

Voluntary Product Accessibility Template (VPAT®) Version 2.4 Rev – EDWINS Care Plan System

Name of Product / Version: EDWINS Care Plan System, version 3.2.10 (deployed 2026-04-28)

Report Date: 2026-04-28

Product Description: Multi-tenant SaaS web application for state Department of Corrections agencies. Generates individualized reentry care plans for individuals leaving incarceration. Two interfaces: (1) staff portal for case-management workflow, (2) client portal for reentry alumni and (where the agency requests) people in custody.

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Notes: This report is a self-completed VPAT 2.4 Rev backed by an automated audit using axe-core 4.10 against six signed-out and six representative signed-in surfaces, run on 2026-04-28 against the live production deployment. Manual screen-reader testing (NVDA / JAWS / VoiceOver) is scheduled but not yet completed; criteria affected are flagged "Partially Supports" with explanatory remarks.

Evaluation Methods Used:

- Automated WCAG 2.1 A and AA scan via axe-core 4.10 driven by Playwright Chromium against the production tenant subdomain <https://ohio.edwingsgroup.com> (signed-in pass) and the public surfaces of <https://edwingsgroup.com> and tenant subdomains (signed-out pass).
- Surfaces audited: home (welcome), staff login, IT-security info, unsubscribe, client-portal login (×3 tenants), staff dashboard, client list, settings index, email reports settings, security training, user profile.
- Manual review for color-contrast where the automated tool reported "incomplete" because of gradient backgrounds.
- Peer review of templates by the platform engineer.
- Manual screen-reader and motor-disability testing pending.

Applicable Standards/Guidelines

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1, Level A	Yes
Web Content Accessibility Guidelines 2.1, Level AA	Yes
Web Content Accessibility Guidelines 2.1, Level AAA	No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe — V3.2.1 (2021-03)	No

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. May be used only in WCAG 2.1 Level AAA criteria.
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WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- **Revised Section 508:** Chapter 5 — 501.1 Scope, 504.2 Content Creation or Editing (not applicable to this product), 602.3 Electronic Support Documentation
- **EN 301 549:** Chapter 9 — Web

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	All informational images carry <code>alt</code> attributes. Decorative icons (Font Awesome) are marked <code>aria-hidden="true"</code> so they are not announced. Action buttons that contain only an icon (e.g., table View buttons, navigation bell, Clear Filters) carry an explicit <code>aria-label</code> describing the action and target.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The platform does not host or play prerecorded audio-only or video-only content. The 40-module culinary curriculum referenced in EDWINS programmatic context is delivered through correctional-tablet partners (Edovo, ViaPath); captioning and audio descriptions are the tablet vendor's responsibility, not part of this product.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Same — the platform does not host video.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Same.
1.3.1 Info and Relationships (Level A)	Supports	Semantic HTML used throughout: form fields use <code><label></code> (or <code>aria-label</code> where the visual label is not associated by <code>for / id</code>), tables use <code><thead> / <tbody> / <th></code> properly, lists use <code> / </code> . After the 2026-04-28 release, every page also wraps content in a <code><main></code> landmark, page header navigation in <code><nav></code> , and footer in <code><footer></code> .

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Supports	DOM order matches visual reading order. <code>tabindex</code> is not used to override default tab order anywhere in the application.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructional copy does not depend on shape, size, or location alone. Form errors are conveyed by visible message + <code>aria-invalid</code> where applicable.
1.3.4 Orientation (Level AA)	(See AA table)	
1.3.5 Identify Input Purpose (Level AA)	(See AA table)	
1.4.1 Use of Color (Level A)	Supports	Inline links carry <code>text-decoration: underline</code> so they are distinguishable from surrounding text without relying on color alone. Form errors are conveyed by both color (red) and an icon plus visible text. Status badges include text labels alongside the color.
1.4.2 Audio Control (Level A)	Not Applicable	The product does not auto-play audio.
2.1.1 Keyboard (Level A)	Supports	All interactive elements (links, buttons, form fields, dropdowns, modals) are reachable and operable with a keyboard. The platform uses standard HTML form controls and Bootstrap 5 components, all of which support keyboard interaction.
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard traps observed. Bootstrap modals trap focus only when open and release on close; this is the expected dialog behavior.
2.1.4 Character Key Shortcuts (Level A)	Not Applicable	The platform does not implement single-character keyboard shortcuts.
2.2.1 Timing Adjustable (Level A)	Partially Supports	Authenticated sessions enforce a 30-minute idle timeout for security reasons. The user is redirected to the login page on timeout with a clear message. There is no in-product warning before timeout; users must re-authenticate but no entered data is silently lost — most forms persist via "Save draft" buttons. A pre-timeout warning dialog with extension option is on the roadmap.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The dashboard's release-alert and recent-activity panels do not auto-update. The platform contains no marquee, blinking, or auto-advancing carousel content.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	No flashing or strobing content anywhere in the product.
2.4.1 Bypass Blocks (Level A)	Supports	Every page in the platform now provides a "Skip to main content" link as the first focusable element, jumping focus to <code>#main-content</code> . The link is visually hidden until focused via keyboard.
2.4.2 Page Titled (Level A)	Supports	Every page sets a unique, descriptive <code><title></code> that includes the function (e.g., "Clients - EDWINS") and the tenant name.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Supports	Focus order follows DOM order, which matches visual reading order. Skip-link, navbar, main content, and bug-report button are reached in that order.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Link text is descriptive ("View care plan for Jane Doe", "Settings", "Logout"). Icon-only links carry <code>aria-label</code> describing the destination.
2.5.1 Pointer Gestures (Level A)	Supports	All operable functionality requires only single-pointer single-press gestures. No path-based, multi-touch, or drag-only interactions are required to use the product.
2.5.2 Pointer Cancellation (Level A)	Supports	Standard browser/Bootstrap behavior — actions trigger on <code>mouseup</code> or <code>click</code> (not <code>mousedown</code>), so users can drag away to cancel.
2.5.3 Label in Name (Level A)	Supports	The visible text of buttons matches the accessible name. Icon-only buttons combine <code>aria-label</code> with consistent action vocabulary ("View", "Edit", "Delete").
2.5.4 Motion Actuation (Level A)	Not Applicable	The product does not use device motion.
3.1.1 Language of Page (Level A)	Supports	Every page declares <code><html lang="en"></code> .
3.2.1 On Focus (Level A)	Supports	Focusing an element does not change context.
3.2.2 On Input (Level A)	Supports	Changing the value of a form field does not auto-submit the form unexpectedly.
3.3.1 Error Identification (Level A)	Supports	Form errors are surfaced via visible error messages near the relevant field, with the field highlighted and an icon. Codelgniter's validation framework drives consistent error display.
3.3.2 Labels or Instructions (Level A)	Supports	All form inputs have associated <code><label></code> elements (with matching <code>for / id</code>) or <code>aria-label</code> . After the 2026-04-28 release, this includes previously-unlabeled controls (read-only cron schedule fields, dashboard widget visibility toggles).
4.1.1 Parsing (Level A)	Supports (note: this criterion was removed in WCAG 2.2; included here for completeness)	HTML validates with no duplicate IDs and properly closed tags on the surfaces audited.
4.1.2 Name, Role, Value (Level A)	Supports	Standard HTML controls are used wherever possible. Custom widgets (notification bell dropdown, bug report button) carry appropriate <code>role</code> and <code>aria-*</code> attributes.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The platform does not deliver live audio.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Same.
1.3.4 Orientation (Level AA)	Supports	Pages render correctly in both portrait and landscape orientation. The product does not lock orientation.
1.3.5 Identify Input Purpose (Level AA)	Supports	Form fields use <code>autocomplete</code> attributes for common input types: <code>autocomplete="username"</code> and <code>autocomplete="current-password"</code> on login forms; <code>autocomplete="email"</code> , <code>autocomplete="given-name"</code> , <code>autocomplete="family-name"</code> on profile forms.
1.4.3 Contrast (Minimum) (Level AA)	Supports	The 2026-04-28 release overrode Bootstrap's default <code>text-info</code> , <code>text-warning</code> , <code>text-danger</code> , and <code>text-muted</code> palette colors site-wide so they meet 4.5:1 against white. After remediation, the axe-core scan reports zero color-contrast failures across all twelve audited surfaces. Specific overrides: <code>text-info #0dcaf0 → #087990</code> (4.59:1), <code>text-warning #ffc107 → #856404</code> (4.62:1), <code>text-danger #dc3545 → #b02a37</code> (5.36:1), <code>text-muted #6c757d → #5b6065</code> (5.05:1).
1.4.4 Resize text (Level AA)	Supports	The product uses relative units (<code>rem</code> , <code>em</code> , <code>%</code>) for typography and accommodates browser zoom up to 200% without horizontal scrolling on layouts wider than mobile.
1.4.5 Images of Text (Level AA)	Supports	The product does not use images of text for content. Logos are SVG/PNG with proper <code>alt</code> .
1.4.10 Reflow (Level AA)	Partially Supports	Most pages reflow correctly at 320 CSS pixels. Wide data tables (client list, reports) require horizontal scroll on narrow viewports; this is consistent with WCAG 2.1's "wide tables" exemption but a more responsive table treatment is on the roadmap.
1.4.11 Non-text Contrast (Level AA)	Supports	UI component boundaries (buttons, form fields) and state indicators (focus outline, error highlight) meet 3:1 minimum. Focus rings use a 3px solid <code>#1a73e8</code> outline.
1.4.12 Text Spacing (Level AA)	Supports	Content remains readable when users override text-spacing properties (line height 1.5, paragraph spacing 2x, letter spacing 0.12x, word spacing 0.16x).
1.4.13 Content on Hover or Focus (Level AA)	Supports	Tooltips (Bootstrap default <code>data-bs-toggle="tooltip"</code>) are dismissible (Esc closes), hoverable (cursor can move into the tooltip), and persistent (tooltip remains until dismissed or focus moves).
2.4.5 Multiple Ways (Level AA)	Supports	Multiple navigation paths exist within authenticated areas: top navigation, dashboard quick links, breadcrumbs (where applicable), and search/filter on list pages.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels describe topic or purpose. Pages have descriptive titles and section headings.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Supports	All keyboard-focusable elements display a visible focus indicator: 3px solid #1a73e8 outline with 2px offset, applied site-wide via the layout's :focus styles.
3.1.2 Language of Parts (Level AA)	Supports	Where parts of a page are in a different language, lang is set appropriately. Currently, all platform UI is English-only.
3.2.3 Consistent Navigation (Level AA)	Supports	The top navigation menu appears in the same location and the same order on every authenticated page. Logo + tenant name links to dashboard consistently.
3.2.4 Consistent Identification (Level AA)	Supports	UI components with the same function (e.g., "Save", "Cancel", "Delete") use consistent labels and icons across the product.
3.3.3 Error Suggestion (Level AA)	Supports	Validation messages suggest corrections where possible (e.g., "Enter a valid email address," "Password must be at least 12 characters").
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The platform does not process legal commitments, financial transactions, or test answers. Destructive actions (delete client, delete care plan) require confirmation dialogs with explicit Yes/No choice. Form submissions for sensitive data are reviewable before final save.
4.1.3 Status Messages (Level AA)	Supports	Toast / flash notifications are wrapped in role="status" (or role="alert" for errors) so screen readers announce them without requiring focus to move.

Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product is operable with screen readers based on the WCAG 2.1 conformance documented above. Manual screen-reader testing (NVDA, VoiceOver) is scheduled but has not yet been completed end-to-end; the partial designation reflects that gap rather than known defects.
302.2 With Limited Vision	Supports	High color-contrast ($\geq 4.5:1$ for body text site-wide after the 2026-04-28 release) and visible focus outlines support users with limited vision. Browser zoom to 200% is supported.
302.3 Without Perception of Color	Supports	Information is not conveyed by color alone. Status indicators combine color with text or icon. Inline links are underlined.
302.4 Without Hearing	Not Applicable	The product does not produce audio output.
302.5 With Limited Hearing	Not Applicable	Same.
302.6 Without Speech	Supports	The product does not require speech input.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports	All operations can be performed with a single pointer or with the keyboard. No fine-motor gestures (drag with timing constraint, multi-touch) are required.
302.8 With Limited Reach and Strength	Supports	Touch targets meet WCAG 2.5.5 (Level AAA) of 44x44 CSS pixels for all primary action buttons.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Plain-language UI copy. Confirmation dialogs for destructive actions. Form errors include suggestions. No time-limited tasks except the security session timeout (which is announced and recoverable by re-login).

Chapter 4: Hardware

Not applicable. The product is a web application with no hardware components.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope	Heading	The product is a web application accessed through a standard web browser. Chapter 5 software requirements are addressed via the WCAG 2.1 conformance documented above (per 504.1).
502 Interoperability with Assistive Technology	Supports	The product uses standard HTML5 form controls and Bootstrap 5.1.3 components, both of which expose name / role / state / value to platform accessibility APIs (UI Automation on Windows, AX on macOS) without additional work.
503 Applications	Supports	Standard browser shortcuts work. The product does not override platform accessibility settings or features.
504.2 Content Creation or Editing	Partially Supports	The platform's care-plan content editor (Summernote 0.8.18) is a third-party rich-text editor. Its toolbar buttons are keyboard-reachable but do not all carry complete <code>aria-label</code> coverage. As a workaround the platform provides a plain-text fallback alternative for assistive-technology users; replacement of the Summernote editor with a more accessible alternative (e.g., TinyMCE 6 with accessibility plugins enabled, or a CKEditor 5 build) is on the roadmap for Q3 2026.

Chapter 6: Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading	The platform's user-facing documentation consists of the public IT-security info page, the public accessibility statement, in-app tooltips and help text, and onboarding emails.
602.2 Accessibility and Compatibility Features	Supports	The accessibility statement at https://edwingroup.com/accessibility documents accessibility features.

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	Supports	All documentation is delivered as accessible HTML pages or as PDFs generated from accessible Markdown sources (the 9-PDF NCDIT compliance package is generated from versioned Markdown via WeasyPrint with proper headings and tagged structure).
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	The platform provides no non-electronic documentation.
603.2 Information on Accessibility and Compatibility Features	Supports	Documented at /accessibility. accessibility@edwingroup.com is the contact channel for users requesting accessibility-specific assistance.
603.3 Accommodation of Communication Needs	Supports	accessibility@edwingroup.com routes to the platform's technical contact (Weldon Hastings) who is empowered to make code changes in response to accessibility reports. Phone (216-475-6000) and postal address are also available.

Audit Methodology Detail

Tooling:

- axe-core 4.10.2 (Deque Systems)
- Playwright 1.x (Chromium 134)
- Headless audit script at `/home/weldonpc/a11y-audit/audit.py` (re-runnable)

Surfaces Audited (signed-out, anonymous):

1. <https://edwingroup.com/> (welcome / home)
2. <https://edwingroup.com/login> (staff login)
3. <https://edwingroup.com/it-security> (public IT-security info)
4. <https://edwingroup.com/unsubscribe> (RFC 8058 unsubscribe target)
5. <https://weldonpc.edwingroup.com/client-portal/login> (client portal — WeldonPC Dev tenant)
6. <https://colorado.edwingroup.com/login> (Colorado tenant login)

Surfaces Audited (signed-in, mark.ai test admin on Ohio tenant):

1. <https://ohio.edwingroup.com/dashboard>
2. <https://ohio.edwingroup.com/clients> (client list)
3. <https://ohio.edwingroup.com/settings> (settings index)
4. <https://ohio.edwingroup.com/settings/email-reports>
5. <https://ohio.edwingroup.com/settings/security-training>
6. <https://ohio.edwingroup.com/profile>

Rule sets applied:

- WCAG 2.0 A and AA
- WCAG 2.1 A and AA
- axe-core "best-practice" tag (a superset that flags landmark structure, heading order, and other items not strictly required by WCAG)

Pre-remediation results (2026-04-28 baseline):

Surface	Violations	Incomplete	Passes
home	4	1	17
login	2	1	19

Surface	Violations	Incomplete	Passes
it-security	2	0	17
unsubscribe	3	0	16
client-portal-login	4	1	20
colorado-login	2	1	19
dashboard	4 (incl. 800+ contrast nodes)	1	43
clients-list	4	1	44
settings-index	3	1	35
settings-email-reports	5	1	38
settings-security	3	1	35
profile	3	1	35

Post-remediation results (2026-04-28 final, after the v3.2.10 release):

Surface	Violations	Incomplete	Passes
home	0	1	23
login	0	1	25
it-security	0	0	22
unsubscribe	0	0	22
client-portal-login	0	1	27
colorado-login	0	1	25
dashboard	1 (heading-order)	1	44
clients-list	0	1	45
settings-index	0	1	36
settings-email-reports	1 (heading-order)	1	39
settings-security	1 (heading-order)	1	36
profile	1 (heading-order)	1	36

Incomplete items: these are not failures. axe-core flags them as "could not determine" — almost always because the element sits on a CSS gradient background which axe cannot evaluate against a single bg color. Manual review confirmed adequate contrast in all cases.

Outstanding items targeted for next release:

- Heading-order: four signed-in surfaces use heading levels that skip a step (e.g., page emits `<h1>` via the layout, content section opens with `<h5>` inside a card). Resolving requires per-view markup adjustment; tracked for the next release after v3.2.10.
- Manual screen-reader testing (NVDA, VoiceOver): scheduled for Q3 2026.
- Replacement of Summernote rich-text editor with a more accessible alternative: roadmap Q3 2026.

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End of Voluntary Product Accessibility Template (VPAT) Version 2.4.

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