SCOPE OF WORK ("SOW")

Netsmart Technologies, Inc. and Hidalgo County Public Health Department

1. Purpose

The purpose for this statement of work is to outline the requirements and deliverables for the installation and project management of the Client's myInsight project. The scope is based on the latest generally available software release, project timeline, and use of Plexus Foundations implementation methodology, Plexus Home content and recommendations. The details of the scope of services are included below. This is a Fixed-Fee, Fixed Scope Statement of Work.

2. Project Duration

Project Duration
The following project start and end dates are estimates, and are subject to adjustment based upon the Effective Date of the Agreement and both parties overall cooperation of such implementation. Netsmart requires a minimum of sixty (60) days following the Effective Date of this Agreement to accommodate pre-project activities such as planning, staffing and technology activities. The detailed project plan will define the scope and estimated timing of Netsmart's work. Once the project plan is finalized, extended delays and changes in scope may result in changes to scheduling and services. Charges for additional services will be billed at Netsmart's then-current rates for such services and will be controlled by the Change Control Process as approved by Netsmart and Client.

Once the project plan is finalized, extended delays and changes in scope may result in changes to scheduling and services. Charges for additional services will be billed at Netsmart's then-current rates for such services.

3. Scope of Services

myInsight	Scope of Services
Netsmart's myInsight Electronic Health Record (EHR) is the core of the ARRA certified solution for computerized patient records. The solution enables full integration of clinical tools to offer an interdisciplinary approach to care in public health environments. myInsight EHR is a robust electronic health which contains clinical options that might include the following based upon the programs you selected: Diagnosis, Treatment/Care Planning, Progress Notes, Assessments, Reporting, laboratory results and other interdepartmental data. The programs you selected have been configured to optimally support local public health departments across the country in providing services efficiently for their community. Scope is limited to out of the box configuration for the programs you have selected. All other customizations will be the responsibility of the CLIENT.	

Insight Data Conversion	Scope of Services
Data Conversion	Client will utilize the myInsight **Full** Conversion, as described below, to convert a limited and pre-determined set of system data into the myInsight CareRecord. The data conversion process provides the Client with the ability to export data from their current legacy system(s) into simple, non-normalized database structures. A Conversion Guide will be provided at start of the project which contains detailed conversion specifications and data available to be converted. It is not required to convert all available data elements; the Client can choose from the available items which ones will be populated. If Client desires to convert data not in the list of available data elements, additional scope approval will be required.
Full Conversion	Full Conversion includes the following: 1. Client Demographics (Required) 2. Agency Sites (Optional) 3. Outside Organizations (Optional) 4. Staff Information (Optional) 5. Client Enrollments 6. Client Funding and Authorizations 7. Client Services (Requires #5 and all its requirements to be done) Data conversion crosswalk for specific fields converted from the above sections will be provided during Project Initiation.
Process	Data Conversions: For clients migrating to myInsight from a non-Netsmart legacy system, the first step in conversion is to create a data mapping guide which maps field by field data from the legacy system. Netsmart provides a spreadsheet of all possible fields which can be converted. As part of the data mapping, the equivalent field name, length, type and other metadata needed will be analyzed. It is the Client's responsibility to export data from their current system(s) and populate the conversion spreadsheet. Netsmart will use the spreadsheet as the source data when performing the test and live conversions. Netsmart will perform a test conversion run-through to import the data from the conversion database into the Client's myInsight system and will provide the Client with a test copy of the myInsight system for review. The Client is responsible for data verification and must report any errors to Netsmart within 14 days of the test run before a final run can be performed. Any problems or inconsistencies must be reported to Netsmart before a final conversion can be performed. Once the data is verified and a final conversion run has been performed, the Client becomes responsible for performing the intake process in myInsight (i.e. enrolling/placing clients into their initial

	programs and/or facility). The final conversion must occur prior to Go-Live Preparation.

Configuration	**Finance Configuration:**
	o One Receiver for 837 Claims will be configured for one of the following Payers:
	    o Medicaid
	    o Medicare
	    o Major 3rd party insurance payer, or
	    o Clearinghouse
	o System includes the following major billing formats:
	    o Paper CMS 1500
	    o X12-835 Remittance Posting
	    o X12-837 Professional
	
	Netsmart will assist with configuration of Finance module to support the programs selected through creation of the first contract per payor. It is the client's responsibility to copy and modify additional, needed contracts.
	
	Netsmart will deliver the following programs selected by the client as part of this SOW:
	    o Immunizations
	    o Pregnancy Testing
	    o Well Child Checkups
	    o Tuberculosis Services
	    o Prenatal Care
	    o Family Planning
	    o Wellness Health
	    o Tuberculin Skin Test
	    o Newborn Screenings
	    o Case Management
	    o STD Clinics
	    o STD/HIV Testing and Counseling
	
	Staff: Netsmart will create Staff Profiles. Client is responsible for updating the initial staff profiles, maintaining, and adding additional Staff Profiles following the initial configuration.
	
	Job Titles: Industry standard Job Titles are delivered on install. Client is responsible for maintaining and adding additional Job Titles following install.
	
	Security: myInsight **s**ecurity framework includes:
	    • Worker Roles
	    • Navigation Schemes
	    • Workgroups
	Netsmart will deliver the below Navigation Schemes and Worker Roles pre-configured within the solution. Any modifications required to the following Schemes, Roles and Workgroups are the responsibility of the client:

	Navigation Schemes • Case Manager/Therapist • Clinical Nurse • Community Nurse • Executive • Finance • Finance Admin • Front Desk • PH System Administrator • Physician • Super User • Supervisor • TB Staff Worker Roles • Case Manager/Therapist • Clinical Nurse • Clinical Supervisor • Community Nurse • Community Supervisor • Executive • Finance • Front Desk • PH Administrator • Physician • Super User • TB Staff Workgroups • Netsmart will configure one Workgroup per Programs selected to support client needs. Client is responsible for identifying staff membership in workgroups and completing their enrollment. Client is responsible for any modifications to system security settings.
Exclusions	• The Conversion fee does not account for any assistance that the Client requests in extracting data from the legacy system into the conversion database structure. • Time allocated does not account for any assistance that the Agency requests in excluding data from the legacy system into the conversion database structure. • Incurred costs do not include any post-conversion cleanups that may result from prior legacy setups conflicting with newly desired myInsight setups. • Billable services that have more than 3 rate amounts, codes or modifiers driven by unique variables such as provider credentials or location will require additional scope.

4. Assumptions to Support a Successful Installation

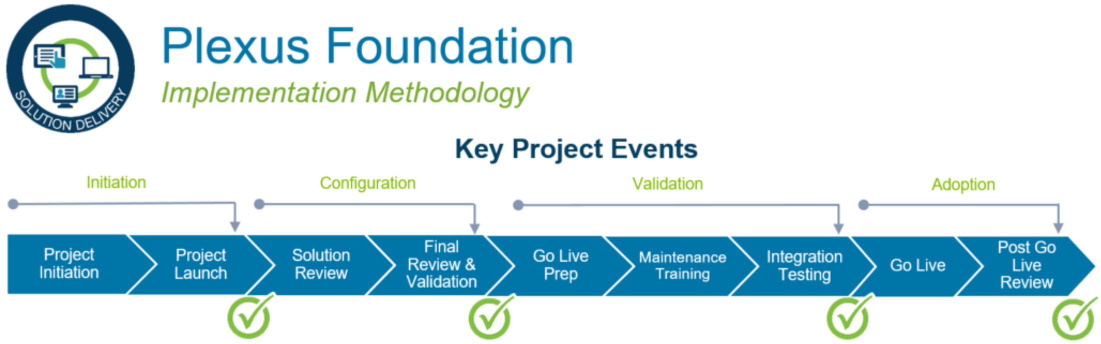
- Netsmart will devote sufficient resources and timely communication to the project in order to assure its reasonable success.
- New hardware, if required, will be delivered by the date required in the Project Schedule.
- Client will provide sufficient resources as identified in the work breakdown structure of the project plan.
- If on-site training has been purchased, a training room will be available for the training sessions with working equipment and appropriate software loaded prior to the arrival of the Netsmart team if it is part of the planning and expectations for the project.
- Individuals scheduled to attend training will attend and participate in the entire session as defined by the agenda. Super User Training will be limited to up to 10 super users.
- The Client's project manager will attend all consulting/training events.
- Netsmart delivered forms for a Program will be standard for all sites.
- Workflows and Forms will be standardized across program and sites. The Client will work with all locations to determine and finalize the go-forward single process/workflow that will be adopted by all locations. The estimates for this project are based on all locations using this single optimized workflow for the programs implemented.
- The project will be executed according to the event-based Netsmart Plexus Foundation Methodology as outlined below.
- Any usage of diagnosis and/or procedure code content that is utilized within the Netsmart solutions must be fully licensed by the client. Additionally, the client must provide proof of this licensing. This includes Micromedex content, CPT or DSM codes.
- This Statement of Work outlines the scope that will be delivered as part of the contract. Items that were listed in the Request for Proposal or discussed during the sales process and are not included in the Statement of Work will not be delivered.
- Client will assign an individual who has authority and accountability for signing-off on each of the Plexus Gates and Monthly Status reports. This shall be a named individual.
- Client will provide Netsmart with all relevant 3rd party contact information. Client shall coordinate and provide necessary communications with internal and external agencies on behalf of the project team.
- Client shall be responsible for the review of department(s) policy and procedures and the updates, creation or deactivation to them as required by the project as part of this implementation.
- Prior to Go Live, solutions will be on maintenance release no older than 3 months from the Go Live Date.
- The Go Live is assumed to be a single event. Any change request to create multiple Go Live events would result in additional scope approval.
- Client will have a documented plan for level 1 and level 2 internal support.

5. Location of Work & Client Responsibilities

The location of work by Netsmart and Client staff identified in the detailed project schedule and Plexus event descriptions is work performed either on-site at Client location(s), at a Netsmart regional office or conducted remotely. A high-level outline for work location and Client responsibilities is provided below.

6. Plexus Events, Expectations & Deliverables

The following section of this document details the main deliverables of the Hidalgo County Public Health Department Implementation.



General Project Management

Active throughout the project lifecycle and fundamental to it is a monitoring and measurement process that consists of numerous cost and scope control, testing, quality assurance and acceptance activities. These ongoing activities are supplemented by critical control points, progress checkpoints, called Plexus Gates are included to ensure that the project cannot advance to the next phase until the required activities and acceptance factors are successfully met. The monitoring and measurement process employed by Netsmart Technologies ensures that projects are properly stewarded to both a time and cost budget. This critical process transcends across the entire project implementation process to help ensure on-time project completion within estimated cost parameters along with properly managed and approved schedule and scope changes.

- Status meetings & Project Status Reports
- Client signoff and acceptance letters
- Project plan change requests
- Product Change Requests
- Product Improvement Forms
- Plexus Gates

Sales to Operations Transition

Our implementation services begin with a formal transition from our Sales Team to our Project Management Team. This thorough transition process ensures that the expectations set and project management scoped during the sales process is reviewed including all contract components, and operational flows gathered during the sales cycle.

Hardware Network OS/Installation

Netsmart hosted:
The client is responsible for providing the desktop hardware, operating system software, LAN/WAN network, and Internet connectivity required to access the hosted software

Printers supported: For printing labels, myInsight will support the following printers:

- Dymo LabelWriter 450
- Cognitive DLXi

- Zebra ZT220

Software Delivery and Installation

Netsmart hosted:
Netsmart's system engineers install the solution on server system hardware within Netsmart's Plexus Cloud hosting environment. Netsmart will also assist the client in connecting to the hosting environment, providing client specific URLs.

Netsmart engineers will create and install PRODUCTION, DEVELOPMENT and TRAINING environments for myInsight.

Project Initiation

Netsmart's implementation services begin with a formal transition from our Sales Team to our Project Management Team. This thorough transition process ensures that the project management scoped during the sales process is reviewed including all contract components, and operational flows gathered during the sales cycle.

The Project Initiation Event is an opportunity to begin preparing your project team for the implementation. The Client project team will be introduced and the team's responsibilities will be discussed. The Plexus implementation methodology is introduced and the different events w/in the methodology presented, outlining the objectives of each event and the roles and responsibilities of each member of the team. Additionally, project tools that will be used will be shown through demonstration and hands-on experience.

Objectives:

- Review project management principles
- Review event-based Netsmart Plexus methodology
- Provide solution overview
- Conduct scope review
- Introduction to tools to be used during the project
- Review of custom development (if applicable)
- Review of data collection worksheets.
- Plan for next event

Client Responsibilities:

- Identify client project team and develop Client Staffing Plan
- Ensure correct client personnel attends the Project Planning event
- Provide necessary facilities and equipment to support session
- Complete data collection worksheets
- Review and sign Communication Management, Change Management & Risk Management Plans

Project Launch

The Project Launch consists of three discrete activities: Project Launch, Scope Review, and Workflow Reviews.

The project Launch presentation gives the Client Executives, project sponsors and project leadership an opportunity to create excitement for the organization and the project as well as pass down key messages and expectations.

The scope review session includes a review of the project scope with the Netsmart Solution Architect, project manager, and client project team.

Workflow Reviews are completed with the Netsmart Solution Architect (SA) and client departmental/solution representatives, which could include a combination of IT analysts, departmental heads and/or key stakeholders from that department. We will walk through Netsmart's recommended best practices of the programs purchased in the SOW.

Objectives:

- Conduct official project launch meeting
- Introduce Netsmart Solution Architects
- High level scope review
- Conduct Workflow Review
- Review of data collection worksheets
- Foundations Configuration
- Identify improvement opportunities
- Conduct Plexus Project Launch Review (Gate 1)
- Plan for next event

Client responsibilities:

- Deliver Project Launch presentation (w/ Netsmart leadership support)
- Complete Starter Kit questions prior to the event
- Complete any required data collection, following the event, by deliverable due dates
- Participate and provide feedback during departmental walkthroughs
- Participate in scope review discussions
- Provide necessary facilities and equipment to support the event

Solution Review

Solution Review will occur over three distinct events/system consulting:

- Foundation Configuration
- Finance Configuration
- Case/Clinical Configuration

The discussions during these events are a continuation of the database configuration. Additional discovery and analysis is completed during these events to drive the design and configuration of the solution. The Solution Architect will provide a demonstration of program workflows. This event will represent the culmination of data collection and design decisions leading to the building of a complete and functional system.

The Solution Review events require the attendance of end-user/departmental/program representatives trusted and empowered to make design decisions. These representatives should have a solid understanding of the workflow in their area of expertise and will be expected to interact accordingly with others within the department to gain access to answers as will be necessary.

Clients leave the Solution Review event with assignments to be performed over the next several weeks. The assignments will be documented along with expected due dates and can be reviewed as a part of the Event Summary Document. The Netsmart project team will work with the client to establish these deadlines and schedule conference calls to provide guidance and ensure the client is on track.

Objectives:

- Demonstrate recommended system workflow in client system
- Conduct integration discussions
- Discuss data collection materials
- Identify Policies & Procedures requiring change
- Review the event summary and sign-off
- Plan for next event

Client Responsibilities:

- Participate in the Solution Review event
- Provide knowledge of requested data and current departmental processes and workflow
- Identify Standard Operating Policies & Procedures for organization that will require change
- Make design decisions for future state processes
- Complete data collection assignments by defined due dates
- Identify process improvement opportunities

Final Review & Validation (Two half-day remote sessions)

This event consists of three discrete parts: Final Review, Application Training, System Testing & Learning Plan discussions.

The Final Review discussion is intended to present the overall system design and configuration and confirm the accuracy. It is intended to lead to system acceptance by the Client's authorized decision maker

Additionally, as a part of Final Review, application training relevant to testing and training is delivered to the Client super users.

Train-the-Trainer sessions are provided to the client's super-user/training team. This training includes:

- Client Management
- Case/Clinical Management
- Finance Management

The System Testing discussion will include a starter set of test scripts, examples upon which the client can customize their own scripts, as well as instruction on testing principles, policies and procedures. During this session, there will also be discussion regarding the development of a client testing strategy/plan for which the client will be given a sample on which to build their own.

The Learning Plan session is included to help clients develop a solid plan to ensure end-users will be effectively trained prior to go-live. This will be critical to the success of the project as well as adoption of the solutions. The plan will include training strategies, resource requirements, any required technologies and/or logistics, timelines, goals and objectives.

The same group of clients that attended Solution Review should attend the Final Review & Validation event. Additionally, while it may be the same individuals, depending on your staffing plan, the event should also include any individuals who will be expected to conduct system testing and/or end-user training. It is recommended that trainers participate in testing. It affords them an opportunity to practice and become familiar w/ the system.

Objectives (Final Review)

- Provide in-depth demonstration of the solutions and build using the client's domain
- Review and confirm design decisions and build
- Confirm the solution workflow
- Complete design process
- Final acceptance on the build
- Provide hands-on solution training
- Conduct Plexus Final Design Review (Gate 2)
- Plan for next event

Objectives (System Validation)

- Provide training on test script development and testing concepts
- Begin development of client-specific system test scripts
- Plan for next event

Objectives (Learning Plan Development)

- Conduct Learning Plan session
- Begin development on Learning Plan
- Plan for next event

Client responsibilities:

- Participate in Final Review & Validation event
- Provide appropriate resources to attend sessions
- Complete data collection assignments
- Validate design and build
- Signoff design decisions
- Customize sample test scripts to use during system and integration testing
- Customize sample training materials in preparation for end-user training
- Develop Learning Plan & execute against plan for end-user training

Go-Live Preparation (half day remote session)

The Go-Live Preparation event is the official milestone to transition project ownership from the Netsmart project team to the client. Solution and project management discussion are delivered during this event and focus, in preparation for go-live, on assessing the client's knowledge of the system as well as preparing the client for their training events and go-live. In the solution discussions, the client trainers are expected to provide a live demonstration of the system back to the Netsmart project team to confirm their understanding of the system and to confirm they are prepared to effectively train the end-user population. Netsmart Project Management and the rest of the Netsmart project team will facilitate the event.

Those attending the event should be the same as the Final Review and Validation attendees. Department heads and/or key departmental representatives should attend the solution activities along with the client representative responsible for testing coordination.

Solution-Specific Activities & Objectives

- Client to demo system using the client demo script exhibiting a clear understanding of the solution functionality and departmental processes
- Understand open issues, escalate, and plan as appropriate
- Review completed training materials
- System Testing, while not complete, should be well underway.
- Review Go-Live Readiness Assessment

Project Management Activities & Objectives

- Initiate ownership transition process
- Confirm system testing is in process, on track and scheduled for completion prior to Integration Testing
- Finalize Integration Testing Plan
- Initiate Go-Live Planning
- Conduct Plexus Go-Live Preparation Assessment (Gate 3)
- Plan for next event

Client Responsibilities:

- Demonstrate understanding of system and departmental processes by leading a demonstration of the application
- Finalize Training Strategy/Plan
- Provide adequate training facilities
- Perform System Testing
- Schedule and perform end-user training
- Finalize Integration Testing scripts and Integration Testing Plan
- Confirm users will be trained and available for Integration Testing
- Confirm facilities and hardware is in place to support Integration Testing
- Develop and own the Go-Live Plan

Maintenance Training

During this event, the Client will receive training on how to maintain the system using Netsmart maintenance tools. The event includes training on commonly used maintenance activities, *not* design and build activities. After maintenance training, the Client is equipped to make changes, modifications and updates to their implemented system. Client representatives who will maintain and support the production system should attend this event, although not always, this is commonly IT and System Administration personnel.

Objectives

- Prepare client representatives to make common data base updates
- Train client to locate supporting documentation and to use the appropriate tools to manage system maintenance
- Educate Client on troubleshooting tools and techniques
- Confirm Client policies and procedures have been updated
- Confirm Integration Testing readiness

Client responsibilities:

- Attend database maintenance training
- Learn the application tools needed to maintain the production system

Integration Testing (one-week period)

One round of Integration Testing will be conducted according to the clients Integration Testing Plan. Integration Testing will be executed at the client's site and will be led by the client project management team with assistance from the Netsmart project team.

IT will allow the system testers to flow a complete client/consumer experience, "a day in the life" of a client, using the system including all involved, major workflow processes. This event also allows the client to validate SOPs and end-user training prior to conversion.

Objectives

- Complete Integration Testing according to plan
- Confirm Go-Live preparedness
- Ensure all critical path issues have an action plan
- Conduct Plexus Go-Live Assessment (Gate 4)
- Plan for next event

Client responsibilities:

- Lead and direct integration testing activities
- Conduct application integrated testing
- Conduct operational testing
- Document integrated test results
- Troubleshoot and resolve testing issues
- Update issues list with any unresolved integration test findings

Go-Live

Go-Live is the event when solutions are moved into productive use by the end-user population. It will be supported by both project teams.

Objectives:

- Begin functional use of Netsmart solutions
- Transition support from Netsmart project team to the client
- Gather and document feedback regarding project experience, including methodology & project team resources

Client responsibilities:

- Develop and complete go-live plan
- Confirm all systems, resources and 3rd parties are scheduled and prepared for go-live
- Conduct go-live plan meetings to outline plan for all solutions and users
- Execute go-live plan
- Document go-live issues

Post-Go-Live Review

Post Go Live Review is a standardized review of the Client's use of their EHR. This includes a formal review of financial, clinical, and other core functionality. Recommendations may be made on how to optimize design, build and general use of the system in order to take advantage of all that the solution has to offer.

Objectives:

- Gather feedback regarding system adoption
- Provide the Post Go Live Review to Netsmart and Client team
- Provide maintenance strategies for flagged items within review
- Provide Upgrade Strategy Best Practices to the Client
- Plan for optimization

Client responsibilities:

- Implement maintenance strategies in order to keep the EHR functioning at an optimal level
- Develop an Upgrade Strategy for scheduling, testing, and training new functionality

This Scope of Work represents the agreement between the parties. In the event of any conflict between the terms of this Scope of Work and the Agreement, the terms of the Agreement shall control.

COUNTY: Hidalgo County Health Department	**Netsmart Technologies Inc.**
By:	By:
______________________________ (Authorized Signature)	______________________________ (Authorized Signature)
______________________________ (Authorized Person's Name)	______________________________ (Authorized Person's Name)
______________________________ (Title)	______________________________ (Title)
______________________________ (Date)	______________________________ (Date)