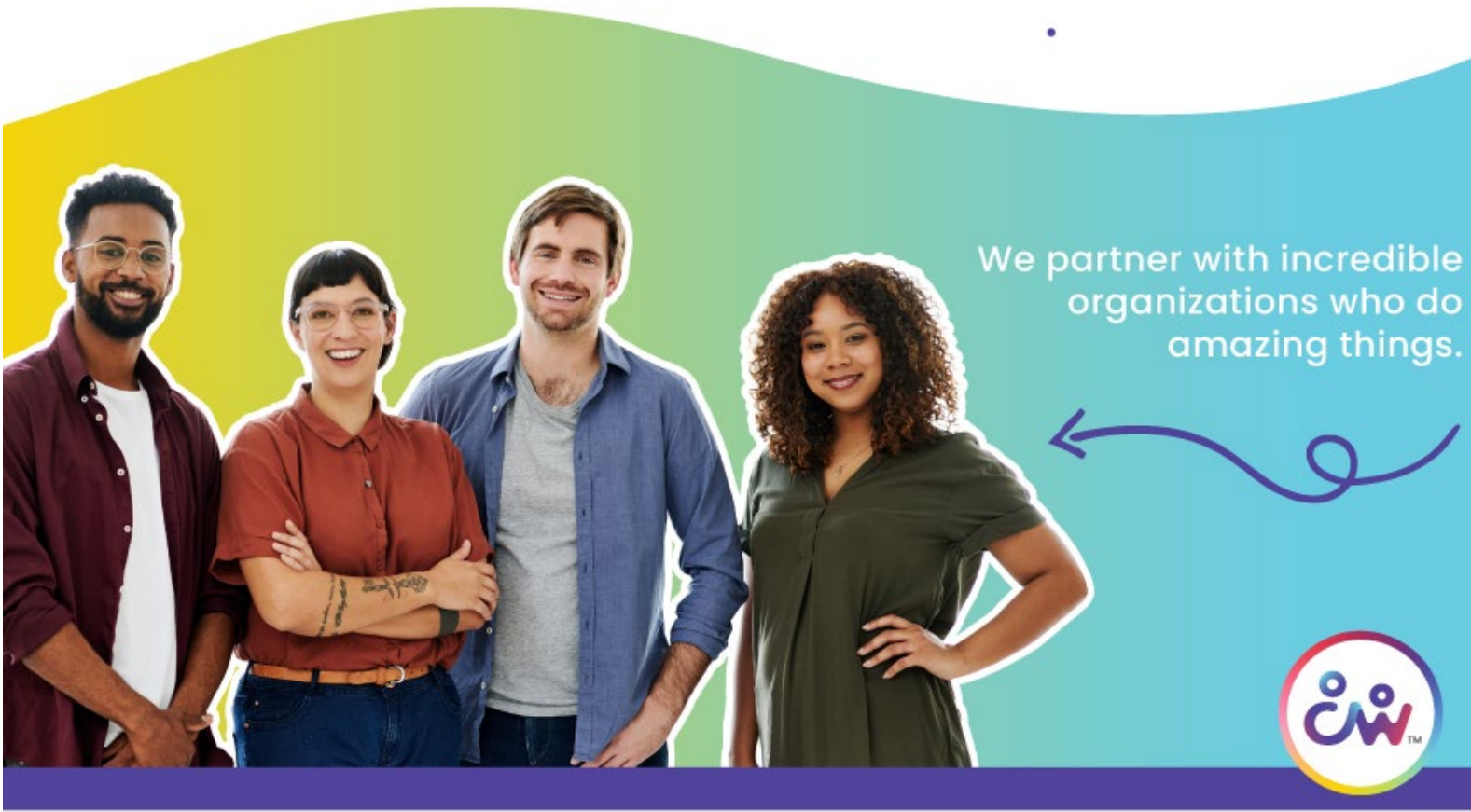


REQUEST FOR PROPOSAL

County of Humboldt RFP No. DHHS2023-03





1.0 Introductory Letter:

October 20, 2023

Carol Martinez
Administrative Services Officer
Humboldt County Department of Health and Human Services
507 F Street
Eureka, California 95501

Dear Carol

Thank you for reviewing CaseWorthy's submission in the response to this RFP for Humboldt County. CaseWorthy, Inc. was founded in early 2008 to deliver an HMIS solution to the market that not only meets but exceeds HUD requirements by providing robust case management functionality to manage the breadth of programs offered by social service organizations seeking to improve lives in their communities. CaseWorthy has delivered on this initial vision. Today, thousands of providers leverage CaseWorthy daily in their work. CaseWorthy has implemented many statewide and nationwide customers covering HMIS, CSBG, Domestic Violence, Education, Employment, Veteran & Refugee Services. Key features that differentiate CaseWorthy include:

Flexible Project & Provider Setup that enables tracking within complex funding relationships and varied partners with overlapping geographies and needs related to data sharing and visibility.

Comprehensive Case Management Functionality empowers case managers with the data they need at their fingertips and the ability to manage tasks, referrals, follow-ups and much more, right from powerful, configurable dashboards.

Modern Reporting, Data Analytics & Integration Tools include data warehouse options, Power BI embedded, a public API, capability for SFTP file transfers, native analytic and business intelligence reporting tools, and a recently redesigned query builder that ensure all stakeholders have the data they need to be successful.

Highly Configurable Platform that allows system administrators to easily create and edit forms, workflows, dashboards, and roles using CaseWorthy's unique apBuilder toolset that operates via a drag and drop interface and requires no coding knowledge.

User Friendly Web Portal that enables clients to request services, view information about their status, upload documents, complete forms and more.



CaseWorthy's strong commitment to delivering an innovative HMIS continues. CaseWorthy is releasing an updated HMIS module (HMIS+) with enhancements in the following areas: street outreach, shelter reservation and check-in, and reporting. Some specific new features will include the ability to track encampments, link clients to encampments, log client location using GIS positioning, generate heat maps, and much more.

CaseWorthy is headquartered in Utah, but our 212 employees hail from all over the United States. The primary contact for this RFP is Sara Nagel. Sara can be reached by phone at **913-980-6369** or by email at **snagel@caseworthy.com**. CaseWorthy is confident that its depth and breadth of knowledge in the health and human social services market will be invaluable to Humboldt County. CaseWorthy looks forward to having the opportunity to present its software solution to the County of Humboldt and become a trusted partner. If there are any questions, please don't hesitate to contact CaseWorthy at any time. Thank you for considering CaseWorthy!



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3.0 Signature Affidavit

ATTACHMENT A – SIGNATURE AFFIDAVIT

REQUEST FOR PROPOSALS – NO. DHHS2023-03 SIGNATURE AFFIDAVIT	
NAME OF ORGANIZATION/AGENCY:	CaseWorthy Inc
STREET ADDRESS:	3995 S 700 E. Ste 420
CITY, STATE, ZIP	Salt Lake City, UT 84107
CONTACT PERSON:	Sara Nagel
PHONE #:	913-980-6369
FAX #:	385-360-1628
EMAIL:	snagel@caseworthy.com

Government Code Sections 6250, *et seq.*, the “Public Records Act,” define a public record as any writing containing information relating to the conduct of public business. The Public Records Act provides that public records shall be disclosed upon written request, and that any citizen has a right to inspect any public record, unless the document is exempted from disclosure.

In signing this Proposal, I certify that this firm has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or agency to submit or not to submit a Proposal; that this Proposal has been independently arrived at without collusion with any other Proposer, competitor or potential competitor; that this Proposal has not been knowingly disclosed prior to the opening of Proposals to any other Proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned is an authorized representative of the above-named agency and hereby agrees to all the terms, conditions and specifications required by the County in Request for Proposals No. DHHS2023-03 and declares that the attached Proposal and pricing are in conformity therewith.

<u>Lauren A. Schmidt</u>	<u>Vice President of Sales</u>
Signature	Title
<u>Lauren Schmidt</u>	<u>10/20/2023</u>
Name	Date

This agency hereby acknowledges receipt / review of the following Addendum(s), if any)
Addendum # [RFP Q&A] Addendum # [QA1] Addendum # [QA3] Addendum # []



Attachment A – SIGNATURE AFFIDAVIT

Final Audit Report

2023-10-20

Created:	2023-10-20
By:	Stefanie Lopez (slopez@caseworthy.com)
Status:	Signed
Transaction ID:	CBUCHBCAABAAtgQaUNzUSHgrWhAZP5uJYjztPuU

"Attachment A – SIGNATURE AFFIDAVIT" History

-  Document created by Stefanie Lopez (slopez@caseworthy.com)
2023-10-20 - 5:57:44 PM GMT
-  Document emailed to Lauren Schmidt (lschmidt@caseworthy.com) for signature
2023-10-20 - 5:58:08 PM GMT
-  Email viewed by Lauren Schmidt (lschmidt@caseworthy.com)
2023-10-20 - 5:59:08 PM GMT
-  Document e-signed by Lauren Schmidt (lschmidt@caseworthy.com)
Signature Date: 2023-10-20 - 5:59:20 PM GMT - Time Source: server
-  Agreement completed.
2023-10-20 - 5:59:20 PM GMT



4.0 Professional Profile

A. Organization Overview .

1. The Proposer's organization name, physical location, mission statement, accreditation, certification and/or licensure status, legal organizational status, such as partnership, corporation or limited liability company, current staffing levels and overall budget.

CaseWorthy, Inc. is a corporation established in the state of Utah with employees working remotely across the United States. CaseWorthy's mission is to serve as a technology beacon to empower organizations to enrich the lives of the people they serve. Our vision is a more connected world filled with happy and healthy people and thriving communities. CaseWorthy is a HUD approved HMIS software vendor. CaseWorthy's current staff size is 190. CaseWorthy's cash revenue in 2022 was \$29 million.

2. A detailed description of the Proposer's current and previous business activities, including, without limitation:

a. The history of the Proposer's organization, including the date when the organization was founded and how innovation and high-quality performance is fostered thereby.

CaseWorthy was founded in early 2008 to finally provide social service organizations with the software and professional services solutions they need to efficiently manage their entities and provide the vital programs and services their clients require. The social services industry has been historically under-served by the information technology industry. The vendors serving the market were not providing the flexibility and functionality needed to keep social services organizations compliant and current.

CaseWorthy's first customer was Haven for Hope, the HMIS lead for San Antonio/Bexar County, Texas. Haven for Hope operates a 37 acre transformational housing campus that serves up to 2,000 individuals onsite on any given night. They provide a full array of client services throughout campus. With over 40 partner agencies and hundreds of users on the CaseWorthy software, they represent a world-class implementation for the health and human services market. Haven for Hope partnered with CaseWorthy because of the CaseWorthy application's robust homeless management information system (HMIS) functionality and its ability to address all the programs and services they offer. Since its founding, CaseWorthy has differentiated itself by offering robust case management functionality to support comprehensive, wraparound services in the context of a compliant HMIS.

CaseWorthy now has customer relationships that represent thousands of provider agencies and tens of thousands of users using CaseWorthy daily. CaseWorthy's growth and impact



accelerated with a majority investment from Symphony Technology Group in November 2021 designed to further develop our capabilities to solve the data management needs of nonprofits and government agencies. This development has included the acquisition of Accessible Solutions, Inc (ASI) in June 2022 and MediSked in January 2023 expanding CaseWorthy's suite of products to include ASI's ServTracker software solution for senior service agencies and MediSked's suite of products serving providers of home and community-based services and long-term services and supports to individuals with intellectual and developmental disabilities, substance use disorders, brain injuries and other needs.

Together, CaseWorthy has developed and continues to improve our suite of products. CaseWorthy's organization is staffed with dedicated professionals experienced in software implementations as well as working with nonprofits, government agencies, and community-based organizations. CaseWorthy employees are competent, qualified professionals experienced in working on projects of all sizes and various complexity levels. CaseWorthy's professional services staff have substantial experience in compliance, data migrations, data conversions, and integrating the CaseWorthy application with myriad third-party applications. CaseWorthy performs most implementation tasks and retains control over majority of the work. This benefits customers as CaseWorthy has complete control over each implementation.

The backbone of who we are is driven by our values and our mission. Company values are the beliefs, philosophies and principles that drive our actions to reach our mission. Honoring our history, and learning from our customers, CaseWorthy expounds the following values to help guide us in our endeavors:

- Excellence: We strive for excellence. We take pride in our work. We go above and beyond the call of duty.
- Collaboration: We are stronger together; our team has a cooperative spirit and mutual respect. Good ideas come from anywhere, so the more voices the better
- Service: Our clients are at the heart of everything we do. We strive to provide services that are anything but basic.
- Compassion: It is compassion and kindness that wins over our clients at the end of the day, and that effort of understand and accepting others is one of our biggest strengths.
- Empowerment: We have the resources and freedom needed to complete our projects. We work to enrich the lives of everyone we serve.



b. The total number of years the Proposer has been operating under the present organization name, and any prior organization names under which the Proposer has provided Homeless Management Information Systems with capabilities equivalent to those set forth in this RFP.

CaseWorthy was founded under the name Empowered Case Management (ECM) in 2008. ECM changed its name to CaseWorthy, Inc in 2014 and has been operating under this name for the last 9 years.

c. The number of years the Proposer has been providing Homeless Management Information Systems with capabilities equivalent to those set forth in this RFP.

CaseWorthy has been providing Homeless Management Information System capabilities for 15 years.

d. The total number of government agencies for which the Proposer has provided Homeless Management Information Systems with capabilities equivalent to those set forth in this RFP.

CaseWorthy has provided and HMIS for 11 Continuum of Care (CoC) Customers. Many of these customers encompass multiple CoCs. More than 15 additional customers also use CaseWorthy to track HMIS data that is reported to HUD. These customers then use CSV Export or other means to send data to their CoC HMIS.

3. A detailed description of any litigation regarding the provision of Homeless Management Information Systems with capabilities equivalent to those set forth in this RFP that has been brought by or against the Proposer, including, without limitation, the nature and result of such litigation, if applicable.

No litigation has been brought against CaseWorthy regarding the provision of Homeless Management Information Systems since our founding in 2008.

4. A detailed description of any fraud convictions related to the provision of Homeless Management Information Systems with capabilities pursuant to the terms and conditions of public contracts, if applicable.



CaseWorthy has no fraud convictions related to the provision of Homeless Management Information Systems.

5. A detailed description of any current or prior debarments, suspensions or other ineligibility to participate in public contracts, if applicable.

CaseWorthy has no current or prior debarments, suspensions or other ineligibility to participate in public contracts.

6. A detailed description of any violations of local, state and/or federal regulatory requirements, if applicable.

CaseWorthy has never committed any violations of local, state, and/or federal regulatory requirements.

7. A detailed description of any controlling or financial interest the Proposer has in any other organizations, or whether the Proposer's organization is owned or controlled by any other organizations. If the Proposer does not hold a controlling or financial interest in any other organizations, that must be stated.

CaseWorthy's majority owner is Symphony Technology Group (STG). STG, a private equity firm focused on fueling innovative software, data, and analytics market leaders in the mid-market, made a majority investment in CaseWorthy 2021. CaseWorthy does not hold a controlling or financial interest in any other organizations.

B. Overview of Qualifications and Experience.

1. A detailed description of the Proposer's overall experience regarding the provision of Homeless Information Systems with capabilities equivalent to those set forth in this RFP, which includes specific examples of the outcomes and successes of such projects.

CaseWorthy has implemented similar solutions to the needs of the County. We have implemented six statewide and nationwide customers covering CSBG, HMIS, Domestic Violence, Education, and employment. We are currently in discussion with several similar government agencies that see CaseWorthy as a leader by being a purpose built, multi program, enterprise vendor. In addition, CaseWorthy has implemented many large multi-program customers with 40+ programs similar to the County's requirements, including integrations with existing systems. CaseWorthy brings together a highly experienced specialized team with a passion to drive outcomes. For well over a decade, CaseWorthy's HMIS customers have used the system to seamlessly generate all HUD required reports. Data from other systems can be imported into CaseWorthy using a standard HUD CSV file.



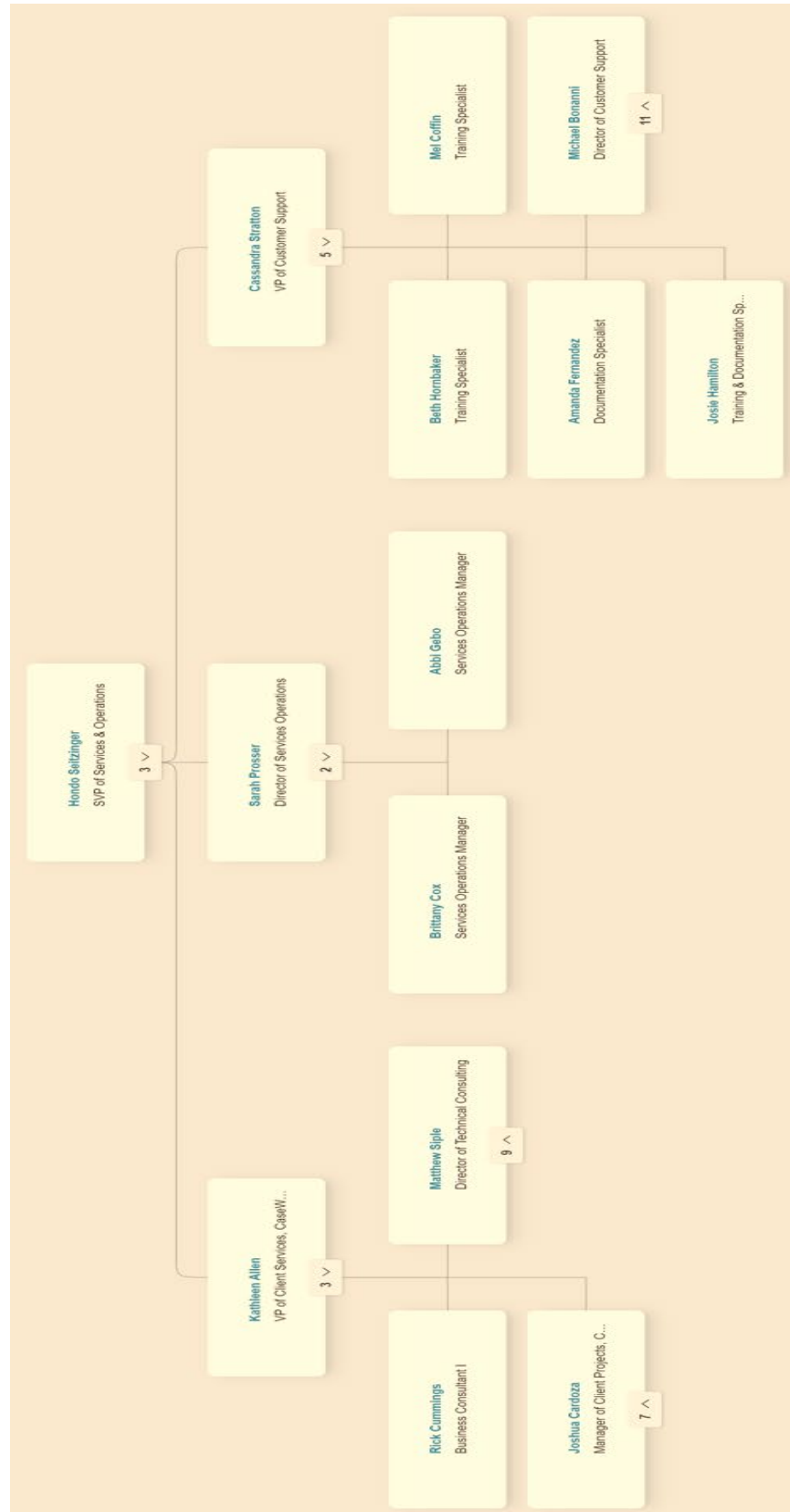
Connecticut Coalition to End Homelessness (CCEH) is one of CaseWorthy's statewide HMIS customers, and their footprint consists of seven continua of care in the state, over 1,100 programs, over 100 partners, and approximately 1,000 users. The emergency shelter providers, transitional housing providers, community and business leaders, and strategic partners that make up CCEH share the goal of ending homelessness. In partnership with communities throughout the state, CCEH advances this goal through leadership, community organizing, advocacy, research, and education. All seven Continua of Care in Connecticut use CaseWorthy as their HMIS to track and manage HUD data, generate reporting, manage their by name list, and much more. CaseWorthy has partnered with CCEH to develop a custom solution to support their behavioral health billing needs. Additionally, CCEH uses scan card functionality to better track demographic data on food pantry beneficiaries for whom identifying information is not captured.

To support HMIS partners in Hawaii, CaseWorthy developed a framework to promote more seamless integration between separate CaseWorthy databases called CaseWorthy Bridge. This allows for improved service coordination and eases data transfer processes for reporting purposes.

Haven for Hope, mentioned earlier in the response was able to facilitate more efficient service tracking by using CaseWorthy's scan card functionality for automatically recording services.

2. Identification of the Proposer's management team, key personnel and subcontractors that will be responsible for providing a Homeless Management Information System with capabilities equivalent to those set forth in this RFP, including, without limitation, any and all applicable organizational charts and/or diagrams

CaseWorthy's Services and Operations Organizational Chart is provided on the following page.





CaseWorthy assigns project teams after contract signing. The CaseWorthy team supporting Humboldt County will include the following resources.

CaseWorthy Resource	Qualifications and Responsibilities by Role
Account Manager	Qualifications include strong customer service skills and solid background in SaaS sales, project management, or customer support. Will serve as a consistent resource for your team throughout your relationship with CaseWorthy beginning at Project Kickoff and continuing after your system is live. Assists with exploring product features, software solution needs and challenges, especially as your organization evolves after implementation. Handles contract renewals, adding licenses, and professional services needs that arise after go-live.
Project Manager	Our project managers have a range of experience and certifications such as Project Management Professional (PMP) certification. Fully accountable for the implementation project. Coordinates CaseWorthy teams in fulfilling Humboldt County requirements. Facilitates regular meetings (typically weekly during the system build) with Humboldt County. Communicates progress, pitfalls, and changes of course to Humboldt County. Manages all project-related activities, processes, and timelines. Demos functionality in Humboldt County system as it is complete. Supports Humboldt County in completing assigned configuration tasks and User Acceptance Testing. Negotiates requirements modification when needed.
Business Analyst	Qualifications include past experience with Relational Database Management Systems and ability to collect and document business and technical requirements for software projects. Schedules and leads discovery sessions with Humboldt County to understand each need in detail. Advises Humboldt County on strategies for making the best use of CaseWorthy baseline functionality as well as database best practices. Consults other CaseWorthy resources as needed to achieve this goal.



	Creates requirements document that details each of the Humboldt County needs including each custom data field that will be added to the WDB's database. Reviews requirements document with the Humboldt County team to ensure accuracy.
Technical Consultant Team	Qualifications include educational background in computer science or business information systems, at least 2-3 years' experience with relational database management systems, and at least 1-2 years' experience with SQL and/or technical support. Uses requirements document to develop functional specifications for meeting each requirement, making the best use of CaseWorthy baseline functionality possible. Guides Humboldt County through the data migration process. Builds the Humboldt County's system according to requirements and functional specifications. Tests each piece of functionality before it is demoed to Humboldt County. Attends meetings with Humboldt County as needed to answer questions and gather additional information.

3. A detailed description of the qualifications and experience of key personnel and subcontractors.

Qualifications of key members of the CaseWorthy team who are instrumental in HMIS implementations and HMIS customer support are included below. CaseWorthy does not use subcontractors.

Kathleen Allen is our VP of Services and has been with CaseWorthy since 2014. In her current role, Kathleen oversaw the redesign of CaseWorthy's approach to HMIS implementations, instituting a more efficient discovery and streamlined configuration process that makes improved use of baseline CaseWorthy functionality. Prior to joining CaseWorthy, Kathleen served as a Business Systems Analyst for Goodwill Industries of Central Texas optimizing case management software and developing custom reporting. She holds a Master of Science in Information Science from the University of Texas at Austin.

Darius Beverly is our VP of Product Management and has been with CaseWorthy for 6 years. Darius functions as the liaison between the business line, operations, technical teams through agile product lifecycle. He holds a Bachelor of Science in Computer Science from Bowie State University. Darius is proficient in writing SQL and developing table level infrastructure and baseline product features.



Cassandra Stratton is VP of Customer Support and has a combined total of 5 years of experience with CaseWorthy and Accessible Solutions, which was acquired by CaseWorthy in 2022. Cassandra has supported a variety of functions in the business, always ensuring a customer focused approach. Cassandra holds a Bachelor of Science in Aviation Management from Florida Institute of Technology.

Matthew Siple is our Director of Technical Consulting and has been with CaseWorthy since 2014. Matthew brings a high level of expertise in software development, implementation and training on SaaS-model software solutions, and migrations. In his current role, Matthew manages a team of technical consultants on applying best practices and develops new processes to improve the overall quality of customer projects. He has been instrumental in working with clients to answer questions on functionality, resolve issues with the software, and manage expectations. Matthew earned his bachelor's degree in finance from Brigham Young University.

Christy Taylor is our Director of Account Management and has 3 years of experience at CaseWorthy. Christy served as the Customer Success Manager team lead before taking on the role of leading CaseWorthy's new Account Management Department. Christy brings over ten years of customer service experience, along with three years of account management experience in a SaaS environment. Christy earned her bachelor's degree in business from Mercer University in Atlanta, Georgia.

Josh Cardoza is our Manager of Client Projects and has been with CaseWorthy since 2018. Josh has served as project manager for more than 70 CaseWorthy implementations. He served as the lead project manager for the Goodwill Industries International implementation which included the development of a standard out-of-the box solution which was then customized for an initial group of approximately 30 member organizations across the United States and Canada. Josh has a strong background in Project Management and holds a Bachelor of Science in Engineering Management from the University of Arizona State.

Krysten Adler is our Principal Product Compliance Manager and has been with CaseWorthy since 2019. Krysten has a total of nine years' experience in HMIS development, configuration, and administration including three years with the City of Baltimore's Office of Homeless Services as Program Coordinator and Data and Evaluation Manager. Krysten is CaseWorthy's internal subject matter expert on HMIS, Coordinated Entry and other Federal housing and homeless programs.

Angela Camp is our Product Compliance Manager and has been with CaseWorthy since 2019. Angela has worked with dozens of CaseWorthy customers to optimize their use of the system and implement data management best practices across a variety of programs and services. In her current role, Angela is responsible for maintaining compliance with HUD standards for HMIS vendors, participates in development of new software features, and provides HMIS expertise to customers and other CaseWorthy team members. Prior to joining



the CaseWorthy team, Angela worked in database administration and quality assurance for YWCA Oklahoma City. Angela holds a Bachelor's Degree in Sociology and History from University of Oklahoma and a Database Administration Certification from Rose State College.

4. A detailed description of how the Proposer's qualifications will help meet the County's objective of providing a high-quality Homeless Management Information System.

CaseWorthy provides a HMIS solution that will allow the County the ability to achieve its goal of providing a secure, high-quality, user-friendly, and confidential data collection system that expedites client intake and supports the analysis of quality information that can be used for program improvement and service planning. CaseWorthy provides a one of a kind, comprehensive HMIS case management solution. CaseWorthy will provide the County with a fully HUD Compliant HMIS solution that addresses the County's various workflow needs. Other features of the County's system will include GIS capabilities for street outreach, mobile intake, validation rules to promote data quality, audit logging, eligibility screening, incident reporting, and more. As a highly configurable solution with roles-based access, CaseWorthy provides the County with robust and flexible system administration functionality to manage users, providers, projects, funding sources, and data sharing.

Benefits of the CaseWorthy HMIS solution include the ability to:

- Collect and report HMIS data elements in a secure, widely accessible, and easily manipulated environment.
- Implement a common intake approach through which shared information is available in realtime, across an entire network of participating service providers, regardless of where an individual enters the system.
- Receive daily notices when required HUD Annual assessments are due/past due.
- Seamlessly meet HUD deadlines for implementing data element, response category and report specification updates.
- Securely access from multiple devices including computers, smart phones, and tablets with viable internet access.
- Utilize Scan Card feature to check clients in and out to efficiently manage bed assignments and management inventory distribution.
- Run up-to-date compliance reports as well as additional non-compliance reports that assist in HMIS/Coordinated Entry operations and data quality monitoring, including but not limited to
- Export and Import standard HUD CSV files.

Beyond serving as a compliant HMIS, CaseWorthy specializes in delivering innovative features designed to support comprehensive, wraparound case management services. The County's staff will have a complete 360-degree view of operations and an individual service



recipient's progress.

CaseWorthy provides a centralized solution which will allow the County the ability to securely share data between agencies. The County's staff will be able to see all client information, including case notes, attached documents, referrals, enrolled programs, services, etc. driving better efficiency and effectiveness. The County will be able to produce an unduplicated count of clients and families served in any given period, together with the services those families received, as well as generate a report on characteristics of clients at point of entry and throughout their case period. CaseWorthy will ensure its technology is the backbone that supports and connects the County's providers and respective staff on one secure platform so that the County can easily get the information needed in real-time.

5.0 Project Description:

A. Description of Services

1. A detailed description of the Homeless Management Information System that will be provided pursuant to the terms and conditions of the final Professional Services Agreement resulting from this RFP.

All CaseWorthy implementations use CaseWorthy's baseline framework as a starting point. This baseline product has been successfully tested over time by CaseWorthy and our customers and is consistently improved upon based on experience, feedback and best practices in the human services and technology fields. CaseWorthy will configure its baseline framework to meet Humboldt County's requirements.

Much of the configuration of Humboldt County's CaseWorthy system will be completed using CaseWorthy's one-of-a-kind apBuilder™ technology. The apBuilder tools deliver an entire development environment to Humboldt County. Training will cover use of the apBuilder tools so that after go-live, System Administrators can quickly take care of organizational and program changes as they're happening in real-time. Simply drag and drop to customize roles, forms, dashboards, workflows, queries, reports, and more in the CaseWorthy application and client portal. Computer programming knowledge is not necessary for performing these activities. The apBuilder™ toolkit has five components:

Roles-based: YOU control who can see and access specific information, tailoring the user experience based on their roles and responsibilities. Multiple roles can be created in the system and assigned to appropriate users so they have easy access to the items they need. Roles can be copied to facilitate simple tailoring for different types of users.

Forms: Modify and update forms in real-time: add data fields and signatures, assign case managers, set up conditional fields and more.



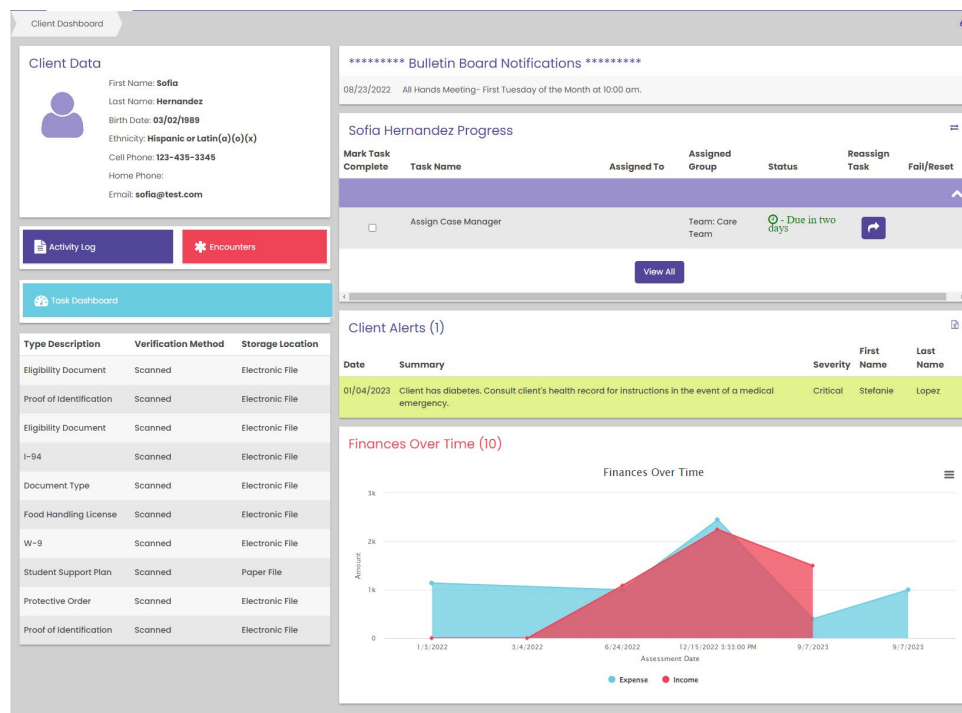
Workflows: Automate and standardize work processes, such as intakes, in a simple, step by step format. As many workflows as needed can be created.

Dashboards: Configure the desktop around the way employees work, based on their roles within your agency. You have full control and can easily manage what's being displayed on each dashboard.

Rules-integration: Our rules engine applies conditional logic to forms, workflow steps, queries, eligibility determinations, alerts, and notifications. Set up rules and conditions.

1. An open, flexible, intuitive and efficient workflow platform and referral tracking system that minimizes the burden on front-end users and maximizes opportunities for data integration across multiple software solutions, including, without limitation, the ability to support the latest XML and CSV schema defined by the United States Department of Housing and Urban Development.

Users' experience with CaseWorthy centers on powerful dashboards that display the most essential information and link to key functionality. On the client dashboard below, the user can see upcoming tasks, alerts, recently uploaded documents, and change in the client's finances over time. The dashboard apBuilder, described later in the response will allow system administrators and super users to create customized dashboards at any time.





CaseWorthy's workflow functionality ensures users complete all required data collection. In CaseWorthy a workflow is a series of data input forms with associated rules that determine what information is presented to the user to complete. A user cannot save and move to the next step of the workflow without completing all required fields. The left menu on the workflow displays each step the user must complete. The user can save the workflow and return to it later, if needed.

CaseWorthy has robust functionality for tracking referrals. Internal and external referrals, their status, and other details on referrals can be tracked. The referrals dashboard shown below includes links to referrals forms and queries displaying the client's previous referrals. The user can easily search for providers near the client's address when making a referral. Multi-referrals can also be easily created. Referrals functionality is also linked to Coordinated Entry Events such that a user can create a referral when entering an event. Finally, entities can easily be notified of new referrals by e-mail or within the CaseWorthy application, and a request that they update the status of the referral can be made. CaseWorthy's referrals analytic report provides a customizable and exportable view of data on referrals.



Michael Jordan

05/09/1986

BirthDate: Jordan, Michael-1986-05-09

None: 24397

Find Client

Add Client

Previous Clients

Case Management

Client Information

Family

Assessments

Health Management

Referrals

Referrals to Providers

Internal Referrals

My Provider Referr...

Program Referral

Program Referral...

Internal Referrals (2)

Referral Date	Description	Client	Last Name
07/01/2023	AA Meeting	Jordan, Michael	Adler
07/01/2023	Case Management	Jordan, Michael	Boyd

Referrals In (3)

Referral Date	Description	Provider Name
04/25/2022	! Sample Service	Austin AA Alliance
04/07/2022	Adult Day Care	County Agency - Demo
08/05/2020	68500 - Utilities	Demo - Provider

Referrals to External Providers (10)

Referral Date	Description	Provider Name
05/18/2023 8:50 AM	AA Meeting	County Respite Provider - DEMO
04/28/2023 8:45 AM	GED Evaluation	Demo - Provider
02/03/2023 3:51 PM	AA Meeting	CaseWorthy

Data Export and Import using the the latest XML and CSV schema defined by the United States Department of Housing and Urban Development is included baseline functionality. Additionally, CaseWorthy supports many other types of integrations include API, SFTP file transfers, etc.

2. A user interface that is easy to navigate and provides consistent page views on a variety of devices, including, without limitation, mobile applications.

CaseWorthy is a contemporary, web-based application purpose built for case management in social service organizations. CaseWorthy provides a single interface that leverages Responsive Web Design (RWD) to address all devices (desktops, laptops, tablets, mobile phones, etc.). CaseWorthy was designed to be a comprehensive enterprise solution with an emphasis on flexibility and a clean interface. CaseWorthy employs a Product Design Standard Operating Procedure that the product team follows to ensure an intuitive and user friendly experience that requires minimal training. CaseWorthy leverages Left-Hand Navigation and Top Navigation and the use of cogs to simplify the user experience. We tend to execute designs based on or around those styles as a best practice.

CaseWorthy also prioritizes accessibility considerations when developing new products and features and making improvements to the user interface and experience. Some of these considerations include browser zoom, colors/contrast, text-related resize/reflow, keyboard navigation & controls, page structure and more.

CaseWorthy regularly with our customers to obtain feedback regarding functionality and user experience and have modified the system based on that feedback to ensure our clients are satisfied with the efficiency and effectiveness of their user's experience.

3. Capacity for document generation, including, without limitation, readable, printable blank forms and completed forms.



Blank and completed forms can be printed from the system. Additionally, case note templates with prepopulated data using queries can be used to generate releases, agreements, and other forms. Electronic signatures can be added to these forms before printing. Finally, reports - including individual client level reports such as a service plan report can be saved to PDF or printed.

4. Secure upload storage for a variety of different documents, including, without limitation, consent forms, verifications, rental agreements and stabilization plans.

Virtually all file formats are supported for upload into CaseWorthy. Offering document management every step of the way, CaseWorthy provides the ability to scan files or images and store them in a client record. This enterprise approach preserves the speed and integrity of the database and is designed to handle large volumes of documents over the course of time. Users can tag documents by type, create a note upon document upload, record expiration dates, attach the verification method, and identify the physical location (whether electronic or in a paper file).

5. Built-in measures to prevent data entry mistakes and back-end reporting to identify data entry errors and guide data cleanup.

CaseWorthy displays meaningful error messages when system and/or data entry errors are detected. This functionality is standard within CaseWorthy and these types of controls and rules based modeling tools can be applied on all forms throughout the database. When entering a new client into the system, CaseWorthy forces the end user to check for duplicates.

Rules can be set to ensure data quality anywhere in the database. Rules may include validation rules as follows:

- Upper and lower limits on fields
- End dates must be after beginning dates
- Required fields
- If then conditions in the form of conditional logic

CaseWorthy also has Data Quality reports included in the baseline CaseWorthy application

6. Software with case management tools for recording various different data types, including, without limitation, case notes, follow-up instructions and queries on no contact within a certain number of days.

CaseWorthy includes dozens of forms, assessments, and other tools for capturing the data needed by Humboldt County. Some frequently used data types in CaseWorthy include drop



down fields; multi-select fields; text boxes; rich text editor fields; lookups that search lists of providers, contacts, and other data; date and time fields; and much more. Humboldt County will be able to add additional fields to forms or create your own forms to meet your data collection needs. Queries such as data on no contact can be displayed on dashboards.

CaseWorthy's Casenote tracking is easily accessed and allows for the capture of the case note type, voice-to-text, ability to use templates, attach a case note to a service, as well as electronic signatures that are also dated and time stamped.

CaseWorthy's robust Case Note functionality allows for detailed case notes to be written. Service providers are afforded the additional benefit of being able to dictate their notes right in the system leveraging a voice-to-text feature. Case notes can further be categorized by type. Type is a configurable drop-down box that administrators can auto-populate dependent on where in CaseWorthy the Case Note functionality is accessed. Case Note buttons are located throughout the system to facilitate simple note entry when completing a variety of different tasks. Templates with formatting, prepopulated text, images, and data queries can be created to facilitate efficient case noting and the generation of releases and other forms prepopulated with client data. Service providers can share or not share the case note. The screenshot below displays the case note entry form.



The next screen shot displays an informed consent generated from a Case Note template. The client data was automatically populated into the consent via a query.



INFORMED CONSENT FORM

Client's Name: Sofia Hernandez

Date of Birth: 3/2/1989

This informed consent document is intended to provide general information about the counseling services provided by A Place for Change Graduate Counseling Students. This is a legal document; please read it carefully before signing.

- **Nature of Counseling:** The type and extent of services that I/my child will receive will be determined following an initial assessment and through discussion with me. I understand that there may be both benefits and risks associated with participation in counseling. Counseling may improve ability to relate to others, provide a clearer understanding of self, values, and goals, and an ability to deal with everyday stress. I understand that counseling may also lead to unanticipated feelings and change, which might have an unexpected impact on me/my child and my/my child's relationships.
- **Supervision:** I understand that my counselor currently completing his/her Master of Arts in Counseling degree. In order to improve his/her skills, he/she is required to complete a practicum and two internships, is currently under the direction of a site supervisor that is required to have a minimum of a master's degree; preferably in a counseling, or a related profession with relevant certifications and/or licenses; a minimum of two years of pertinent professional experience; knowledge of counseling program requirements, expectations, and evaluation procedures; and relevant counseling supervision training.
- **Confidentiality:** I understand that counselors maintain confidentiality in accordance with the ethical guidelines and legal requirements of their profession. Effective counseling, however, sometimes requires that confidential information be shared with other staff members, professors, or graduate students who are training at A Place for Change. When confidential information must be shared, pseudonyms (false names) are used to protect the identity of the client. I understand that no records or information about me will be released outside A Place for Change without my permission, except under certain circumstances: if I/my child present/presents a serious danger to self or other person(s); if there is a suspicion or actual incident of child abuse or neglect; or a valid subpoena is issued for my/my child's records, or my/my child's records are otherwise subject to a court order or other legal process requiring disclosure.
- **Video/Audio Recording of Counseling Sessions:** I understand that A Place for Change counselor-in-training routinely records counseling sessions. I understand that such recordings will only be used for educational purposes and that the professors and/or students involved will respect and protect the confidential nature of the sessions. It is understood that the recordings will be confidential and only reviewed for supervision or educational purposes and will subsequently be erased by the counselor-in-training within 90 days or at the end of the semester, whichever comes first. I understand that because these are digital recordings, confidentiality is limited by the secureness of the technology being used to store them. All efforts are made to keep recordings confidential but the possibility of unforeseen technological events mean that confidentiality cannot be absolutely guaranteed. I understand that all such recordings are property of A Place for Change.

If I have any questions regarding this consent form or about the services offered, I understand that I may discuss them with my counselor-in-training or his/her site supervisor. I have read and I understand the above. I understand that treatment may be stopped at any time and there are no penalties for denying permission.

10/20/2023 09:20 AM
Stefanie Lopez
Case Manager

7. Matching functionality and deduplication measures to identify and prevent duplicate client entries across agencies.

Duplicate check is required when entering a client into the system.

CaseWorthy also includes Duplicated Client Search form. The user can specify the sensitivity level of the search.



Duplicated Client Search Summary

Filters

Searching on this form creates a new instance of the Duplicated Client Report. Each successive search will update the results that can be viewed through the Search Results on the Duplicated Client dashboard.

This form has 4 options for finding possible duplicate clients:

- 1) Birthdate and Last Name (a match will only be returned if clients share a common Birthdate and have the same Last Name)
- 2) Social Security Number (only Valid SSNs will be considered - a match will be found only if all nine digits of the SSNs are identical)
- 3) First and Last Name (a match will only be returned if clients share the same First Name and also share the same Last Name)
- 4) Alternative Method (A unique inspection based on the first name, last name, date of birth, and gender)

Choose at least one option (choosing no options will return no results). Choose just one option for the broadest results. For the fewest results, choose all 4 options. Each additional option chosen will make the query more strict when determining potential duplicates.

Birthdate and Last Name Match

☐

Name (First and Last) Match

☐

SSN Match

☐

Alternative Match

☒

Refresh Requested By	Refresh Requested	Name (First and Last)	Birthdate and Last Name	SSN Match	Alternative Match	Refresh ID
Sara.JNagel	5/10/2023 10:21 AM	False	False	False	False	72
Sara.JNagel	5/10/2023 10:21 AM	False	True	True	False	71
Sara.JNagel	5/20/2021 9:49 PM	True	False	False	False	70
jbloes	9/3/2020 1:56 PM	True	False	False	False	69
jbloes	9/3/2020 1:55 PM	True	False	False	False	68

Once a duplicate client is identified, CaseWorthy includes functionality that allows for merging the clients.

8. Functionality to support the batch import and export of data from agencies who enter program data into a separate system.

Users can generate a standard HUD export from the reporting tab. Users can specify whether the full, RHY or SSVF version should be exported, the date range for the export, as well as the providers and projects for which data should be exported. If an account or funder is linked to the project enrollment, this can also be specified. The user can select one, multiple, or all projects, providers, and accounts.

To import a standard HUD CSV File, the user will first specify sensitivity criteria for the duplicate check. Then, the user will then specify mapping from the original database to the CaseWorthy database via a crosswalk. Crosswalks can be reused for repeat imports. After the import, CaseWorthy will display any errors so they can be corrected in the originating database.

9. Functionality to support a coordinated entry system, including, without limitation, availability of the VI-SPDAT, with the ability for local customization of a common assessment tool, a referral notification system and the ability to view client's VI-SPDAT score within the client record.

CaseWorthy includes the VI-SPDAT as baseline functionality as well as the ability for local customization of a common assessment tool via the form apbuidler. The VI-SPDAT and any



other assessment can be linked to projects so they present during the enrollment workflow. The VI-SPDAT score can be viewed within the client record. A By Name List that can be filtered and sorted by various data points can also be generated based on VI-SPDAT score. Referrals can be generated during the creation of coordinated entry events. Referral functionality will notify relevant users of incoming referrals.

10. Functionality to ensure the protection of client confidentiality in accordance with any and all applicable local, state and federal laws, regulations, policies, procedures and standards, including, without limitation: multi-factor user authentication with concurrent access prohibited; virus protection with auto-update; servers that include data and transmission encryption; public access and location controls; backup and data disaster recovery; secure disposal; automated monitoring, audit trails and access logs; access restrictions based on user role and/or access level, including, but not limited to, reporting, data sharing and export features; and FIPS 140-2 or greater security functions as described in National Institute of Standards and Technology Special Publication 800- 140Cr1.

CaseWorthy offers two factor authentication via text message or e-mail, and multi-factor authentication through an integration with DUO, an external cybersecurity vendor, and Single Sign On with any provider that supports SAML authentication. The system does not allow concurrent access.

Two factor authentication can be enabled by Humboldt County's system administrator in the System Settings. When enabled, a text message will be sent to the user's cell phone number recorded in their contact information in CaseWorthy. If there is no cell phone number recorded, an e-mail will be sent to their recorded e-mail address. If neither a cell phone number or e-mail address is recorded, the user will not be able to use two factor authentication.

Using multi-factor authentication will require Humboldt County to purchase licenses with DUO, an external vendor. Humboldt County will provide certain credentials related to their DUO account to CaseWorthy and CaseWorthy will enable MFA.

System activity is monitored through a variety of tools including the Arctic Wolf SIEM, Microsoft's O365 Security E5 suite, Cisco OpenDNS, and other tools. All alerts are aggregated through OpsGenie (Atlassian) which forwards alerts to the Cybersecurity team and automatically creates tickets in Jira.

- Security incidents are identified in several ways including:
- 24x7x365 monitoring by 3rd party Manages Security Services Provider (MSSP; Arctic Wolf)



- Audit logging and monitoring
- Anti-Virus controls (including Sophos Endpoint Manager on laptops and Microsoft Defender for servers)
- Spam and Spyware controls (including Office 365 and Sophos)
- Phishing controls (including Office 365, Proofpoint, Sophos, and KnowBe4)
- Individuals reporting suspicious behavior

CaseWorthy transparently encrypts data (for the user and the application) for data both when at rest and in motion. For data at rest, Azure Storage provides encryption options like Azure Storage Service Encryption (SSE) that encrypts data automatically using Microsoft-managed keys. When data is in motion, Azure uses TLS encryption and authentication mechanisms to secure data in transit between Azure services and client applications and protect data from interception and tampering by default.

CaseWorthy maintains a comprehensive business continuity plan for all critical organization functions which comprise reasonable measures to protect employees and safe-guard assets and client accounts.

Role-based security is configured using the apBuilders framework based upon a customer's requirements. CaseWorthy's staff will work with Humboldt County to configure roles during the implementation.

Humboldt County's users will be assigned a role, which is configurable, and users can be assigned multiple roles. Roles determine which users have access to which forms, dashboards and workflows. The Role ApBuilder also enables customization of menu items for each role group. Menus can be limited to only those items that are relevant to certain user groups to maximize ease of navigation for those users that do not need all menu groups. Menu items can be easily rearranged with click, drag, and drop orientation and menu items can be configured based on the functionality needed for that role. For example, you can change the label, map to the appropriate form, dashboard, or report and define the parameters for the menu item. After go-live, Humboldt County's system administrator(s) can use the Role ApBuilder to make changes to existing roles or add new roles.

Each client record is tracked by organization and user tags, which allow for sharing configurations based on programs, forms, queries, reporting, and the individual field level. Data sharing and options:

- Role-based security: Users are assigned specific roles that will only allow access to information and views specifically mapped and configured to their role at their organization only.
- Record Sharing: Each client record is stamped with owner tags of which organization and user created the record; and



- Secured organization sharing:
 - Determine which organizations share data with each other.
 - Establish which programs to include/exclude in the sharing agreement; and
 - Set timeline with begin and end dates for sharing data.

CaseWorthy user types are:

- Alter Any Role (system/universal administration)
- Alter Own Role (agency administration level)
- Authenticated User (basic end user) and
- Unauthenticated Public

CaseWorthy has simple and powerful tools to allow organizations to selectively share data. Data-sharing relationships are set up between organizations and individual client records can be opted in or out of that data-sharing relationship. The CaseWorthy security form allows the user to choose which organizations will share data from a selected organization. Humboldt County can exclude certain programs and also specify a date range for sharing data with another organization. Moreover, when recording any transaction in CaseWorthy, users will have the ability to share or not share the data. “Shared” means the selected client will be shared with the organizations the user (who performed the intake) is configured/permissioned to share records with. “Not shared” opts the selected client out of the sharing arrangements and will not be shared with any other organizations.

Even if a client’s record is shared with other organizations, all of the individual client forms, such as case notes, have restriction functionality. If the client’s record is shared, but a case note is restricted, accessing organizations will be able to see the client record but not the restricted case note. In addition, many forms offer field-level security restrictions, such as presenting issues, which have the ability to restrict the individual field from being seen by sharing organizations. If the client’s record is shared, but an individual field is restricted, accessing organizations will be able to see the client record but not the restricted individual field (e.g., presenting issue).

11. Functionality to ensure adequate reporting in accordance with any and all applicable local, state and federal laws regulations, policies, procedures and standards, including, without limitation: production of current standard United States Department of Housing and Urban Development reports, system performance measurement reports at both the program and Continuum of Care levels where applicable and quarterly program performance reports; generation of standard project and agency level reports that track enrollments, dismissals, demographics and other program-related statistics for funders and other stakeholders; and provision of user information that track user license periods, contact information, training and login activity, inclusion in metadata for client



record creation and edit and name stamps on assessment submissions or updates.

CaseWorthy provides all required HUD compliance reports including:

- o CoC APR
- o ESG CAPER
- o Coordinated Entry APR
- o HMIS APR
- o PATH Report
- o Sheltered PIT Report
- o Longitudinal System Analysis (LSA) Report
- o System Wide Performance Measures (SPM) Report
- o HUD CSV Export
- o RHY CSV Export
- o SSVF CSV Export
- o HUD Data Quality Report

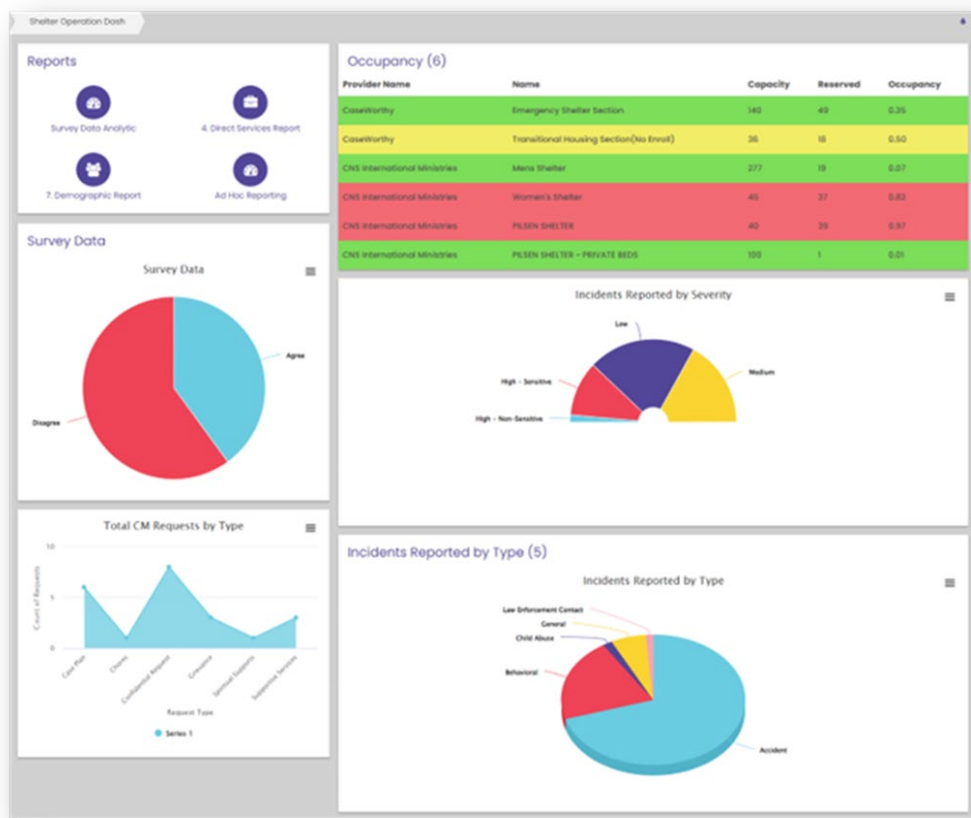
Humboldt County will also be able to access additional non-compliance reports that assist in HMIS/Coordinated Entry operations

and data quality monitoring, including but not limited to:

- o Chronically Homeless List
- o By Name List Report
- o Outreach List Report
- o Overlapping Residential Stays report
- o Data Timeliness Report
- o Duplicate Clients Report

CaseWorthy offers an extensive range of additional reporting capabilities, providing a wealth of possibilities for your organization. All data can be pulled into reporting, placed on a dashboard, and rendered in a variety of different visualization options to support the Humboldt County's quality improvement initiatives.

Below is an example of a custom dashboard supporting the operational view of different performance indicators.



CaseWorthy offers out-of-the box reports that will allow the department to analyze demographic information, enrollments, dismissals, and other program-related statistics. CaseWorthy offers CaseWorthy Analytics reporting utilizing pivot tables that will provide Humboldt County with the capability to create more specialized reports on each of its data points. Humboldt County will learn to create analytic reports and other types of reports in System Administrator training. Including in the proposal is the development of a custom analytic report for Humboldt County.

The example below shows amount of assistance provided across client gender.



1	2	3	4	5	6	7	8	9	10	11	12	13	14
1	GENDER												
2	SERVICE TYPE DESCRIPTION	Female	Male	Total Sum of Service Total									
3	Electrical Repairs	12.00		12.00									
4	Emergency Assistance		50.00	50.00									
5	Food Voucher	52.00	1.00	53.00									
6	Rental Assistance		501.00	501.00									
7	Utility Assistance		200.00	200.00									
8	Grand Total	64.00	752.00	816.00									
9													

Using the field selector, additional fields can be added to the rows and columns to allow the user to drill down for more detail. The report can also be filtered by any field. For example it could be filtered by municipality to easily show data for one municipality or a subset of municipalities. Values can be shown as sum, count, distinct count, average, median, min, max, etc., and calculated fields can even be created. Views can be saved for easy access at a later date and the report can be exported to Excel, PDF, and other formats.

Fields

Add calculated value

APPLY

CANCEL

Drag and drop fields to arrange

All fields	
Expand all	
☐ Account Name	
☐ Account Writes Che...	
☒ Begin Date	
☐ Begin Date Full	
☐ Citizenship Status	
☐ Client Name	
☐ ClientID	
☐ Ethnicity	

Report filters
Organization Name
Drop field here

Rows
Service Type Description
Drop field here

Columns
Gender
Σ Values
Drop field here

Values
Sum of Service Total
Drop field here



CaseWorthy offers additional standard operational reports including:

- Program Reports: Clients in Program; Clients in Program Exit; Family Members Missing from Enrollment; Program Summary; Program Outcomes; Program Retention; Program KPI; Placement Indicators; Program Exit Outcomes; Program Objectives Budgeted & Attained.
- Service Reports: Clients Served; Services by Program; Services by Month; Services Summary; Served by County; Clients Not Served Recently; First Time Served.
- User Reports: User Login; Case Load; Follow Up.
- Goal Reports: Goal Outcomes.
- Financial Reports: Check Register; LOD Register; A/R Aging.
- Project Management Reports: Project Summary; Profit Gross Margin; Employee Time Utilization; Management Summary; and
- Placement Reports: All Placements Report; and Retention Report.

1. Providing technical documentation, including, without limitation, user manuals and online assistance, relevant to introductory training as well as ongoing support, regarding reporting module guidance, database design and navigation, workflow for entering client information and other aspects of Homeless Management Information System data entry.

All technical documentation as well as video tutorials can be found in CaseWorthy's searchable Learning Management System (LMS).

2. Providing “Train the Trainer” modules related to implementation of the Homeless Management Information System and standard ongoing training.

CaseWorthy believes that training is a critical component for ensuring initial success during implementation and for maintaining a positive client experience in the long term. CaseWorthy was proud to launch a new Learning Management System (LMS) in January 2023. The LMS is used to provide System Administrator Courses for our customers. Humboldt County's system administration team will begin training shortly after project kickoff. Beginning training early in the implementation process will equip Humboldt County to fully participate in the implementation process, providing input on design and configuration options.



CaseWorthy offers three courses for system administrators:

System Administration & Case Management: This course, offered on-demand through the LMS, prepares system administrators to complete system configuration and utilize core baseline CaseWorthy functionality. Topics included in the 23 units are program enrollments, assessments, referrals, service requests, calendars, workflows, dashboards, and more. Each unit consists of multiple videos and a video companion guide.

Form apBuilder: Through this class, Humboldt County's system administrators will learn to create and edit several types of forms in CaseWorthy including demographic forms and assessments. The form apBuilder is a live class held once a week for four weeks.

Reporting & Analytics: This course will equip Humboldt County system administrators to use CaseWorthy's reporting tools and create your own custom reports. In this hands-on training, participants learn to build search forms, analytics reports, CaseBot reports, and queries used for various purposes, including to display on dashboards. Reporting & Analytics is also a live class held once a week for four weeks.

Each course includes a quiz which assesses the system administrator's mastery of content. Upon completion of the three classes with an 80% cumulative score for each class, CaseWorthy System Administrator Certification is awarded.

Additionally, courses include optional homework assignments consisting of practice activities, prompts for determining how Humboldt County will utilize baseline functionality, and/or necessary set-up steps for your CaseWorthy system. Training participants can attend a weekly lab session to ask questions and receive help with homework assignments. Humboldt County's assigned project manager will also assist with setup tasks during weekly meetings.

Included in CaseWorthy's proposal for Humboldt County are additional hours for super user training. Super user training will be customized to the Humboldt County system and functionality that will be used by Humboldt County. All training sessions will be recorded so that Humboldt County can reference them for providing training to end users.

CaseWorthy's LMS also provides a Knowledge Base, which is an easily searchable library of videos, documents, and other helpful resources on baseline functionality. System Administrators may share content from the LMS with users however they see fit. As such the LMS is also an excellent tool for ongoing training. CaseWorthy also periodically schedules webinars and user groups for ongoing education purposes.



3. Providing online customer support that allows for straightforward issue reporting and bug tracking.

Basic Support

As part of Humboldt County's annual maintenance fees, Humboldt County will receive support for the contract period. Humboldt County may contact CaseWorthy's technical support help desk at 877-347-0877 or via email at customersupport@caseworthy.com. The Customer Support Team will be available Monday through Friday between the hours of 7:00 AM and 6:00 PM MST. CaseWorthy schedules after-hours support when needed. Depending on the nature and frequency of the support, there may be an additional charge. All technical issues will be logged and responded to in a timely manner, and always within 24 hours of receipt (provided the issue is received within the business hours just referenced and a response during those business hours is possible within 24 hours).

CaseWorthy has a customer support portal, which will allow Humboldt County to enter an issue and see the steps taken to resolve the issue. Providing excellent customer service is a top priority for CaseWorthy. If Humboldt County needs to escalate an issue, Humboldt County can contact CaseWorthy's vice president of professional services or any other member of CaseWorthy's management team.

For requested software fixes, the CaseWorthy support team reviews customer-submitted issues and determines if the solution is in the knowledge base. If it is, the support team applies the resolution and follows up with the customer. If the issue is not in the knowledge base, the support team gathers all relevant details, such as navigation paths, replicability, and sample cases, and enters the issue into a support ticket. The support team then assigns the issue to the appropriate team's lead and that team lead then assigns the appropriate resource. Once an issue is in a logged ticket, both the assigned resource and the issue's initiator receive email messages containing progress updates. Appropriate CaseWorthy staff members monitor issues daily, ensuring timely resolution.

CaseWorthy uses two main methods of issue follow-up based upon customer preference and the issue's complexity. For minor issues with low complexity, customers receive an email notification of resolution with testing instructions. For more complex issues, email notifications typically include links to demonstrations of the resolution or other relevant details. Some customers prefer direct contact with CaseWorthy representatives either by telephone or video conference to review the resolution and ask questions.



After-Hours Support

In the event that Humboldt County requires support from CaseWorthy during the weekends, holidays, or during times of the day that CaseWorthy does not provide its standard customer support services, Humboldt County should send an email to customersupport@caseworthy.com or call 877-347-0877 providing the issue in detail. An auto-response will identify the phone number of the CaseWorthy support individual on call that evening. This support is limited to class-one errors only. A class-one error is an error of the quality or character that makes use of the CaseWorthy application either impossible or highly impractical. Any non-class-one support issue, such as “how to” questions or any other basic work functionality, will be deferred to the next business day and will be responded to pursuant to CaseWorthy’s standard customer support policy.

Response Time: CaseWorthy shall respond to Customer’s initial "class one" errors with off-site telephone consultation, assistance, and advice within four (4) hours.

After-hours technical support is limited to class one and Production environments only, for customers running a live system. For issues with Testing and Training databases, responses will be deferred to the next Business Day’s Business Hours.

4. Developing and implementing quality assurance protocols that are designed to ensure that the timing, description and communication related to every upgrade, release, enhancement or other change to the Homeless Management Information System are coordinated in an efficient manner.

CaseWorthy sends an HMIS Newsletter in June to summarize upcoming HUD changes as well as provide a timeline of expected CaseWorthy communications. Any changes that are made as a result of HMIS Data Standard changes go through the standard CaseWorthy QA team to test for functionality errors. Additionally, changes are tested by our Subject Matter Experts (SMEs) to ensure they are in compliance with the new standards.

Documentation, updated report and user guides (including pre-recorded videos) are provided to customers. Customers are provided a testing environment to review all changes. The testing period lasts for one month. This pertains to HUD CSV, SSVF, RHY, APR, CE APR, CAPER, PATH, Sys. Performance Measures, Data Quality Report, CW's HMIS Import Tool. The LSA Report is dependent on HUD's timeline.

After each cycle, CaseWorthy reviews feedback from customers to identify improvements to the process. Currently, CaseWorthy is exploring options for providing an even longer testing period for customers that would like this option.



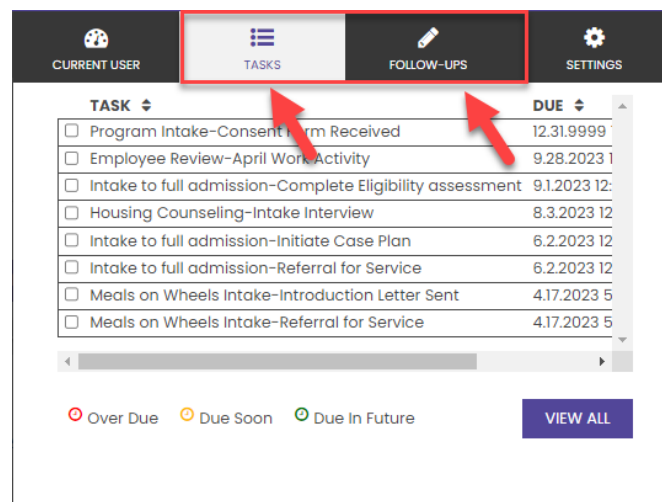
CaseWorthy also releases product enhancements and bug fixes every 2 weeks for general functionality unrelated to HUD changes. The purpose is for all customers to receive every update without the burden of a full version upgrade. Releases are scheduled outside of regular business hours to avoid interruptions. Maintenance releases occur in each customer's User Acceptance Testing (UAT) environment approximately one week before being pushed to production environments to allow customers time for testing. Maintenance release notes describing changes are provided when releases are introduced to UAT. Final release notes are also sent when changes are pushed to production. When appropriate, release notes will include training videos or resources to assist users.

2. A detailed description of any additional system specifications, capabilities and/or services that the Proposer believes may add value to the Homeless Management Information System that will be provided pursuant to the terms and conditions of the final Professional Services Agreement resulting from this RFP process.

Some additional features that may be beneficial to the County's users are described below.

Reminders:

Reminders and follow ups can be input into the system via calendars and task management. In the top right corner the following tool will display for convenient view of the users tasks and follow ups:





Scheduling Appointments:

CaseWorthy includes follow-ups that can be automatically created in pre-defined intervals or manually selected with specific dates. In addition, the follow-ups can be triggered automatically when tied to business rules to ensure the follow-ups are scheduled. The follow-ups will automatically drop on the client's and case manager's calendars, ensuring that scheduling becomes a natural progression of any intake process. Follow-ups can also be linked to teams and team members with references to specific work activities and target dates. Once completed, their status is changed to Closed accordingly.

My CaseWorthy

In effort to further the end user experience CaseWorthy has the “My CaseWorthy” dashboard. Here the user is able to access several helpful tool including: Case Loads, Follow-ups, Referrals, Recent Activities, Alerts, Pending Assessments ect. This is also where the user can go to manage their user access including updating passwords or creating a stored signature.

Begin Date	Name	Program Name	End Date
10/20/2023	Maddow, Rachel	Behavioral Health Services	12/31/9999
10/02/2023	Huff, LeeAnne	Child and Family Services	12/31/9999
10/02/2023	Sato, Sally	Child and Family Services	12/31/9999
08/16/2023	Anderson, Annie	Shelter Plus Care	12/31/9999
05/02/2023	Huff, LeeAnne	Basic Needs	12/31/9999
04/12/2023	Huff, LeeAnne	CSBG - MI	12/31/9999
11/04/2022	Huff, LeeAnne	- SSVF - Rapid Re-Housing	12/31/9999
10/12/2022	Demonstration, Aaron	1 VSH - A Place for Change Rapid Re-Housing	12/31/9999
03/22/2022	Oberst, Conner	Work Therapy Program	12/31/9999
03/01/2022	Carrie, Grimes		12/31/9999

Graphical Housing

Tracking real-time occupancy and availability of beds is standard functionality in CaseWorthy. The screen shot provided is a graphical representation showing available beds, reserved beds, and clients checked-in for the Manor Emergency Housing facility.

Manor Emergency Housing

Emergency Shelter Section

02/11/2015

S

O

CA

Reservation/Slot Assignment

Reserved Check In

BB101	BD102	BD103	BD104	BB105	BB107	BD301	BD201		TAG01	BB105		BB115
		BED						MYID2		2/12		OF03
												OF004
Bunk2	BB2T1								BB999			BD501
Bunk3	BB2B1								BB5T1			76895
					BB5FB			BB1T2	BDT01			

Future

Checked In

Reserved

Absent

Handicap Accessible

Electric Outlet

Coordinated Assessment

Future
Checked In
Reserved
Absent
 Handicap Accessible
 Electric Outlet
 Coordinated Assessment

B. Quality Assurance Capabilities.

1. A detailed description of the Proposer's understanding of the requirements, challenges and potential hurdles applicable to the provision of a Homeless Management Information System with capabilities equivalent to those set forth in this RFP.

Every implementation is a partnership where CaseWorthy and the client have tasks and responsibilities to complete for a successful implementation. In CaseWorthy's experience, open communication with clients through the implementation process is the best recipe for success. As with any relationship/partnership, there will be bumps in the road, and proper communication will resolve the issues sooner rather than later. Through our work with the customers mentioned in this reponse and many others, CaseWorthy has gleaned many best practices for implementations like that ofHumboldt County.

- We find that customers are happier in the long term when their implementation leverages CaseWorthy baseline table structure as much as possible. This baseline structure is built on human services best practices. Customers that maximize use of



baseline are best equipped for seamless compliance reporting and to take advantage of new features and functionality as they are released.

- Investing in taking full advantage of CaseWorthy System Administrator training is another success factor. Customers with system administrators with a strong understanding of CaseWorthy's apBuilder tools are better equipped to collaborate with CaseWorthy in building their system and maintaining it over time. Training can be completed in 1-2 sessions per week over the course of approximately 3, months during the implementation process.
- Finally, initial implementation is most successful when the entire team stays focused on the key, essential project goals. Staying focused on the most important organizational needs and avoiding scope creep contributes to a user-friendly system, high adoption rates, and increased customer satisfaction.

2. A detailed description of the processes that will be utilized to ensure that a Homeless Management Information System with capabilities equivalent to those set forth in this RFP is provided in accordance with any and all applicable local, state and federal laws, regulations, policies, procedures and standards, including, without limitation, any and all applicable confidentiality, security and privacy requirements set forth in the California Confidentiality of Medical Information Act, the United States Health Information Technology for Economic and Clinical Health Act and the United States Health Insurance Portability and Accountability Act of 1996 and any and all applicable data collection, management and reporting requirements established by the United States Department of Housing and Urban Development.

CaseWorthy is a secure HIPAA compliant system hosted in the Microsoft Azure cloud. As part of our comprehensive information security program, we have implemented strict measures and controls to protect the integrity, availability, and confidentiality of our data and systems. This includes (but is not limited to) encryption for data (both when in-motion and at-rest), strict role-based access controls, extensive employee awareness and training, a secure and scalable IT infrastructure, data backups and disaster recovery planning, vendor and third-party management, and incident response and monitoring. There are no differences in security procedures with respect to accessing the CaseWorthy solution via different device types or through different internet connections (whether public or private Wi-Fi, LAN or WAN, etc.).

The CaseWorthy Information Security Management Program (ISMP) is based upon industry best practices (e.g., National Institute of Standards and Technology [NIST 800-53] security



standards), and the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Information is an asset and consequently needs to be properly protected. Our Information Security Program is designed to cover information written on paper, stored electronically, transmitted, or in conversation.

CaseWorthy's ISMP is overseen, executed, managed, and monitored by the Cybersecurity Operations department and the Chief Information Security Officer (CISO) reports to the Chief Financial Officer (CFO). Cybersecurity Operations exists "to inspire highly secure communities by leading our clients, external and internal, in effective information security best practices." This includes tracking and implementing industry best-practice information security controls, as well as implementing automated systems to help protect data 24 x 7 x 365.

Cybersecurity Operations understands that information security is focused on management of risk . As a result, CaseWorthy has developed formal processes to ensure a consistent approach to assessing security risks including risk assessments, third party assurance (vendor management), a risk management procedure (including establishment of risk tolerances), a Business Impact Analysis, and a Risk Exception process.



Secure. Compliant. Cloud-Based Software.

CaseWorthy is committed to ensuring the confidentiality, privacy, integrity, and availability of all client data we receive, maintain, process and transmit on behalf of our customers.

At CaseWorthy, our focus is on providing innovative services of the highest quality while protecting customer data rigorously. Therefore, the systems and processes that deliver those services are designed to be efficient and secure in our data centers and cloud infrastructure. We employ a robust technology framework to design, deploy, and optimize our systems consistently and protect data constantly.

The infrastructure and security configurations that we provide and manage are all HIPAA compliant.

PASSWORD PROTECTION

Passwords for all production systems and applications in the CaseWorthy environment can include the following requirements:

- Minimum length of 8 characters with mixed case and number of special characters
- User passwords expire every 90 days. Administrator passwords expire every 60 days.
- The last 6 passwords cannot be re-used and passwords cannot be changed more than twice per day. User account is locked out after 5 invalid attempts.

Data Center Infrastructure

Our premium data center service provider provides the following capabilities are:

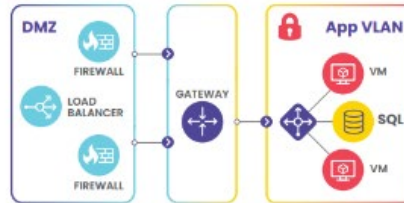
- SSAE-16 SOC 2 certified
- ISO 9001, 27001, and 50001 certified
- PCI compliant
- Redundant power, cooling and fire suppression
- Connectivity to all major internet service providers
- Protected and monitored 24x7x365

In addition, the CaseWorthy site conducts monitoring 24 hours per day, 7 days a week and adheres to all currently recommended physical security standards.

Infrastructure Architecture

Key Security Features:

- 1 Firewalls
- 2 Azure Log Analytics
- 3 Encryption of Data in Transit
- 4 Backup and Restoration
- 5 Patching and Management





COMPLIANCE

We have partnered with Azure Cloud data center service as part of our strategic growth strategy, to ensure we provide a highly secure and available environment with the following compliance:

ISO Certifications (27001, 27017, 27018, 20000-1, 22301, 9001) • CJIS • FedRamp • DoD (IL2 – IL6)
FIPS 140 • SOC (1 – 3) • NIST 800 • FINRA • PCI

Security Overview

Detection

Detecting anomalies and security events in the environment is also a critical component of the CaseWorthy security program.

Security Monitoring

CaseWorthy monitors our infrastructure and security controls 24 x 7 and will immediately work to fix or escalate an issue to appropriate personnel.

Vulnerability and Penetration Testing

CaseWorthy leverages internal and third-party regular vulnerability assessments and penetration testing to drive detection and mitigation of vulnerabilities continuously in production systems and applications, reducing the risk of exposure of client data and impact to system availability.

Intrusion Detection System

CaseWorthy deploys Intrusion Detection System (IDS) sensors at key points in the network to detect and alert our security team to malicious activity and unauthorized attempts to access the network or systems.

Network Malware Detection

CaseWorthy deploys a network malware detection solution to compliment traditional antivirus and IDS technologies by detecting anomalous behavior.

Continuity and Planning

CaseWorthy maintains and regularly tests business continuity and disaster recovery plans for critical facilities and systems.

Disaster Recovery

CaseWorthy's Business Continuity Management System encompasses a Disaster Recovery Solution as well to ensure we provide a healthy and available environment for our customers all the time.

The Procedure to recover CaseWorthy following:

- **Notification/Activation:** CaseWorthy detects and assesses damage to data systems and activates the disaster recovery plan.
- **Recovery:** CaseWorthy begins temporary data system operations and recovers data from the original system.
- **Reconstitution:** CaseWorthy restores data system processing capabilities to normal operations.

WANT TO SEE MORE?
Schedule a call with our case management experts!

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3. A detailed description of the expected communication channels between the Proposer and DHHS – Social Services, including, without limitation, how potential problems and/or disputes will be resolved.

CaseWorthy's approach consists of partnering with our customers in a collaborative relationship. We consider you to be the expert on your field, programs, and best practices for carrying out your mission. During the discovery process, CaseWorthy will seek to understand your processes and will also advise on recommended approaches to best leverage CaseWorthy functionality for increased impact and more positive interactions with participants. These recommendations may include suggested changes to current practices and data collection and tracking procedures.

CaseWorthy's professional services staff uses a team approach as a recipe for delivering successful projects. A CaseWorthy project manager will be Humboldt County's main point of contact for the implementation. This project manager will make sure all CaseWorthy team



members are on task and delivering on schedule, as well as being heavily involved in every aspect of the documentation, training, and post go-live monitoring. The project manager creates and maintains the team's implementation plan and reviews all proposed configurations and custom developments, project meetings, and status reports.

Client engagement is a multi-faceted process that begins during the procurement and contracting process through the development of a clear scope of work. The first step of the implementation is a project kickoff during which Humboldt County will have the opportunity to share its vision and key objectives with the implementation team. Discovery, which begins after kickoff, is key to the engagement process and involves multiple interviews with stakeholders as described above. During the system build, Humboldt County will meet weekly with the Project Manager to ensure ongoing communication on timelines, status, and deliverables. Finally, a strong handoff to the Account Management and Customer Support team promotes continued success after go-live.

The first phase of every project is a discovery and needs analysis conducted by a CaseWorthy Business Consultant through detailed interviews with subject matter experts within the customer organization. Information from these interviews combined with the RFP, RFP response, and discovery homework completed by Humboldt County will be used to produce a requirements document that Humboldt County will review and approve. The requirements document will outline each of your organization's needs, making the best use of CaseWorthy's tested baseline framework. Once the requirements are finalized, we ensure quality through our design process. A Technical Consultant(s) is assigned and maps out how we will meet each need. A specifications document is created and reviewed by a team of our experienced CaseWorthy resources, along with the Business Consultant that produced your requirements document. This review process ensures the most efficient and effective use of the product.



6.0 Cost Proposal

Per the answer to Question 2 on the QandA 1: Case Worthy is proving pricing as a flat subscription fee vs. providing hours for personnel costs, operational ect.

County of Humboldt							
Annual Subscription Fees ¹	Qty	Rate	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Total Named Users	60	1,030	\$61,800	\$64,272	\$66,843	\$69,517	\$72,297
System Administrator LMS Access	1	3,000	\$3,000	\$3,120	\$3,245	\$3,375	\$3,510
Total Software Fees			\$64,800	\$67,392	\$70,088	\$72,891	\$75,807
Setup Fees	Qty	Rate					
Three Databases (Test, Train, & Production)	3	1,000	\$ 3,000	\$ -	\$ -	\$ -	\$ -
Total Setup Fees			\$3,000	\$ -	\$ -	\$ -	\$ -
Professional Services	Hours	Rate					
Data Conversion ²	60	200	\$12,000	\$ -	\$ -	\$ -	\$ -
Super User Training	15	200	\$ 3,000	\$ -	\$ -	\$ -	\$ -
Project management	57	200	\$ 11,400	\$ -	\$ -	\$ -	\$ -
Total Services Fees			\$26,400	\$0	\$0	\$0	\$0
Total Investment – SaaS Model			\$94,200	\$67,392	\$70,088	\$72,891	\$75,807

Additional Information

¹ The annual subscription fee includes up to 550 hours of related services, including configuration of 3 programs across 10 unique providers. Super user training, data conversion and project management (132 hours highlighted in Professional Services above) are managed on a project-by-project basis. These specifically scoped hours that are documented and shared with Customers in regular project check-ins. Should Customer require additional hours beyond the total hours included in this project, Customer will execute a statement of work with CaseWorthy to purchase additional hours of Professional Services at the \$200 per hour rate.

² Data conversion hours assumes the County will provide CaseWorthy with historic data in the staging tables provided by CaseWorthy.



7.0 Supplemental Documentation

CaseWorthy is on the HUD vendor e-mail list and actively participates in HUD Vendor meetings. CaseWorthy is providing its product roadmap for the year and past HMIS roadmap as evidence of our ability to meet the requirements set forth in the RFP.

FY 2024	FY 2022	FY 2020	FY 2018
• Update CaseWorthy's forms and reports to comply with HUD's FY 2024 Data Standards • Race/Ethnicity Combo field • Participation Status/DatesNew Gender options • Translation • Delivered FY 2024 Customer Materials. • HMIS Updates Guide • Updated Configuration Guide • Rules Matrix • Individual Report Guides • Supplementary videos • Customer Newsletter	• Update CaseWorthy's forms and reports to comply with HUD's FY 2022 Data Standards • Gender Multi-select. • New Funding Sources. • Updated assessments to remove obsolete fields / added new fields. • Delivered FY 2022 Customer Materials. • HMIS Updates Guide • Updated Configuration Guide • Rules Matrix • Individual Report Guides • Supplementary videos	• Update CaseWorthy's forms and reports to comply with HUD's FY 2020 Data Standards • New Funding Sources • New logic on assessments to account for the new Funding Sources • Delivered FY 2020 Customer Materials. • HMIS Updates Guide • Updated Configuration Guide • Individual Report Guides • Customer Webinar	• Update CaseWorthy's forms and reports to comply with HUD's FY 2018 Data Standards • Updated Funding Source list. • Delivered FY 2018 Customer Materials. • HMIS Updates Guide • Update Configuration Guide • Individual Report Guides

1 Year Product Focus

- Platform Infrastructure**
 - Refactor apBuilder toolset
 - Implement Auth0 Central Identity Management Solution
 - Deploy automated EDI Billing Module
 - UI/UX Enhancements and Synchronization across platform
- Purpose Built Products and Improvements**
 - State Unit on Aging Integrated Product
 - HMIS+
 - Street Outreach Mobile Solution
 - Encampment Framework
 - VI SPDAT Replacement
 - Refugee & Immigration
- Innovative Initiatives**
 - Advanced Data Analytics and Data Lake
 - No Code solution for data extraction
 - New self-service reporting tool
 - AI solution for assisting with service plans
 - Machine Learning: Analyzing Case Notes



Our secure and interoperable platform grants the ability to manage and bill for client engagements, rapidly generate compliance reports, and go beyond the requirements of basic compliance by evaluating the performance of an organization in assisting its clients in achieving their goals. It is our goal to deliver dynamic data insights via advanced analytics, dashboarding, open APIs, machine learning technologies, self service reporting, and configurable system alerts.

Why ML/AI?

Case managers need to constantly adapt to changing circumstances, regulations, and expectations, while ensuring quality, efficiency, and compliance. AI can help case managers overcome these challenges and improve their outcomes and performance.

Why the Data Lake?

The data lake solution enables real time importing of data in its original format. This both reduces transformation cost for customers and enables organizations to analyze and aggregate their data in any way they see fit.



2023 – 2024 CaseWorthy Roadmap

Quarter	Q3/Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024
Initiatives	HUD Compliance & Updated Data Standards FY 2024 HMIS+ Enhancements [Street Outreach Mobile – Power BI reports for COCs – VI SPDAT replacement]	Implement New BI Tool Refugee & Immigration UI/UX Updates Deploy Phase 1 of Data Lake, Prismatic and AI Solutions	File Management Updates Form apBuilder P.2 Dashboard apBuilder Deploy Auth0 for all CW customers	New Calendar & Scheduler UI/UX Deploy Phase 2 of Data Lake, Prismatic and AI Solutions	Deploy CaseWorthy Start Interface Refactor front end of CW application Embed FindHelp.org Referral Engine across the platform
Milestones	• Deploy the State Unit on Aging Product • Identify the new Platform reporting tool • Finish dev for Phase 1 AI product for Assisted Service Planning and Case Note/Service Analysis • Finish the POC for Data Lake Solution	• Deploy Billing Module Phase 1 & 2 • Deploy new Form apBuilder • Research Survey apBuilder • Refactor File Management Infrastructure • Research phase 2 of AI/ML product • Begin Development of new Dashboard apBuilder	• Updates to CaseWorthy Start [Centralized Start Module and User Admin Console] • Complete 100% of customer Auth0 migrations across platform • Integrate all products with new Billing Engine	• Deploy EVV Mobile app across platform • Improved configurable alerts engine and in-app alert notification center	• Continue w/ implementing “PRO” features in all apBuilders • New apBuilder PRO Certification program



8.0 References

CaseWorthy verifies that all information provided in the Reference Data Sheet is true and correct to the best of our knowledge.

REFERENCE DATA SHEET		
Provide a minimum of two (2) references with name, address, contact person and telephone number whose scope of business or services is similar to those of Humboldt County (preferably in California). Previous business with the Humboldt County does not qualify.		
NAME OF AGENCY:	Tennessee Homeless Solutions	
STREET ADDRESS:	100 Federal Drive #2	
CITY, STATE, ZIP:	Jackson TN 38305	
CONTACT PERSON:	Amy McDonald	EMAIL: Mcdonald.ths@gmail.com
PHONE #:	731-651-1020	
Department Name:	HMIS Manager	
Approximate County (Agency) Population:	600,000 (23 County Area)	
Number of Agencies:	30	
General Description of Scope of Work:	Tennessee Homeless Solution works to reduce homelessness and improve family stability by increasing housing resources and support services, through collaborative efforts with partner organizations. Tennessee Homeless Solution uses CaseWorthy Enterprise Case Management to track clients across the community. They use the ApBuilder configuration tools to CaseWorthy's full suite of reporting tools. They also maintain a comparable database for Victim Service Providers.	
Applicant Tracking System Implementation Date:	October 2010 - Present	
NAME OF AGENCY:	Haven for Hope	



STREET ADDRESS:	1 Haven for Hope Way	
CITY, STATE, ZIP:	San Antonio, TX 78207	
CONTACT PERSON:	Nina Gall	EMAIL: nina.gall@havenforhope.org
PHONE #:	210-570-0211	
Department Name:	HMIS Manager	
Approximate County (Agency) Population:	2.0 million	
Number of Agencies:	43	
General Description of Scope of Work:	Haven for Hope and our partners, address the root causes of homelessness by programming offering tailored to the specific needs of the individual. Their approach is person-centered, trauma-informed and recovery-oriented. The goal is to meet individuals where they are and support them as they move toward self-sufficiency. Haven for Hope partnered with CaseWorthy because of the CaseWorthy application's robust homeless management information system (HMIS) functionality and its ability to address all the programs and services they offer. Since its founding, CaseWorthy has differentiated itself by offering robust case management functionality to support comprehensive, wraparound services in the context of a compliant HMIS.	
Applicant Tracking System Implementation Date:	November 2009 - Present	
NAME OF AGENCY:	Connecticut Coalition to End Homelessness	
STREET ADDRESS:	257 Lawrence Street	
CITY, STATE, ZIP:	Hartford, CT 06106	
CONTACT PERSON:	Russ Cormier	EMAIL: russ@nutmegit.com
PHONE #:	860-256-4822 x702	



Department Name:	NA
Approximate County (Agency) Population:	3.6 million (State of Connecticut)
Number of Agencies:	60
General Description of Scope of Work:	CaseWorthy is the statewide HMIS for Connecticut. The Connecticut Coalition to End Homelessness, in partnership with members and communities throughout the state, creates change through leadership, advocacy, and building the capacity of members and the field to respond to environmental challenges. Their collective mission is to prevent and end homelessness in Connecticut.
Applicant Tracking System Implementation Date:	December 2012-Present



9.0 Evidence of Insurability and Business Licensure

CaseWorthy certifies the possession of any and all required licenses and/or certifications required for the provision of a Homeless Management Information System with capabilities equivalent to those set forth herein.

ACORD		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 10/19/2023			
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.							
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).							
PRODUCER HAUSER 5905 E. Galbraith Rd, Ste 9000 Cincinnati OH 45236			CONTACT NAME: Sarah Wood PHONE (A/C, No. Ext): 513-745-9200 FAX (A/C, No): 513-745-9219 E-MAIL: sarahwood@thehausergroup.com ADDRESS: sarahwood@thehausergroup.com				
INSURED CaseWorthy Veda Intermediate, LLC Accessible Solutions, LLC, MediSked, LLC 3995 S 700 E Ste 420 Salt Lake City UT 84107			INSURER(S) AFFORDING COVERAGE INSURER A: CNA Insurance Companies INSURER B: Trisura Specialty Insurance Company INSURER C: Texas Insurance Company INSURER D: Continental Casualty Company INSURER E: INSURER F:				
			NAIC # 16188 16543 20443				
COVERAGES			CERTIFICATE NUMBER: 1453110277		REVISION NUMBER:		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.							
INSR LTR	TYPE OF INSURANCE	ADDL INSD	INSR WOD	POLICY NUMBER	POLICY EFF. (MM/DD/YYYY)	POLICY EXP. (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY ☐ PRO-JECT ☐ LOC OTHER:			B6020062777	2/25/2023	2/25/2024	EACH OCCURRENCE \$2,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$1,000,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$2,000,000 GENERAL AGGREGATE \$4,000,000 PRODUCTS - COMP/OP AGG \$4,000,000 \$
A	☐ AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☒ Hired AUTOS ONLY ☐ SCHEDULED AUTOS ☒ NON-OWNED AUTOS ONLY			B6020062777	2/25/2023	2/25/2024	COMBINED SINGLE LIMIT (Per accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	☒ UMBRELLA LIAB ☐ EXCESS LIAB DED: ☒ RETENTION \$: 10,000			B6020062777	2/25/2023	2/25/2024	EACH OCCURRENCE \$3,000,000 AGGREGATE \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	W0646078156	2/25/2023	2/25/2024	☒ PER STATUTE ☐ OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
B/C/D	Primary Cyber Liability/Tech E&O Excess Cyber Liability/Tech E&O Directors & Officers			ATB-6658912-02 BFLCYETUTD11300_021558_01 752287982	5/14/2023 5/14/2023 7/11/2023	5/14/2024 5/14/2024 7/11/2024	Cyber: \$3M/\$25K Excess Limit Directors & Officers Tech E&O: \$3M/\$25K \$2M xs \$3M \$2M/\$10K
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)							
CERTIFICATE HOLDER Department of Health and Human Services County of Humboldt 507 F Street Eureka CA 95501				CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE J. M. Wonnall			

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10.0 Exceptions, Objections and Requested Changes:

EXCEPTIONS:

- Professional Services Agreement, Section 3(B) (pg.25/46 in RFP)
 - CaseWorthy term based contract pricing is dependent on term commitments. A termination without cause provision undermines this commitment.
- Professional Services Agreement, Section 22 (pg.33/46 in RFP)
 - Change language to
 - Neither party shall delegate its duties or assign its rights hereunder, either in whole or in part, without the other party's prior written consent, **which shall not be unreasonably withheld**. Any assignment by CONTRACTOR in violation of this provision shall be void, and shall be cause for immediate termination of this Agreement. This provision shall not be applicable to service agreements or other arrangements usually or customarily entered into by either party to obtain supplies, technical support or professional services.
- Inclusion of standard CaseWorthy SaaS Agreement, for the inclusion of provisions that do not conflict with or are otherwise addressed by the Professional Services Agreement, including SaaS specific terms. Our Terms are available upon request