputs beyond keyboard.

Success Criteria (2.5)	Conformance Level	Remarks & Explanations
2.5.1 Pointer Gestures	Supports	
2.5.2 Pointer Cancellation	Supports	
2.5.3 Label in Name	Supports	
2.5.4 Motion Actuation	Supports	
2.5.5 Target Size (Enhanced)	Supports	
2.5.6 Concurrent Input Mechanisms	Supports*	
2.5.7 Dragging Movements	Supports*	
2.5.8 Target Size (Minimum)	Supports	

Guiding Principle #3: Understandable

Information and the operation of the user interface must be understandable.

Guideline 3.1 Readable

Make text content readable and understandable.

Success Criteria (3.1)	Conformance Level	Remarks & Explanations
3.1.1 Language of Page	Supports	
3.1.2 Language of Parts	Supports	
3.1.3 Unusual Words	Supports	
3.1.4 Abbreviations	Supports	
3.1.5 Reading Level	Supports	
3.1.6 Pronunciation	Supports	

Guideline 3.2 Predictable

Make Web pages appear and operate in predictable ways.

Success Criteria (3.2)	Conformance Level	Remarks & Explanations
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.2.5 Change on Request	Supports	
3.2.6 Consistent Help	Supports	



Guideline 3.3 Input Assistance

Help users avoid and correct mistakes.

Success Criteria (3.3)	Conformance Level	Remarks & Explanations
3.3.1 Error Identification	Supports	
3.3.2 Labels or Instructions	Supports	
3.3.3 Error Suggestion	Supports	
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	
3.3.5 Help	Supports	
3.3.6 Error Prevention (All)	Supports	
3.3.7 Redundant Entry	Supports	
3.3.8 Accessible Authentication (Minimum)	Partially Supports	
3.3.9 Accessible Authentication (Enhanced)	Partially Supports	

Guiding Principle #4: Robust

Content must be robust enough that it can be interpreted by a wide variety of user agents, including assistive technologies.

Guideline 4.1 Compatible

Maximize compatibility with current and future user agents, including assistive technologies.

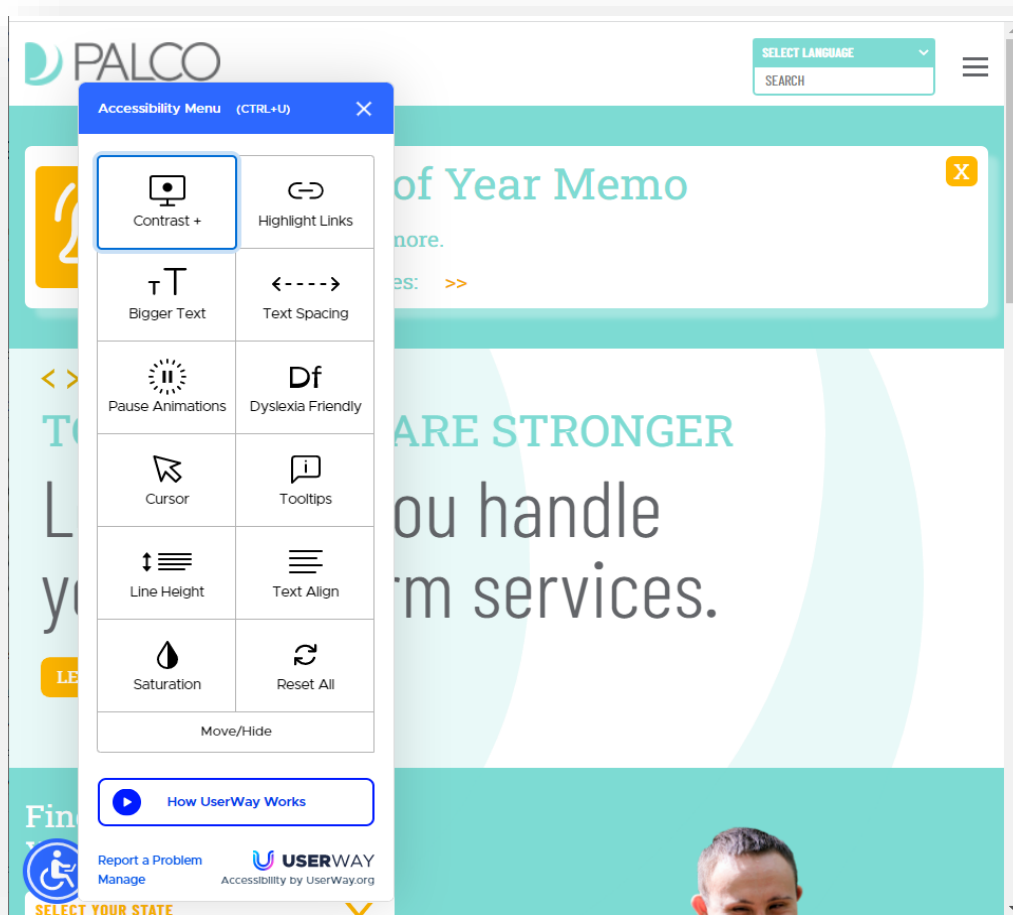
Success Criteria (4.1)	Conformance Level	Remarks & Explanations
4.1.2 Name, Role, Value	Supports	
4.1.3 Status Messages	Supports	



Digital accessibility is a moving target. Each individual who uses a specific technology utilizes it in different ways and with different combinations of OS, browsers, and assistive technology.

Accessibility on the Palco Website

With a few clicks, visitors may change the visual characteristics of a web page: contrast, hyperlink visibility, text size, text spacing, and many other attributes to better read and understand the webpage contents.





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Palco Portal Terms of Use

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