

# Strategic Technologies Inc. Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version:** Client Contact Manager – DDS Community Edition v3.2.x

**Report Date:** 10/19/2020

**Product Description:** Case Management software for Developmental Disabilities Services organizations

**Contact Information:** helpdesk@sti-software.com

**Notes:**

**Evaluation Methods Used:** General Product Knowledge & JAWS Screen Reader

# Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)

## 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 2.0 Level AAA.

## WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	Audio and Video are not present in the application.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	See 1.2.1.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	See 1.2.1.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	Strategic Technologies Inc. (STI) considers this criterion to be met, but is willing to make additional changes to markup if additional labeling for specific areas is requested and approved.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Limited color coding is present, but an equivalent text-based description is also provided in all cases.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	See 1.3.3.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	See 1.2.1.
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	In previous versions of the application, a form was found to have potential keyboard traps – this issue has since been resolved with version v3.2.x. STI is committed to resolving similar issues if identified.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Supports	Shortcuts are present, but never with a single printable keystroke. All shortcuts use Ctrl or Alt modifiers.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	Session timeouts are present for information security requirements, but a warning is given 5 minutes prior to the timeout that allows the user to extend their session without losing data that they have entered on the form.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	No blinking, scrolling, moving, or automatically updating information is present.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	No flashing is present in the application.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	Skip containers are present and can be used to bypass navigation menus and data grids.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Supports	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Not Applicable	The application is not designed to use motion actuation.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	English-US is being set as the language for all forms.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	All input fields are associated with descriptive labels.
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	See 1.2.1.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	See 1.2.1.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Partially Supports	The application does not use a responsive design to fully reorganize the page to fit all orientations. Landscape orientation is always supported. All fields are always available regardless of orientation, but additional scrolling may be required in portrait orientation depending on the user's screen resolution.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Not Applicable	Due to the nature/purpose of the software, users are not filling out information relating to themselves. User information is filled out / stored in the Administration

Criteria	Conformance Level	Remarks and Explanations
		section of the application, but these forms are expected to be filled out and maintained by a small set of administrative users.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	
<a href="#">1.4.4 Resize text</a> (Level AA)	Partially Supports	Fully supported when using Browser Zoom. Partially supported when setting browser Text size to “Largest” - in which case nearly all forms are fully supported. When setting browser Text size to “Largest”, some minor text overlapping may occur on a very limited number of forms.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	Images of text are not used except as part of exempt logos.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Does Not Support	Application does not use responsive design. As such, increasing Browser Zoom to 400% does not reflow content into a single column.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Supports	
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Partially Supports	Increased line and word spacing can cause some text overlapping in a limited number of forms.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	Hover content is not used.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Not Applicable	As the application is used for managing data for specific cases/consumers, forms generally must be entered through specific means as a part of a user’s workflow/process. Therefore, navigating to forms through a site map or a content search doesn’t apply in this context.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	In previous versions, browser-specific highlighting had been identified as an issue in a limited number of areas with certain form fields such as specific check boxes. This has been resolved in version v3.2.x. STI is committed to resolving similar issues if identified.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	Required fields that have not been filled out are identified in error messages when attempting to save the form.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	Users of the application are not entering data for their own legal or financial commitments. Financial transactions are a part of the business rules of some areas of the application for the consumers that are managed – these transactions, as defined by the business rules of the department, undergo a multi-step review process through the application before being approved.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Does Not Support	Aria “status” role currently not being used.

**Table 3: Success Criteria, Level AAA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)	Not Applicable	See 1.2.1.
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)	Not Applicable	See 1.2.1.
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)	Not Applicable	Time-based media is not present.
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)	Not Applicable	See 1.2.8.
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 only)	Does Not Support	
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)	Does Not Support	
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Supports	No background audio present.
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)	Does Not Support	User ability to select text and background colors is not present. Full testing for other aspects of this criteria has not been performed.
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)	Supports	Images of text are not used except as part of exempt logos.
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.2.3 No Timing</a> (Level AAA)	Does Not Support	System timeouts are required for security and are part of the business rules for the application.
<a href="#">2.2.4 Interruptions</a> (Level AAA)	Does Not Support	Interruptions for timeout warnings and notifications cannot be suppressed as a part of security requirements.
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)	Does Not Support	Unsaved data is lost if a user's session expires before initiating a save action.
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 only)	Does Not Support	
<a href="#">2.3.2 Three Flashes</a> (Level AAA)	Supports	
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 only)	Supports	Animations are not used.
<a href="#">2.4.8 Location</a> (Level AAA)	Supports	User's location is indicated via navigation bars and page titles.
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)	Does Not Support	In data grids, the Edit, View and Delete links do not specify information for the associated record in the link. Based on their training, users are taught to associate each link with the data row that it is a part of.
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Supports	Each form includes an appropriate heading. The form may or may not use specific HTML "Heading" blocks.
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 only)	Does Not Support	Certain clickable objects such as check boxes may be smaller than 42 by 42 CSS Pixels.
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 only)	Supports	
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Does Not Support	Various terms and acronyms unique to the Developmental Disabilities Services industry are present in the application. It is expected that a user is trained to understand the unique terms and acronyms. Therefore, no in-application look-up or dictionary of these terms and acronyms is provided.
<a href="#">3.1.4 Abbreviations</a> (Level AAA)	Does Not Support	See 3.1.3.
<a href="#">3.1.5 Reading Level</a> (Level AAA)	Does Not Support	Reading level analysis of the application has not been performed. All content that may exceed the referenced reading level would pertain to the Developmental Disabilities Services industry. It is expected that a user is trained to understand any wording used in the application.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Does Not Support	See 3.1.3.
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Supports	All updates on the screen are triggered as a result of user action.
<a href="#">3.3.5 Help</a> (Level AAA)	Does Not Support	A help system is present, but it is not always context-sensitive.
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Does Not Support	

## Legal Disclaimer

This document is for informational purposes only and does not represent a legally-binding claim. This document is not intended to be a certification of compliance. The information in this document represents the current view of STI on the criteria discussed as of the date of publication. STI assumes no responsibility for any errors that may appear in this document. Both the software at issue and the information in this document are subject to change at any time without notice.