



Administrative & Configuration Services Service Agreement

Professional Services for Forward-Leaning Organizations

About Administrative & Configuration Services

We understand that administering an EHR is almost an unfunded mandate for many of our customers. We know this can put stress on an agency to absorb the tasks associated with administering an EHR, and this can result, at times, in an unsuccessful venture. It may be unclear who creates logins or terminates a staff member who has left, who manages permissions, how you will get to a place where you can seamlessly exchange data with an HIE/RHIO, or how to send electronic claim files.

In addition, your agency may desire to better harness what is available to them within AWARDS. This may include using additional modules and features, adding and configuring new programs, adjusting workflows to create better data gathering needs, or building forms, reports, and exports that provide your agency with critical data.

In Administrative and Configuration Services, we lead your agency through an analysis of where you are with your AWARDS usage today. We then guide and support you so you can not only successfully administer AWARDS with the resources you have, but also achieve your larger goals of success through streamlined and robust system usage. This year-long strategic realignment is all about creating long-term sustainable change!

The program includes four components:

Evaluation and Work Plan

Using staff feedback gathered through surveys and guided discussion, we will evaluate your current implementation and learn where your staff are struggling and how we can improve your AWARDS workflows. Through this program-level evaluation, we will identify successes within your implementation as well as users with a well-developed AWARDS skillset. We will determine where we need to adjust your configuration and how best to develop a strong AWARDS knowledge base across all staff.

Together we will create a time-bound plan to address the areas for improvement and expansion in your evaluation. This may include projects such as: formalizing your AWARDS administration structure, revamping your permissions, changing your intake workflow, implementing new programs, and cleaning up your staff list - the list goes on! This plan will be the framework for the year your agency is engaged in the program.

Up to 10 hours of Foothold time.

Weekly Calls

Administrative and Configuration Services participants will pair with a Success Manager who is a specialist in administering this program. Your identified team and your Success Manager will meet weekly to work through the items specified in your work plan. The content of these calls can range from thinking through a new workflow within AWARDS to general Q+A to working through time-sensitive issues to revamping an existing program implementation. These positive change-focused calls are all about using AWARDS to meet your agency's needs better. Given your programs' needs, the result will be the most streamlined and data collection-friendly configuration.

Up to 40 hours of call time.

Expert Configuration Services

Your Success Manager becomes an expert regarding the goals your agency is working towards and pairs that knowledge with their AWARDS configuration expertise to help you more quickly meet your goals. This work can range from adding new programs, discontinuing old programs, setting preferences, integrating new features to existing workflows, streamlining your reporting needs, problem-solving complex workflows with completed funding landscapes, transitions to newer AWARDS features, and endless other opportunities.

Up to 25 hours of Foothold time.

Certification - Train your AWARDS Administrators

Included within the Configuration and Administrative Services Agreement are two spots in our bi-annual AWARDS Certification Program (a standalone value of \$5,000). This intensive curriculum has two main tracks: the AWARDS Administrator and the Program Director. Participants will select one of these main tracks. In addition, staff can choose one area to specialize in. These specializations range from BillingBuilder to ReportBuilders to HMIS Programming to Train-the-Trainer. You can learn more about the program her: [AWARDS Certification](#).

Three days of certification training for two staff members.

PRICE: \$15,000

Configuration and Administrative Service participants receive a 20% discount on available service packages purchased and utilized during the program.

You will work with your Success Manager to determine how these packages could benefit your work within the Administrative and Configuration Service program.

Administrative & Configuration Services Agreement

By signing this agreement, you affirm that you have had the opportunity to explore this feature and have made the decision to execute this agreement based on that knowledge. Note that this Agreement is incorporated, by reference, into our main Subscriber Agreement with you. The annual fee will be prorated in the first year to coincide with the term of your Subscriber Agreement. Going forward, this agreement will roll over concurrently with your Subscriber Agreement if it is still needed.

Please Note: Many of the services and consultations we offer hereunder involve service provision, data collection, and cybersecurity in a highly regulated industry. We are not lawyers or accountants, and we do not provide legal or business advice. None of our representatives are lawyers, and they also do not provide legal or business advice. The accuracy, completeness, adequacy, or currency of the content of these services is not warranted or guaranteed. Our sites and services are not substitutes for the advice or services of an attorney.

The law is different from jurisdiction to jurisdiction and may be subject to interpretation by different courts and oversight or auditing bodies. Furthermore, the information contained in these services is not legal advice and is not guaranteed to be correct, complete, or up-to-date. Therefore, if you need legal advice for your specific problem, or if your specific problem is too complex to be addressed by our tools, you should consult a licensed attorney in your area.

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Core Program

Agency Name

Authorized Representative, Title - PLEASE PRINT

Signature

Date

Foothold Technology

Company Name

Alyza Tarmohamed
President & Chief Operating Officer

Authorized Representative, Title - PLEASE PRINT

Signature

Date