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**AMENDMENT NO. # 1 TO SERVICE AGREEMENT**

This Amendment No. 1 to Service Agreement (“Amendment No.1”) is dated March 28, 2023 and is between Care Coordination Systems LLC, a Domestic Limited Liability Company (“Contractor”), and the County of Fresno, a political subdivision of the State of California (“County”).

**Recitals**

A. On May 17, 2022, the County and the Contractor entered Agreement with Care Coordination Systems, LLC: Community Health Record Integrated Data Sharing Platform, which is County agreement number 22-214 (“Agreement”), for use of the Care Coordination Systems integrated data sharing platform and software training.

B. WHEREAS, County requires Sixty (60) additional user licenses for the Community Health Record System provided by Contractor; and

C. WHEREAS, each new user requires Community Health Worker Activation Training provided by Contractor; and

D. WHEREAS, County requires customization of data collection forms, data mapping, reports, and additional services provided by Contractor; and

E. WHEREAS, the annual cost for sixty (60) additional user licenses is Forty-five thousand dollars and 00/100 (45,000.00); and

F. WHEREAS, the total cost to train sixty (60) additional users is Ninety thousand dollars and 00/100 (90,000.00); and

G. WHEREAS, the total cost to customize data collection forms, data mapping, reports, and additional services is Eight thousand and Five hundred dollars and 00/100 (\$8,500.00); and

H. WHEREAS, the parties desire to amend the Agreement regarding changes as stated below and restate the Agreement in its entirety.

I. The County and the Contractor now desire to amend the Agreement to add sixty (60) additional annual user licenses, one time training for each new user, and customization services as identified in Exhibit A, attached hereto and by this reference incorporated herein; and

1 J. The County and the Contractor now desire to amend the Agreement to increase the total  
2 compensation of the Agreement to account for the additional user licenses, training, and  
3 customization services.

4 The parties therefore agree as follows:

5 1. In the Specifications Section of the Community Health Record Software License  
6 Agreement located on Page Twenty (20) that the paragraph starting with "Community Health  
7 Record" and ending with the word "Agreements." be deleted in its entirety and replaced with the  
8 following:

9 *"Community Health Record: license for a 5-year term, including up to 164 Licensed Users,*  
10 *including invoicing and agency payout, medication reconciliation, patient activation measure*  
11 *screening, real time advanced reporting, benchmarks, data visualization dashboards,*  
12 *HealthBridge.care integration maintenance, user support, and standard system upgrades. In*  
13 *no event shall services performed under this and all Agreements be in excess of One Million*  
14 *One Hundred and Sixty-Nine Thousand Two Hundred and Fifty Dollars and No/100*  
15 *(\$1,169,250.00) during the initial term of these Agreements."*

16 2. In the Specifications Section of the Community Health Record Software License  
17 Agreement located on Page twenty (20) under the Annual Software License Fee section that the  
18 paragraph starting with "The Base Annual Fee" and ending with the Number "104." be deleted in  
19 its entirety and replaced with the following:

20 "The Base Annual Fee shall be further increased by \$750 per year for each Licensed User  
21 in excess of 164."

22 3. Appendix A – Service Deliverable of the Training Services Agreement located at the top  
23 of page thirty-one (31) is deleted in its entirety and replaced with the following:

24 "Activation Training for Users and Software for all care coordinators, supervisors,  
25 operations, and Health Engagement Team members: 7 sessions of up to 27 students each –  
26 164 total.

27 Operations, Reporting, and Invoicing Training for Operations and Staff: one session."  
28

1 4. In the Training Service Agreement located on Page twenty-eight (28) under Section 12.  
2 Miscellaneous subparagraph (a) Entire Agreement that the paragraph starting with “This  
3 Agreement” and ending with the word “Agreement.” be deleted in its entirety and replaced with  
4 the following:

5 “This Agreement is the complete and exclusive statement of the agreement between  
6 Customer and CCS as it relates to the Training and other subject matter of this Agreement  
7 including all pages one through sixty-four (1-64) of all Agreements, and supersedes any  
8 proposal or prior agreement, oral or written, and any other communications between the parties  
9 relating to the Training and other subject matter of this Agreement.”

10 5. The “Fresno County Products and Pricing” attachment of the Agreement located at  
11 pages sixty-three through sixty-five (63-65) be deleted in its entirety and replaced with “Exhibit  
12 A” which includes pages sixty-three through sixty-four (63-64). Exhibit A is attached and  
13 incorporated by this reference.

14 6. When both parties have signed this Amendment No. 1, the Agreement, and this  
15 Amendment No. 1 together constitute the Agreement.

16 7. The Contractor represents and warrants to the County that:

17 a. The Contractor is duly authorized and empowered to sign and perform its obligations  
18 under this Amendment.

19 b. The individual signing this Amendment on behalf of the Contractor is duly authorized  
20 to do so and his or her signature on this Amendment legally binds the Contractor to  
21 the terms of this Amendment.

22 8. The parties agree that this Amendment may be executed by electronic signature as  
23 provided in this section.

24 a. An “electronic signature” means any symbol or process intended by an individual  
25 signing this Amendment to represent their signature, including but not limited to (1) a  
26 digital signature; (2) a faxed version of an original handwritten signature; or (3) an  
27 electronically scanned and transmitted (for example by PDF document) version of an  
28 original handwritten signature.

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- b. Each electronic signature affixed or attached to this Amendment (1) is deemed equivalent to a valid original handwritten signature of the person signing this Amendment for all purposes, including but not limited to evidentiary proof in any administrative or judicial proceeding, and (2) has the same force and effect as the valid original handwritten signature of that person.
- c. The provisions of this section satisfy the requirements of Civil Code section 1633.5, subdivision (b), in the Uniform Electronic Transaction Act (Civil Code, Division 3, Part 2, Title 2.5, beginning with section 1633.1).
- d. Each party using a digital signature represents that it has undertaken and satisfied the requirements of Government Code section 16.5, subdivision (a), paragraphs (1) through (5), and agrees that each other party may rely upon that representation.
- e. This Amendment is not conditioned upon the parties conducting the transactions under it by electronic means and either party may sign this Amendment with an original handwritten signature.

9. This Amendment may be signed in counterparts, each of which is an original, and all of which together constitute this Amendment.

10. The Agreement as amended by this Amendment No. 1 is ratified and continued. All provisions of the Agreement and not amended by this Amendment No. 1 remain in full force and effect.

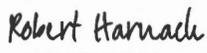
[SIGNATURE PAGE FOLLOWS]

1 The parties are signing this Amendment No. 1 on the date stated in the introductory  
2 clause.

3 Care Coordination Systems, LLC

COUNTY OF FRESNO

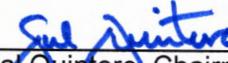
4 DocuSigned by:

5 

6 0AC2B9DD598F413...

Robert Harnach, CEO

7 75 East Market Street  
8 Akron, OH 44308

  
9 Sal Quintero, Chairman of the Board of  
10 Supervisors of the County of Fresno

11 **Attest:**  
12 Bernice E. Seidel  
13 Clerk of the Board of Supervisors  
14 County of Fresno, State of California

15 By:   
16 Deputy

17 For accounting use only:

18 Org No.: 56201558, 56201019  
19 Account No.: 7295  
20 Fund No.: 0001  
21 Subclass No.: 10000  
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Service	Description	Annual Cost - 5 year contract terms	Year 1 5/17/22-5/16/23	Year 2 5/17/23-5/16/24	Year 3 5/17/24-5/16/25	Year 4 5/17/25-5/16/26	Year 5 5/17/26-5/17/27	Total
Community Health Record Platform	<b>CHR Platform</b> - Annual, Five-year term; CCS System platform license includes system, internal/integrated community resources referral via HealthBridge.care, secure Messaging, standard reporting, Tier 2 user support with escalation for technical support, security compliance audit, standard hosting, standard maintenance, backup/restore, and frequent standard system upgrades.	\$45,000	\$45,000	\$45,000	\$45,000	\$45,000	\$45,000	\$225,000
User Licenses	<b>Desktop/portal</b> - annual, In a 5 year contract, 10 desktop user licenses are included with the CHR platform. Additional user licenses per contract term, pro-rated at time of initialization to next license contract anniversary date; includes Tier 2 user support. Multiple care models may be used with each license. Also, only one user license is required for the user to be enabled with Pathways and Health Homes (or any other platforms) concurrently. User licenses above the platform allotment may be added and removed annually, as necessary. <b>Estimated at 154 additional users @ \$750 for a total of 164 users with the 10 included users above.</b>	\$100,500	\$115,500	\$115,500	\$115,500	\$115,500	\$115,500	\$577,500
Public Facing HealthBridge.care Integrated with the CHR and enabled for Tele- Coordinator and Personal Health Record	<b>HealthBridge.care</b> - A community resources and referral secure portal for public and HUB client use external to the use in the CHR by the care coordinator included with APIs for third-party systems. Public and HUB clients may seek local referral sources and send requests to the 3rd party agencies. Public and HUB clients may maintain secure user logins for their referrals and communications with the agencies. HUB/ACH clients have added benefit as their community care coordinator is also receiving the information and pathways are tracking outcomes as agencies and client perform. Community resource listings are uploaded by HUB staff and maintained by agencies through their agency logins where they also track and respond to referrals. Additionally, HealthBridge is integrated with the Community Health Record platform providing security of information, reporting, auto-generation of pathways for HUB clients, and integrated resources for care coordinators to select and send referrals to agencies. Required for Tele-Coordinator/Tele-Coach, Personal Health Record, and the new HealthBridge 2.0 features being released in early 2022.	\$59,000- ONE-TIME payment in first contract year with 5 year contract; \$10,000 annual after first year	\$59,000	\$10,000	\$10,000	\$10,000	\$10,000	\$99,000
Advisory Services	Community Engagement Strategy for HealthBridge.care - How to engage your community, community service organizations, providers and government for an integrated referral network with results and measures. Let us assist with step-by-step guides, online education, and webinars to begin using HealthBridge.care to its fullest to enable true closed-loop referrals for your initiatives. Produce greater information, benefit community service organizations and develop new revenue opportunities for your community.	\$10,000- ONE-TIME payment in first contract year	\$10,000					\$10,000
PCHI Client Usage Fees	Pathways Community HUB Institute Annual client usage fees - PCHI requires a very reasonable client usage fee for the access to the model and learning materials. Annual: 1,000 active clients - \$500; 2,500 active clients - \$1,250; 5,000 - active clients; Ask about other client ranges.		\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$6,250
License	<b>Medication Reconciliation</b> - Annual, Five-Year term; Now reconcile Medication Assessment and Medication Management Pathways with your approved Medication Reviewers quickly. Integrated with the CHR platform, a care coordinator may complete the medication assessment with their client and immediately send the authorized reviewer(s) a secure notification and secure access to the client's medication assessment. Upon completion by the reviewer of the reconciliation, the care coordinator is notified and the reconciled assessment is stored securely in the client record's Documents, available to the care team. Faster than faxing. Secure. Better collaboration with providers and pharmacists. More pathways completed successfully.	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$30,000
Software Activation Training	<b>Interpersonal dynamics of training</b> earns of community health workers in the CHR platform features and best practices for effective supervision, care assurance quality improvement, information gathering and sustainability. Choice of virtual or in-person training for all software users in the HUB. Supervisors and Community Health Workers must attend entire training session. 5 days of 2 90-minute virtual sessions, 3 days of in-person training with access to on-line lessons in Learning Management System (LMS) for 1 year as well as community HUB specific guides, workbooks, videos, workflow processes and best practices. Course will include Pathways Community HUB model training that focuses on HUB's initiatives. Practice in the Community Health Record (CHR) with real-life case study examples. Separate Supervisor training provided for free to those attending Activation Training. Supervisor break-out training includes managing coordinators, best practices for signing documents and monitoring caseloads via reporting tool. Additional support week after training will include 1 hour open office-hour sessions for coordinators, supervisors and HUB staff to ask for refreshers, guidance and/or problem solve current cases. Activation training to be held no earlier than 2 weeks before live launch into the field. Pricing: \$1,500 per attendee - 6 Cohorts @ \$30,000 per cohort. Flexible as to training dates over contract term.		\$210,000					\$210,000
Reporting Training for Staff	Team of CCS data experts - coach HUB staff on all reporting features. Real-time reporting utilized for benchmarks, challenges and overall program performance. Create customized reports and dashboards to meet all funder requirements. Specialized reporting views and drill-down dashboards for individuals, agencies, partners and boards. 4 1-hour sessions post launch of HUB. 1st session will be free with purchase of reporting bundle and must take place before Activation Training and should be done in tangent with TA support when creating policies and procedures. Price for 3 sessions - \$1,500, Additional sessions -\$500/hour		\$1,500					\$1,500
Invoicing Training for Staff	Learn to create sustainability through invoicing training. CCS will train HUB staff with role designation including invoicing access; best practices in policy & procedures, agency billing cycles and reporting. Create braided funding waterfall to incorporate all funders and ensure community based coordination work is sustainable. Access to guides and videos with ongoing free support for first 6 months. Training Price: \$1,500, additional support 1 hour: \$500		\$1,500					\$1,500
<b>Sub-Total:</b>			<b>\$449,750</b>	<b>\$177,750</b>	<b>\$177,750</b>	<b>\$177,750</b>	<b>\$177,750</b>	<b>\$1,160,750</b>
<b>Ongoing Services (as needed)</b>								
Data Mapping	Project Manager to Complete data mapping of FCDPH data fields into CCS data structure (16 hours x \$250/hr)					\$4,000.00		
Customize CCS data collection Forms	Project Manager to Customize CCS data collection forms including: Client Profile, Initial & Follow-up checklists, Event Tracker (4 hours x \$250/hr)					\$1,000.00		
Data Mapping & Form Validation	Project Manager to work with Fresno County Department of Public Health to coordinate data mapping and form validation (2 hours x \$250/hr)					\$500.00		
Custom Reports Assessment	Assess need for custom reports based on data collection design, direct implementation and best practices (2 hours x \$250/hr)					\$500.00		
Design Custom Reports	Report Developer to design custom reports if needed (8 hours x \$250/hr)					\$2,000.00		
Report Validation	Confirm report validation through direct implementation, best practices, and coordination with Fresno County Department of Public Health (2 hours x \$250/hr)					\$500.00		
<b>Sub-Total:</b>						<b>\$8,500.00</b>		
<b>Agreement Total:</b>			<b>\$1,169,250</b>					

Service Descriptions			
Service	Description	Standard Costs	Annual Cost - 5 year contract terms
<b>5 year contract terms</b>			
Community Health Record Platform	CHR Platform - Annual, Five-year term; CCS System platform license includes system, internal/integrated community resources referral via HealthBridge.care, secure Messaging, standard reporting, Tier 2 user support with escalation for technical support, security compliance audit, standard hosting, standard maintenance, backup/restore, and frequent standard system upgrades.	\$55,000	\$45,000
User Licenses	Base User Licenses - Annual; 10 desktop/portal user licenses.	10 user licenses included in your 5 year CHR contract; As of 2022, no user licenses are included with licenses	\$0
User Licenses	Desktop/portal - annual; In a 5 year contract, 10 desktop user licenses are included with the CHR platform; Additional user licenses per contract term; pro-rated at time of initialization to next license contract anniversary date; includes Tier 2 user support. Multiple care models may be used with each license. Also, only one user license is required for the user to be enabled with Pathways and Health Homes (or any other platforms) concurrently. User licenses above the platform allotment may be added and removed annually, as necessary. Estimated at 154 additional users @\$750 for a total of 164 users with the 10 included users above.	\$750 - 5 year contract; \$1,250 - 3 year contract; \$1,500 - Less than 3 year contract	\$105,500
Public Facing HealthBridge.care Integrated with the CHR and enabled for Tele- Coordinator and Personal Health Record	HealthBridge.care - A community resources and referral secure portal for public and HUB client use external to the use in the CHR by the care coordinator included with APIs for third-party systems. Public and HUB clients may seek local referral sources and send requests to the 3rd party agencies. Public and HUB clients may maintain secure user logins for their referrals and communications with the agencies. HUB/ACH clients have added benefit as their community care coordinator is also receiving the information and pathways are tracking outcomes as agencies and client perform. Community resource listings are uploaded by HUB staff and maintained by agencies through their agency logins where they also track and respond to referrals. Additionally, HealthBridge is integrated with the Community Health Record platform providing security of information, reporting, auto-generation of pathways for HUB clients, and integrated resources for care coordinators to select and send referrals to agencies. Required for Tele-Coordinator/Tele-Coach, Personal Health Record, and the new HealthBridge 2.0 features being released in early 2022.	\$59,000 ONE-TIME payment in first contract year; \$30,000 annual after first year	\$59,000 One-Time; \$10,000 annually with your 5 year contract
Community Health Record with HealthBridge.care Integrated	Integrated HealthBridge.care - internal/integrated community resources referral via HealthBridge.care (non-public facing website). Uses the available clinical and community resources of the Community HUB to streamline the referral process for care coordinators. With a community engagement strategy supplied by us, you may develop an optimum referral network for your initiative featuring multiple documented conversations in the referral Pathways and results metrics from a true closed-loop system. Highly innovative with patents pending.	included in your CHR Platform	\$0
Invoicing and Agency Payout	Invoicing - Annual; Multiple performance-based contracts for outcomes; Braided-funding waterfall determines the appropriate payer for the outcome for the client. Specialized reporting for Invoicing and financing operations including Payer contract terms management, secure invoicing transmission to Payers, and invoicing and reporting support (up to 1 hour per month for first 4 months with 5 year contract).	Included in CHR contract; or \$18,000 annually	\$0
Tableau Data Visualization	Data Visualizations - Access your SDOH and clinical information for data visualization with our advanced Tableau dashboards. Presentation quality and access for download. We can create dashboards for your teams to use to monitor best practices and key performance indicators.	Included in the 5 year contract	Included
Advisory Services	Community Engagement Strategy for HealthBridge.care - How to engage your community, community service organizations, providers and government for an integrated referral network with results and measures. Let us assist with step-by-step guides, online education, and webinars to begin using HealthBridge.care to its fullest to enable true closed-loop referrals for your initiatives. Produce greater information, benefit community service organizations and develop new revenue opportunities for your community.	\$10,000 One time	\$10,000
Pathways 2.0 Activation Fee	One-time Activation Fee: Provides user access to PCHI Licensed Materials in the CHR (Visit Form, Progress Form, 21 Pathways, PCHI Learning Modules); 2 hours HUB Staff training on Pathways 2.0 Model and workflow processes; Initial bulk upload of HUB Payer Terms; 1-week open office hours - one hour per day for HUB Staff, CHWs, and Supervisors to ask any questions related to Pathways 2.0 transition or PCHI Licensed Materials; Anticipated to increase upon PCHI certification of the Community Health Record Platform. Waived fee with new 5-year contract or additional 5-year extension to current contract.	\$15,000 One time	Included
PCHI Client Usage Fees	Pathways Community HUB Institute Annual client usage fees - PCHI requires a very reasonable client usage fee for the access to the model and learning materials. Annual: 1,000 active clients - \$500; 2,500 active clients - \$1,250; 5,000 - active clients; Ask about other client ranges.	Estimated at 1000-2500 clients in the first year	\$1,250
License	Medication Reconciliation - Annual, Five-Year term. Now reconcile Medication Assessment and Medication Management Pathways with your approved Medication Reviewers quickly. Integrated with the CHR platform, a care coordinator may complete the medication assessment with their client and immediately send the authorized reviewer(s) a secure notification and secure access to the client's medication assessment. Upon completion by the reviewer of the reconciliation, the care coordinator is notified and the reconciled assessment is stored securely in the client record's Documents, available to the care team. Faster than faxing. Secure. Better collaboration with providers and pharmacists. More pathways completed successfully.	Secure, streamlined communication with external reconciliation partners for greater Pathways completion and important medication reconciliation. - \$6,000	\$6,000
PAM License	Patient Activation Measure (PAM) - license per eligible screened client per year; Includes first screening and multiple, additional screenings per year. Screening Packages of 200, 500, 1000, and 2000 annual clients. Clients screened in excess of subscription without upgrading subscription are \$25/client annually. Upgrades may be arranged at anytime. Invoiced monthly. Individual licenses to HUBs are 5x-10x more expensive. We are able to share a license across all of the Community HUBs.	\$4,500 \$9,000 \$12,500 \$17,500	Included
Advisory	CHR Platform - Initial Setup and implementation - setup and implementation including scope review with one each EHR, 211 and HIE for integration with the Community Health Record. Deliverables include the launch of the CHR platform and the project plans and budget for the integration of 211 and HIE.	\$15,000	Included
Service	Description	Standard Costs	Annual Cost - 5 year contract terms
<b>5 year contract terms</b>			
Software Activation Training	Interpersonal dynamics of training teams of community health workers in the CHR platform features and best practices for effective supervision, care assurance quality improvement, information gathering and sustainability. Choice of virtual or in-person training for all software users in the HUB. Supervisors and Community Health Workers must attend entire training session, 5 days of 2 90-minute virtual sessions, 3 days of in-person training with access to on-line lessons in Learning Management System (LMS) for 1 year as well as community HUB specific guides, workbooks, videos, workflow process and best practices. Course will include Pathways Community HUB model training that focuses on HUB's initiatives. Practice in the Community Health Record (CHR) with real-life case study examples. Separate Supervisor training provided for free to those attending Activation Training. Supervisor break-out training includes managing coordinators, best practices for signing documents and monitoring caseloads via reporting tool. Additional support week after training will include 1 hour open office-hour sessions for coordinators, supervisors and HUB staff to ask for refreshers, guidance and/or problem solve current cases. Activation training to be held no earlier than 2 weeks before live launch into the field. Pricing: \$1,500 per attendee - 6 Cohorts @ \$30,000 per cohort. Flexible as to training dates over contract term.	Minimum - \$15,000; Maximum - \$30,000 for 27 CHW trainees; Expect 6 cohorts	\$180,000
Reporting Training for Staff	Team of CCS data experts - coach HUB staff on all reporting features. Real-time reporting utilized for benchmarks, challenges and overall program performance. Create customized reports and dashboards to meet all funder requirements. Specialized reporting views and drill-down dashboards for individuals, agencies, partners and boards. 4 1-hour sessions post launch of HUB. 1st session will be free with purchase of reporting bundle and must take place before Activation Training and should be done in tangent with TA support when creating policies and procedures. Price for 3 sessions - \$1,500. Additional sessions - \$500/hour	\$1,500; Can include Fresno County and HUB personnel for greater economy	\$1,500
Invoicing Training for Staff	Learn to create sustainability through invoicing training. CCS will train HUB staff with role designation including invoicing access; best practices in policy & procedures, agency billing cycles and reporting. Create braided funding waterfall to incorporate all funders and ensure community based coordination work is sustainable. Access to guides and videos with ongoing free support for first 6 months. Training Price: \$1,500, additional support 1 hour: \$500	\$1,500; Can include Fresno HUB personnel for greater economy	\$1,500
HealthBridge 2.0	Includes HealthBridge.care resources, public facing interface, and search. All of HealthBridge.care + Registered client access for their health information and access to communicate securely with Care Team, Care Coordinators, and Coaches remotely. Medication Lists and integration with CHR documents for Coordinators and Call Centers. Integrated with HealthBridge search and all documents integrated to the CHR platform and attached to client chart. Annual 1,000 client subscription - \$60,000 per year. Additional clients in subscription package of 1,000 clients - \$36,000	\$60,000 for first 1,000 clients; additional packages of 1,000 clients - \$36,000 annually; Choose this if you want a client portal and extended coordinator features	To be launched in Q1 2022
Care Transition Interventions - Transition Coaches	Care Transition Interventions - Transition Coaches - Evidence-based and highly acknowledged, breakthrough training to reduce hospital readmissions (20-50%+) and improve patients' health and self-activation. Onsite facilitated training with organizational readiness assessment, online preparation and continuing education and learning best practices through the monthly Learning Network webinars.	Group - Virtual or Onsite or Individual Transition Coach Training. Contact Michelle@ccspathways.com for dates/times and information	
Care Transition Intervention - Organizational Readiness Assessment	Organizational Readiness Assessment for Transition Coaching - An organization needs the tools and mindset to support CTI Transition Coaches to achieve the documented successes with Care Transition Interventions and Transition Coaches. Weekly meetings prior to your Transitions Coach candidates receiving training are required for your organization. The hourly meetings will be conducted via individual organization scheduled webinars over 2 months or as needed. A key outcome will be whether your organization is ready to implement Transition Coaching and achieve significantly reduced 30-180 day hospital readmission rates while improving patient self activation and health. Individual candidates for training are also required to have their organization's readiness assessment prior to confirmation of training date and place. Group training sessions of up to 36 Transition Coach candidates are also required to be supported by their organizations readiness. Virtual cohorts for 25 trainee coaches.	Contact Michelle@ccspathways.com for information	
CHW Training / CDC 2109	Community health workers professional development including Pathways and CHR system hands-on case studies. Especially suited for care coordinators serving their clients/patients in the community setting. Licensed professional as supervisors to CHWs are invited to gain understanding of the CHW experience and also the Pathways utilization during the first three days. A CHW attends the first week intensive in the classroom. Practicum weeks follow with on-line education and supervised observations in the community with clients. Final week includes the Human Health segment and experiential learning based on best practices in the field. A CHW is enabled to start serving clients after the first week intensive.	Contact Sherri .Ohy@ccspathways.com for information on special CDC 2109 Pricing	
Additional User Licenses	Evaluators - annual; user licenses and Tier 2 support for initiative evaluation team with up to 3 evaluators per initiative. Includes reporting access to evaluation reporting.	\$5,000	
Additional User Licenses	Payer access - annual; up to 10 user licenses and Tier 2 support for full access or read-only access to authorized client charts and records including secure communication with care coordinators, supervisors, and HUB staff to work in a team approach. Reporting access to authorized client information and progress. State wide/multi-hub licensing available for economical team building with community-based care coordination across a state or region.	\$10,000	