

FINANCE COMMITTEE AGENDA

Called by: Jaime Salgado, Chairman
Members: Steve Schultz, John
Butitta, Paul Arena, Joe Hoffman,
Jean Crosby, Keith McDonald

DATE: THURSDAY, JANUARY 7, 2021

TIME: IMMEDIATELY FOLLOWING
OPERATIONS & ADMINISTRATIVE
COMMITTEE MEETING

LOCATION: VIRTUAL MEETING – ZOOM
(WINNEBAGO COUNTY YOUTUBE
LIVE)

The Winnebago County Board Chairman has determined that an in-person meeting is not practicable or prudent because of the COVID-19 pandemic.

AGENDA:

- A. Call to Order
- B. Roll Call
- C. Approval of September 15 and 17, 2020 Minutes
- D. Public Comment – This is the time we invite the public to address the Finance Committee with issues and concerns. We ask you to limit your comments to three minutes. Personal attacks or inappropriate language of any sort will not be tolerated. We will allow a maximum of five speakers on a first come basis with sign up at the meeting. Speakers may not address zoning matters which are pending before the ZBA, the Zoning Committee or the County Board. Personnel matters or pending or threatened litigation may not be addressed in open session. An individual may speak a maximum of three times per calendar year on the same topic. This prohibition shall include the repetition of the same topic in a statement on what is purported to be a different topic. After acknowledgement by the chair, please stand and state your name. Thank you.
- E. Resolution Authorizing the Execution of a Hourly Wage Increase for the Certified Nursing Assistants at River Bluff Nursing Home
- F. Resolution Authorizing Settlement of Litigation
- G. Budget Amendment 2021-001 COVID-19 Vaccine Management
- H. Other Matters
- I. Adjournment

**Winnebago County Board
Finance Committee Meeting**
County Administration Building
404 Elm Street, Room 303
Rockford, IL 61101
and Virtual Meeting – Zoom
(Winnebago County YouTube Live)

Tuesday, September 15, 2020
5:30 PM

Present:

Jaime Salgado, **Chairman**
Steve Schultz
Keith McDonald
Joe Hoffman
John Butitta

Absent:

Burt Gerl
Dave Fiduccia

Others Present:

Steve Chapman
Pat Thompson, County Administrator
Dave Kurlinkus, Deputy State's Attorney
Marilyn Hite Ross, State's Attorney
Tami Goral, Sheriff's Office
Paul Arena, County Board Member
Dorothy Redd, County Board Member

AGENDA:

- A. Call to Order
- B. Roll Call
- C. Public Comment
- D. 2021 Budget Discussion and Recommendations
- E. Other Matters
- F. Adjournment

Chairman Salgado called the meeting to order at 5:31 PM.

Public Comment

Chairman Salgado omitted reading the Public Comment section of the Agenda due to no one present to speak.

2021 Budget Discussion and Recommendations

- A list of items being proposed were explained by Mr. Chapman with regards to revenue increases and expenditure reductions in the 1% and Public Safety sales tax funds to reduce the deficit.
- Mr. Thompson and Mr. Chapman were advised to forward the information to the departments and start having discussions about the 2.2% reduction.
- Mr. Chapman spoke about the Sheriff's Department budgets.
- The budget received from the Mental Health Tax Board was discussed.

Other Matters

- Mr. Butitta spoke about an Agreement with the RAVE Board which they have asked to have suspended.

Motion to adjourn. Moved: Mr. Butitta, Seconded: Mr. Schultz.
Motion passed by unanimous voice vote.

Respectfully submitted,

Amy Ferling
Administrative Assistant

**Winnebago County Board
Finance Committee Meeting**
County Administration Building
404 Elm Street, Room 303
Rockford, IL 61101
and Virtual Meeting – Zoom
(Winnebago County YouTube Live)

Thursday, September 17, 2020
Immediately Following Personnel and Policies Committee

Present:

Jaime Salgado, **Chairman**
Steve Schultz
Keith McDonald
Joe Hoffman
Burt Gerl
Dave Fiduccia

Others Present:

Steve Chapman
Pat Thompson, County Administrator
Dave Kurlinkus, Deputy State's Attorney
Marilyn Hite Ross, State's Attorney
Paul Arena, County Board Member
Dave Kelley, County Board Member

Absent:

John Butitta

AGENDA:

- A. Call to Order
- B. Roll Call
- C. Public Comment
- D. Budget Amendment 2020-023 Veteran's Assistance
- E. 2021 Budget Discussion and Recommendations
- F. Other Matters
- G. Adjournment

Chairman Salgado called the meeting to order at 5:44 PM.

Public Comment

Chairman Salgado omitted reading the Public Comment section of the Agenda due to no one present to speak.

Budget Amendment 2020-023 Veteran's Assistance

Moved: Mr. Hoffman, Seconded: Mr. Gerl.

- A discussion followed.

Motion passed by unanimous voice vote.

2021 Budget Discussion and Recommendations

- Mr. Thompson had discussions with several department heads regarding the dollar gap between the requested budgets and projected revenues. Through the course of some revenue increases and expenditure decreases, the fund gap has been narrowed to approximately \$1.2 million. Fairly comfortable the County will achieve a 2% savings through salary savings and attrition or through other areas within the budget.

- Mr. Chapman and Mr. Thompson put together 13 recommendations to be voted on. On Tuesday's Board Meeting of the Whole, they have direction on what is going to be proposed.
- Mr. Chapman and Mr. Thompson spoke about River Bluff Nursing Home and fund equity forecast.
- Need to schedule a meeting with the Finance Committee and Personnel and Policies Committee regarding RBNH to determine the issues, what can be addressed and how to help Mr. Thompson, Mr. Chapman and individuals in charge at River Bluff.
- Mr. Chapman explained Amendments 2021-016 and 2021-017.

Mr. Salgado – Motion to take items 2 – 13 from the packet sent by Mr. Chapman on the recommended Budget Amendments to get approved.

Moved: Mr. Hoffman, Seconded: Mr. McDonald and Mr. Gerl.

- A discussion followed.

Motion passed by unanimous voice vote with the exception of one vote.

Mr. Salgado – Motion to put on the table Budget Amendments 1 – 5 and 7 – 19 for 2021. Number 6 is taken out for the time being.

Moved: Mr. Gerl, Seconded: Mr. Hoffman.

- A discussion followed.

Motion passed by unanimous voice vote.

Mr. Salgado – Motion to put Budget Amendment 6 for Host Fees on the table for voting.

Moved: Mr. Hoffman, Seconded: Mr. Gerl.

Motion passed by unanimous voice vote with the exception of two votes.

Other Matters

None

Motion to adjourn. Moved: Mr. Gerl, Seconded: Mr. Hoffman and Mr. Schultz.

Motion passed by unanimous voice vote.

Respectfully submitted,

Amy Ferling
Administrative Assistant



Resolution Executive Summary

Prepared By: Patrick Thompson and Pat McDiarmid

Committee: Finance

Committee Date: January 7, 2021

Resolution Title: Resolution for Approval for Wage Increase for C.N.A. Position

Board Meeting Date: January 14, 2021

Budget Information:

Was item budgeted? Yes	Appropriation Amount:
If not, explain funding source:	
ORG/OBJ/Project Code: 72500-41110	Budget Impact: \$97,500

Background Information: River Bluff takes pride in providing exceptional care to all residents through person-centered care. We staff C.N.A.s at the ratio of 1 C.N.A. to 10 residents although this number can fluctuate based on the level of care needed. We often provide one-to-one care for various reasons such as danger of falling, behavioral issues, mechanical assisted lifting or when skilled services are needed.

In order to maintain our caregiver to resident ration, we have used staffing agencies to provide us with educated trained professional workers. We have easily been using agencies for the past 12 years. Cost for services has escalated over the years and we are now paying an average of \$37.00 per hour in comparison to the \$13.15 per hour we pay our employees who work in the C.N.A. job title.

While we offer a stable environment with an excellent benefit package, our employees are more concerned with the actual pay check in that at this point in their lives, money is the key issue to provide the necessities for growing a family and establishing a home. In order to keep us competitive with other nursing homes in our area it is imperative that we increase wages. We are currently working on bringing in new residents. This will require additional personnel as we increase resident count. Every 6 to 8 residents will need an addition to the C.N.A. count. We would much rather pay our employees than expense agency fees.

While increasing wages does not guarantee that we will solve all of our employment issues, it will certainly make us much more interesting to job seekers as the COVID pandemic diminishes and let us build a strong team to provide the level of service we are so proud of.

Recommendation: The Finance Committee, chaired by Jaime Salgado has reviewed the resolution presented to the Board. The Board is asked to vote in favor of the Committee's recommendation at its January 14, 2021 meeting.

Contract/Agreement: AFSCME Bargaining Unit Memo of Understanding Attached.

Legal Review: Reviewed with the States Attorney's office.

Follow-Up: This wage increase would be effective on the February 12, 2021 payroll.

RESOLUTION
of the
COUNTY BOARD OF THE COUNTY OF WINNEBAGO, ILLINOIS

Sponsored by: Jaime Salgado
Submitted by: Finance Committee

2021 CR

**RESOLUTION AUTHORIZING THE EXECUTION OF A HOULY WAGE INCREASE FOR THE CERTIFIED
NURSING ASSISTANTS AT RIVER BLUFF NURSING HOME**

WHEREAS, the County of Winnebago, Illinois, has a Certified Nursing Assistant (C.N.A.) position at River Bluff Nursing Home (RBNH); and

WHEREAS, effective January 1, 2021 the minimum hourly rate for the C.N.A. position will increase from \$13.15 to \$13.51 per the AFSCME bargaining unit contract. We are recommending an additional \$2.00 per hour increase to the C.N.A. position. This increase in the hourly rate will allow RBNH to eliminate the need for agency staffing and keep RBNH competitive with other nursing homes in the area; and

WHEREAS, the intent is to be budget neutral with a reduction in agency wages; and

WHEREAS, the Finance Committee of the County Board for the County of Winnebago, Illinois has reviewed the request and recommends that the County Board authorize execution of a \$2.00 per hour rate increase for C.N.A. position at RBNH effective on the February 12, 2021 payroll.

NOW, THEREFORE BE IT RESOLVED, by the County Board of the County of Winnebago, Illinois that the Winnebago County Board Chairman is hereby authorized to increase the hourly rate for the C.N.A. position an additional \$2.00 per hour effective on the February 12, 2021 payroll.

BE IT FURTHER RESOLVED, the Finance Department shall record the following transaction:

FROM ACCOUNT	0401-72500-43190	OTHER PROFESSIONAL SERICES	(\$97,500)
TO ACCOUNT	0401-72500-41110	REGULAR SALARIES	\$97,500

BE IT FURTHER RESOLVED, that this Resolution shall be in full force and effective immediately upon its adoption and the Clerk of the County Board is hereby authorized to prepare and deliver certified copies of this Resolution to the Director of Purchasing, Director of Human Resources and the County Auditor.

Respectfully Submitted,
FINANCE COMMITTEE

AGREE

DISAGREE

JAIME SALGADO, CHAIRMAN

JAIME SALGADO, CHAIRMAN

STEVE SCHULTZ, VICE CHAIRMAN

STEVE SCHULTZ, VICE CHAIRMAN

PAUL ARENA

PAUL ARENA

JOHN BUTITTA

JOHN BUTITTA

JEAN CROSBY

JEAN CROSBY

JOE HOFFMAN

JOE HOFFMAN

KEITH McDONALD

KEITH McDONALD

The above and foregoing Resolution was adopted by the County Board of the County of Winnebago, Illinois this ____ day of _____ 2021.

JOSEPH CHIARELLI
CHAIRMAN OF THE COUNTY BOARD
OF THE COUNTY OF WINNEBAGO, ILLINOIS

ATTESTED BY:

LORI GUMMOW
CLERK OF THE COUNTY BOARD
OF THE COUNTY OF WINNEBAGO, ILLINOIS

2021
WINNEBAGO COUNTY

REQUEST FOR BUDGET TRANSFER

DATE SUBMITTED:	12/31/2020	TRANSFER NO: TRF21-001
DEPARTMENT:	River Bluff	SUBMITTED BY: Pat McDiarmid
FUND#:	401	DEPT. BUDGET NO. 70500

Department Org Number	Object (Account) Number	Object (Account) Description	Adopted Budget	Amendments Previously Approved	Revised Approved Budget	Increase (Decrease)	Revised Budget after Approved Budget Amendment
Expenditures							
72500	43190	Other Professional Services	\$3,000,000	\$0	\$3,000,000	(\$97,500)	\$2,902,500
72500	41110	Regular Salaries	\$2,592,331	\$0	\$2,592,331	\$97,500	\$2,689,831
Revenue							
TOTAL ADJUSTMENT:						\$0	

Reason budget transfer is required:

The increase in the hourly rates for the C.N.A position will allow RBNH to eliminate the need for agency staffing and keep RBNH competitive with our nursing homes in the area.

Potential alternatives to budget transfer:

N/A

Impact to fiscal year 2021 budget:

None

Revenue Source: _____

Memorandum of Understanding

This letter shall constitute a Memorandum of Understanding (MOU) with respect to the Collective Bargaining Agreement (CBA) for the period of October 1, 2017 through September 30, 2021 entered into between the County of Winnebago (County) and Local #473 of the American Federation of State, County and Municipal Employees, AFL-CIO, Illinois Council 31 (hereinafter referred to as "Union").

Effective January 25, 2021, the starting wage as set forth in Appendix IIIA of the CBA for Grade E1, Certified Nursing Assistant (CNA), will increase from \$13.51 to \$15.51 and the starting wage for Grade F1, Rehab CNA, will increase from \$14.48 to \$16.48.

Effective January 25, 2021, all bargaining unit employees at River Bluff Nursing Home employed in the position of Certified Nursing Assistant (Grade E1) or Rehab CNA (Grade F1) will receive an increase of \$2.00 per hour on their regular hourly rate in effect on January 25, 2021. Said increase will only apply to Certified Nursing Assistants and Rehab CNAs who are employed by the County/River Bluff Nursing Home on January 25, 2021.

The parties agree that the wage increases set forth in this MOU shall not be precedent setting and shall not be cited in any future matter, including future negotiations between the County and AFSCME.

Patrick Thompson, Winnebago County Administrator/Date

Mike Delgado, AFSCME President/Date

Lori Laidlaw/AFSCME Council 31/Date

SPONSORED BY: JAIME SALGADO

RESOLUTION
OF THE
COUNTY BOARD OF THE COUNTY OF WINNEBAGO, ILLINOIS

SUBMITTED BY: FINANCE COMMITTEE

2021CR_____

RESOLUTION AUTHORIZING SETTLEMENT
OF LITIGATION

WHEREAS, *Michael Condatore v. Frank Haney and County of Winnebago*, is a pending civil action against the County and former chairman, Frank Haney, filed in the Seventeenth Judicial Circuit, Winnebago County, Illinois, as case number 2020 L 129; and

WHEREAS, the Plaintiff therein has agreed to settle all claims he has against the County and former chairman Frank Haney for the sum of Forty Thousand Dollars (\$40,000.00); and

WHEREAS, the Finance Committee, after having reviewed the facts and circumstances of the aforementioned case and after having conferred with the Winnebago County State's Attorney, through his assistant, has determined it is in the best interests of the citizens of Winnebago County to settle this case on the terms set forth above.

NOW, THEREFORE, BE IT RESOLVED, by the County Board of the County of Winnebago, Illinois, that the Winnebago County State's Attorney is hereby authorized to settle the aforementioned lawsuit by paying the Plaintiff therein the sum of Forty Thousand Dollars (\$40,000.00).

BE IT FURTHER RESOLVED that the Winnebago County Treasurer, Winnebago County Clerk, and Winnebago County Finance Department are authorized and directed to prepare and deliver to the Winnebago County State's Attorney one or more County Warrants totaling \$40,000.00, payable as directed by the State's Attorney.

BE IT FURTHER RESOLVED, that this Resolution shall be in full force and effect immediately upon its adoption.

Respectfully submitted,

FINANCE COMMITTEE

AGREE

DISAGREE

JAIME SALGADO, CHAIRMAN

JAIME SALGADO, CHAIRMAN

STEVE SCHULTZ

STEVE SCHULTZ

JOHN BUTITTA

JOHN BUTITTA

PAUL ARENA

PAUL ARENA

JOE HOFFMAN

JOE HOFFMAN

JEAN CROSBY

JEAN CROSBY

KEITH McDONALD

KEITH McDONALD

The above and foregoing Resolution was adopted by the County Board of the County of Winnebago, Illinois, this ____ day of _____, 2021.

Joseph Chiarelli
Chairman of the County Board
of the County of Winnebago, Illinois

Attested by:

Lori Gummow
Clerk of the County Board
of the County of Winnebago, Illinois



Resolution Executive Summary

Prepared By: Winnebago County Health Department
Committee: Winnebago County Finance Committee
Committee Date: January 7th, 2021
Resolution Title: Resolution for Approval of Population Vaccination Management System
County Code: Winnebago County Purchasing Ordinance Emergency status
Board Meeting Date: January 14th, 2021

Budget Information:

Was item budgeted? No	Appropriation Amount: \$ 540,500
If not, explain funding source: Fund Balance (Emergency Reserve)	
ORG/OBJ/Project Code: 60100/43160/60000	Budget Impact: \$540,500 expenditure increase

Background Information: In response to COVID-19 pandemic, the Winnebago County Health Department will undertake a population vaccination program. To efficiently and safely distribute the vaccines a comprehensive management system with pre-registration capabilities and interface capabilities to our hospital systems is required. The Health Department has consulted with DoIT internally and analyzed the best alternative for Winnebago County in light of time constraints, financial commitments and system capabilities to efficiently execute per out population vaccination plan.

Recommendation: The Winnebago County recommends approval and purchase of the Qualtrics system to integrate into our population vaccination plan.

Contract/Agreement: Qualtrics is to be engaged for a 1 year agreement producing cloud based and professional services and support.

Legal Review: Reviewed by Charlotte Leclercq, December 3, 2020

Follow-Up: Winnebago County Health Department will submit packed with Board of Health Major Expenditure approval, purchase order and invoice/

2021 Fiscal Year

Finance: Jan 7, 2021

Lay Over: Jan 14, 2021

Sponsored by:
Jaime Salgado, Finance Committee Chairman

Final Vote: Jan 28, 2021

2021 CO

TO: THE HONORABLE BOARD MEMBERS OF THE COUNTY OF WINNEBAGO, ILLINOIS

The Winnebago County Finance Committee presents the following Ordinance amending the Annual Appropriation Ordinance for the fiscal year ending September 30, 2021 and recommends its adoption.

ORDINANCE

WHEREAS, the Winnebago County Board adopted the “Annual Budget and Appropriation Ordinance” for the fiscal year ending September 30, 2021 at its September 24, 2020 meeting; and,

WHEREAS, 55ILCS 5/6-1003(2014), states, “After the adoption of the county budget, no further appropriations shall be made at any other time during such fiscal year, except as provided in this Act. Appropriations in excess of those authorized by the budget in order to meet an immediate emergency may be made at any meeting of the board by a two-thirds vote of all the members constituting such board, the vote to be taken by ayes and nays and entered on the record of the meeting.”

NOW, THEREFORE, BE IT ORDAINED, that the County Board deems that pursuant to the provisions as set forth in 55ILCS 5/6-1003(2014), certain conditions have occurred in connection with the operations of the County which are deemed to be immediate emergencies; therefore the following increases are hereby authorized.

2021-001 Covid-19 Vaccine Management

Reason: This program will help support Winnebago County vaccine administration and reporting for the Covid-19 vaccine.

Alternative: None

Impact to fiscal year 2021 budget: \$540,500

Revenue Source: Funds to be taken from the Health Department’s Fund Balance

<u>Acct Description</u>	<u>Org</u>	<u>Obj</u>	<u>Pri</u>	Debit (Credit)
Expense:				
Data Processing Consulting	60100	43160		\$540,500
Revenue:				
Fund Balance				
		Total Adj		\$540,500

(AGREE)

Respectfully Submitted,
FINANCE COMMITTEE
(DISAGREE)

JAIME SALGADO,
FINANCE CHAIRMAN

JAIME SALGADO,
FINANCE CHAIRMAN

JEAN CROSBY

JEAN CROSBY

JOE HOFFMAN

JOE HOFFMAN

PAUL ARENA

PAUL ARENA

STEVE SCHULTZ

STEVE SCHULTZ

KEITH McDONALD

KEITH McDONALD

JOHN BUTITTA

JOHN BUTITTA

The above and foregoing Ordinance was adopted by the County Board of the County of Winnebago, Illinois this ____ day of _____ 2021.

ATTESTED BY:

JOSEPH CHIARELLI
CHAIRMAN OF THE COUNTY BOARD
OF THE COUNTY OF WINNEBAGO, ILLINOIS

LORI GUMMOW
CLERK OF THE COUNTY BOARD
OF THE COUNTY OF WINNEBAGO, ILLINOIS

Major Expenditure Request Form

(For Purchases Exceeding \$3,000.00)

Division: Winnebago County Health Dept.

Submitted by: Dr. Sandra Martell

Description: Qualtrics – COVID-19 Vaccination Management Software

Approximate amount: \$540,500

Project/Program: 60000 Object/Account: ~~42095~~ 43160

Balance remaining (after this transaction): \$ As of Date:

Was Item budgeted: Yes No

Is budget amendment required: Yes No

Funding Source (if not budgeted): Public Health Emergency Reserve

Financial Officer Verification:  Date: 12/11/2020

Justification for expense: COVID-19 Vaccination Management Software

Other pertinent information: See attached Sections from COVID-19 Vaccination Plan for Winnebago County. The Qualtrics COVID-19 Vaccination Management Software has been selected to support Vaccine Administration and Reporting; Vaccination Second-Dose Reminders; Requirements for Immunization Registries; Vaccine Safety Monitoring; and Vaccination Program Monitoring at the community population level. The initial registration go-live to support pre-registration and prioritization has been targeted for January 1, 2020. Winnebago County DoIT participated in the review process of the systems.

Illinois Department of Public Health (IDPH) has partnered with Juvare to support some functionality for COVID-19 vaccination at the local health department level; however, the system is not intended to support prioritization of vaccination or wait-listing. The Juvare solution is not required.

Director: _____ Date: ___/___/___

Administrator: Sandra L Martell RN, DNP Digitally signed by Sandra L. Martell RN, DNP
DN: cn=Sandra L. Martell RN, DNP, o=Winnebago County Health
Department, ou=Email: smartel@wchd.org, c=US
Date: 2020.12.10 17:59:58 -0600 Date: 12/10/2020

Approved by Board of Health on: _____ Date: ___/___/___



Purchase Order	2020-785
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Requestor:	Dr. Martell
Date:	12/11/2020

ORDER FOR SUPPLIES/SERVICES
<i>To be completed by Requestor</i>

Project Code	Object #	Suggested Vendor	Vendor Number	Item/Part #	Full Description of Services/Goods	U/M	Qty	Unit Price	Ext. Price
HA 60000	43160 - Data Processing Consulting	Qualtrics, LLC	New	Cloud Professional	Vaccine Management System	Each	1	\$ 540,500.00	\$ 540,500.00
									\$ -
									\$ -
									\$ -
									\$ -
									\$ -
									\$ -
If use is for multiple programs:			0.00%		0.00%			\$ -	\$ -

DATE NEEDED BY:	ASAP	Shipping and Handling	
		Total Cost	\$ 540,500.00

Staff Signature:	⇒	Date:	
Supervisor Signature:	⇒	Date:	(Up to \$500)
Division Head Signature:	⇒	Date:	(Up to \$1000)
Director of Finance Signature:	⇒	Date:	12/11/2020 (Up to \$3,000)
Public Health Administrator Signature:	⇒	Date:	(Up to \$3,000)
Board of Health Approval:	⇒	Date:	(Over \$3,000)

Justification/Use for Needing Supplies or Services:	COVID-19 Vaccination Management Software - The Qualtrics COVID-19 Vaccination Management Software has been selected to support Vaccine Administration and Reporting; Vaccination Second-Dose Reminders; Requirements for Immunization Registries; Vaccine Safety Monitoring; and Vaccination Program Monitoring at the community population level.
Grant/FFS Source to Offset Expense:	Public Health Emergency Reserve
Goods/Services Cover Needs for Months/Year	

Vendor:	Qualtrics, LLC
Contact Person:	Trey Hansen
Address:	333 W. River Park Drive, Provo, UT 84604
Phone#:	Steve Sartori (201)-961-3274 Contact Support
E-Mail:	trey@qualtrics.com

Order to be placed after approvals by:	<input checked="" type="checkbox"/>	Purchasing Requestor	If using a Purchasing Card, you must obtain approvals first, then attach this to your purchasing card statement
If over \$3,000 a Major Expenditure Request must be attached.	<input checked="" type="checkbox"/>		Whose Purchasing Card is to be used to purchase the item(s): Quotes are to be attached
			Center Director Director of Finance

ME: Qualtrics - PO#2020-785

RE: COVID-19 Vaccination Management Software

Justification for Expense: The Qualtrics COVID-19 Vaccination Management Software has been selected to support Vaccine Administration and Reporting; Vaccination Second-Dose Reminders; Requirements for Immunization Registries; Vaccine Safety Monitoring; and Vaccination Program Monitoring at the community population level.

BOH Member	Yay	Nay
Angie Goral	1	
Dr. Ronald Gottschalk	1	
Dr. John Halversen	1	
Dr. David Helland	1	
Luci Hoover	1	
Dr. Patricia Lewis	1	
James Powers	1	
Dr. Allen Williams, President	1	
Robert McCreath	1	
Tuffy Quinonez		
ME Approved 9.o.1	9	0

Dr. David Helland

11:31am on 12/11/2020

Voice approval by phone

Qualtrics - COVID-19 Vaccination Management Software - PO#2020-785



Fri 12/11/2020 10:21 AM

Christina Washington

BOH APPROVAL REQUESTED ASAP RE: Qualtrics - COVID-19 Vaccination Management Software

To **Board of Health**

Cc Dr. Sandra Martell; James Keeler (JKeeler@wchd.org); Rebecca Lyons



ME Qualtrics COVID-19 Vaccination Management Software.pdf
2 MB

Good Morning,

Please find attached a **Major Expenditure for Qualtrics regarding COVID-19 Vaccination Management Software.**

Justification of Expense: The Qualtrics COVID-19 Vaccination Management Software has been selected to support Vaccine Administration and Reporting; Vaccination Second-Dose Reminders; Requirements for Immunization Registries; Vaccine Safety Monitoring; and Vaccination Program Monitoring at the community population level.

We are requesting BOH Approval on this Major Expenditure ASAP.

Please reply with your vote or you may call me at 815-720-4200.

If you have any questions, please do not hesitate to let me know.

Thank you,

Christina Washington

Ron Gottschalk Approval - Email 10:24a.m. on 12.11.20



Fri 12/11/2020 10:24 AM

Ron Gottschalk <rgottschalk@gmail.com>

Re: BOH APPROVAL REQUESTED ASAP RE: Qualtrics - COVID-19 Vaccination Management Software

To Christina Washington

I approve the major expenditure request.

Ron Gottschalk

Robert McCreath Approval - Email 10:43a.m. on 12.11.20



Fri 12/11/2020 10:43 AM

Bob McCreath <r.mccreath@comcast.net>

RE: BOH APPROVAL REQUESTED ASAP RE: Qualtrics - COVID-19 Vaccination Management Software

To Christina Washington

By all means I approve.

Bob McCreath

Dr. Allen Williams Approval - Email 11:33a.m. on 12.11.20



Fri 12/11/2020 11:28 AM

Williams, Allen <awilliams@swedishamerican.org>

Re: BOH APPROVAL REQUESTED ASAP RE: Qualtrics - COVID-19 Vaccination Management Software

To Christina Washington

We removed extra line breaks from this message.

I vote yes

Luci Hoover Approval - Email 11:46a.m. on 12.11.20



Fri 12/11/2020 11:42 AM

Luci Hoover <lphoover901@aol.com>

Re: BOH APPROVAL REQUESTED ASAP RE: Qualtrics - COVID-19 Vaccination Management Software

To Christina Washington

You have my approval 😊

Sent from my iPhone

Dr. John Halversen Approval - Text Message 3:13p.m. on 12.11.20



Reminder: Finance Cte Tuesday, November 10th at 5:30pm. Packets will be dropped off tonight. Thank you, Christina

Today 12:18 PM

Hi Dr Halversen, I sent out Major Expenditure that we need BOH approval on ASAP. It's for the Qualttics Software to manage COVID19 vaccination. If you could please reply to this text or email that would be great. Thanks, Christina

Delivered

Today 3:01 PM

Christina, you have approval for the requested expenditure. Have a great weekend—John

Dr. Patricia Lewis Approval - Email 10:11a.m. on 12.12.20



Sat 12/12/2020 10:11 AM

Patricia Lewis <pryanlewis@aol.com>

Re: BOH APPROVAL REQUESTED ASAP RE: Qualtrics - COVID-19 Vaccination Management Software

To Christina Washington

I approve this purchase.
Pat Lewis

Sent from my iPad

James Powers Approval - Email 11:26a.m. on 12.12.20



Sat 12/12/2020 11:26 AM

James powers <piglet70@att.net>

Re: BOH APPROVAL REQUESTED ASAP RE: Qualtrics - COVID-19 Vaccination Management Software

To Christina Washington

You have my approval.

Jim Powers

Sent from my iPad



Order Form

Parties:	Qualtrics, LLC 333 W. River Park Dr. Provo, UT 84604 United States ("Qualtrics")	County of Winnebago 404 Elm Street Rockford, IL 61101 United States ("Customer")	
Effective Date:	The date signed by the last party to sign.		
Governing Document:	This Order Form is subject to the Qualtrics Terms of Service at https://www.qualtrics.com/terms-of-service/ (the "Agreement"). All capitalized terms used but not defined herein have the meanings given to them in the Agreement. If there is a conflict between the terms of the Agreement and this Order Form, this Order Form will control.		
Attachments:	<ul style="list-style-type: none"> - Service Level Exhibit - Fees Exhibit - Cloud Service Exhibit - Professional Services Exhibit 		
Services:	As set forth in the exhibits attached hereto		
Term:	As set forth in the exhibits attached hereto		
Payment Terms:	As set forth in the exhibits attached hereto		
Additional Terms:			
To be completed by Customer			
Regional Data Center:	US	Purchase Order Number (if any):	
Email Address for Invoice Submission:	smartell@wchd.org	Shipping Address:	
Invoicing Instructions (if applicable):		Billing Address for Invoice Submission:	555 N Court St Attn: County of Winnebago Winnebago County Health Rockford IL United States 61103

Qualtrics	Customer
By (signature):	By (signature):
Name:	Name:
Title:	Title:
Date:	Date:
Qualtrics Primary Contact:	Customer Primary Contact:
Name: Trey Hansen	Name: Sandra Martell
Phone:	Phone: +1 815-720-4200
Email: treyh@qualtrics.com	Email: smartell@wchd.org



Order Form

Service Level Exhibit

Service Levels

1. **Availability.** Qualtrics will use commercially reasonable efforts to ensure that the Cloud Service will be available at all times, excluding when the Cloud Service is unavailable due to (a) required system maintenance as determined by Qualtrics ("**Scheduled Maintenance**"); and (b) causes outside of the reasonable control of Qualtrics that could not have been avoided by its exercise of due care, including any outages caused by: (i) the Internet in general; (ii) a Customer-caused event; or (iii) any Force Majeure Event ("**Availability**").
2. **Scheduled Maintenance.** A minimum of five days' advance notice will be provided by email to Customer for all Scheduled Maintenance exceeding two hours. For Scheduled Maintenance lasting less than two hours, notice will be displayed on the login page.
3. **Downtime.** "**Downtime**" is defined as the Cloud Service having no Availability, expressed in minutes.
4. **Remedies for Downtime.** If Downtime exceeds a certain amount per month, Customer will be entitled, upon written request, to a credit ("**Fee Credit**") based on the formula: Fee Credit = Fee Credit Percentage set forth below * (1/12 current annual Fees paid for Software affected by Downtime). All times listed immediately below are per calendar month.
 1. If Downtime is 30 minutes or less, no Fee Credit Percentage is awarded.
 2. If Downtime is from 31 to 120 minutes, Customer is eligible for a Fee Credit Percentage of 5%.
 3. If Downtime is from 121 to 240 minutes, Customer is eligible for a Fee Credit Percentage of 7.5%.
 4. If Downtime is 241 minutes or greater, Customer is eligible for a Fee Credit Percentage of 10.0%



Order Form

Fees Exhibit

License Details

Start Date	End Date	Term in Months
07-Dec-2020	06-Dec-2021	12

Cloud Service Details

Year	Services	Price	Estimated Invoice Date	Payment Terms from Invoice	License Configuration
1	Cloud Professional	\$190,500.00 \$350,000.00	Effective Date	Net 30	Q-1356403
Total		USD \$540,500.00			

Prices shown do not include applicable taxes. Applicable taxes will be presented on the invoice.

Press Release

Notwithstanding anything to the contrary in the Agreement, upon mutual execution of this Order Form Customer grants Qualtrics the right to issue a press release naming Customer as a customer of Qualtrics and identifying the product purchased.



Order Form

Cloud Service Exhibit

Cloud Service Renewal (not applicable to pilots or proofs of concept). Qualtrics sends renewal notices to customers at least 60 days before the end of the term. Upon expiration of each term, the Cloud Service will automatically renew for a successive one-year term with a price increase of no more than 5% at such renewal, unless either party provides notice of nonrenewal within 30 days after receiving the renewal notice.

[Description of Services on following page]

CLOUD SERVICE

CX5 State of the Art

Website Feedback
XM Directory - State of the Art
ExpertReview - Compliance Assist
Offline App
Predict iQ
Professionally Developed Theme
Role-based Dashboards
Screen Out Reporting
SMS
Stats IQ (Describe and Relate)
Stats IQ (Pivot and Regression)
Text IQ
Vanity URL
CX Core Number of Responses: Unlimited for Vaccine Management
Dashboard Users Includes up to 5
SMS Text Reserve : 50000
Developer Tools
Action Planning
Admin Users (Unlimited)
Advanced Question Types
Advanced Quotas
Advanced Security Management
Branded URL
CLFU (Case Management)
Custom Theme
CX ExpertReview - Response Quality (Advanced)
CX Journey Optimizer
In-app addon for Website Feedback
CX TAM (10 hours)

PROFESSIONAL SERVICES

CX Custom Implementation
Qualtrics partner EY - NORTH AMERICA will deliver CX5 Custom Implementation Services. Qualtrics will invoice on behalf of EY - NORTH AMERICA.

CX Custom Engineering Services
Qualtrics to deliver CX5 Custom Engineering Services. Annual maintenance of USD 0 beginning in year 2.



Order Form

Technical Account Manager Schedule

TAM Allocated Hours: TAM will be available to provide up to 10 hours of TAM services per week.

Term: TAM will co-term with the term of the Cloud Service.

Fees: \$95,000 USD per 12 months

Overview of Technical Account Manager Offering (“TAM Offering”)

The TAM will focus primarily on high value-add activities for Customer, including strategic technology thought partnership, formal program technology reviews, optimizing technology decisions, escalation management, training, and revision activities. The TAM will work in conjunction with other specialists to help diagnose, troubleshoot, and resolve technical support queries from the Customer.

The designated TAM will:

1. Be globally distributed and work in regional time zones during normal business hours and days (excluding local holidays and weekends and PTO).
 - 1.1. Outside of these hours, Customer requests will be handled by the Qualtrics general support team.
2. Be the primary point of contact for up to 10 program administrators designated by Customer to Qualtrics. Program inquiries from other Customer users (non administrators) should be routed to the designated program administrators who should, in turn, work with the TAM. General support inquiries from Customer users (administrators and non-administrators) should be directed to the Qualtrics general support team.
3. Be acquainted with the professional and engineering services work and customizations associated with Customer’s program. Troubleshooting and resolution of custom work will be performed by the professional and engineering services teams, respectively.
4. Provide up to five post-implementation program-specific trainings per year (one hour per training) to increase the product knowledge of the Customer program team. Additional training webinars may be arranged at Customer expense.
5. Provide one on-site visit/training (if desired) at Customer location to key stakeholders. The on-site training is not to exceed one business day. Additional on-sites may be scheduled with mutual agreement and at Customer expense at a rate of \$1,000/day.
6. Participate in internal Customer meetings and workshops where invited and available to optimize technology decisions for life of program.
7. Make technical modifications or revisions or do minor new builds relevant to the existing programs on an as-needed basis as agreed upon with Customer. The scope of these adjustments and minor new builds includes the following: (1) survey flow and setup; (2) dashboards; (3) distribution setup and (4) site intercepts. Customer and the TAM will prioritize tasks and determine owners based on Customer’s weekly hours allocation.
 - 7.1. Any technical modifications, revisions, or minor new builds must be within scope of TAM offering (see out of scope items below) and scoped by the TAM. Customer must provide a minimum of five business days for the designated TAM to complete project scoping. Once the project scoping is complete, the project delivery timeline is to be agreed upon by the TAM and Customer, giving consideration to scoped hours, quality assurance, user acceptance testing, and prioritized workload.
 - 7.2. Minor new build is defined as any new build that may be scoped and completed in less than the weekly allotted TAM hours. Any new build is held to the ‘Activities out of scope’ section hereof.
 - 7.3. TAMs may utilize a project management software to track tickets, modifications, revisions and minor new builds.
8. Provide visibility and updates for product issues or escalations, as communicated by the TAM.

TAM activities out of scope include:

9. Requests for TAM activities that require more than the TAM allocated hours per week (e.g., program modifications, revision activities, newly supported products, minor new build requests, product use, or other program growth) are subject to additional scoping, resources, and fees, to be agreed in a separate contract.
10. New project builds or program launch that requires a Program Architect and/or Solution Architect to be involved (e.g. implementation of non-standard or complex workflows, complex or novel automations and/or integrations).



Order Form

11. Significant program growth requiring substantive new builds including new surveys, dashboards, hierarchies, analysis and visualization widgets and/or reports that would require re-scoping and architecture from a technical and business perspective and/or require more time than is available in the TAM allocated hours.
12. Product Engineering Services for custom feature requests.
13. Custom coding, including Javascript, HTML and CSS.

TAM Offering is subject to the following limitations:

14. TAM personnel will be assigned by Qualtrics. While Qualtrics intends to maintain continuity of account ownership, TAM personnel may be changed in Qualtrics' sole discretion, with reasonable notice and transfer timeline when possible.
15. TAM offering is provided in English only, unless otherwise agreed to.
16. TAM is intended to provide in depth program support to Customer core team and will not be available to provide support for survey respondents or general users (non-administrators).
17. The time allocated to program support and technology activities will be limited to the normal business hours available for the designated (shared) TAM.
18. The TAM is offered and purchased on a per Qualtrics license basis.
19. The TAM offering is a defined set of allocated hours per week, subject to program requirements. The allocated hours expire each week and do not accrue.
20. At any time during the term hereof, the allocated TAM hours may be increased on mutual agreement if Customer requires additional resourcing. Typically, options for allocated time include 10, 15, 20, and 30 designated hours per week.
21. With mutual agreement, Customer agrees that Qualtrics may use subcontractors to deliver certain portions of the offering. Qualtrics is responsible for breaches hereof caused by its subcontractors.
22. If the TAM is requested to make technical modifications, revisions or do minor new builds relevant to the existing programs, the Customer shall provide a TAM specific user account. The TAM is able to provide assistance as needed for the account setup.
23. Customer hereby permits the TAM and, where applicable, Qualtrics Customer Success and Qualtrics general support teams, to access Customer's Qualtrics accounts as necessary to provide the services and support related hereto to Customer, which access may include accessing and downloading Customer Data to the extent necessary to perform the offering set forth herein.



Order Form

Professional Services Exhibit

Customer agrees that Qualtrics may use partners to deliver any portion(s) of the Project at Qualtrics' discretion.

1. Definitions

- a. "Deliverables" refers to those implementation deliverables included in the Project Scope in Section 2.
- b. "Delivery Team" refers to the set of resources assigned by Qualtrics for fulfillment of project scope.
- c. "Project" refers to the project that is the cumulation of Deliverables to be provided under this Professional Services Exhibit.
- d. "Standard Business Hours" are 0800 to 1200 hours according to the time zone of the office in which Delivery Team is located, unless otherwise agreed to in writing during the Project.

2. Project Scope

a. Implementation Services - Scope Summary

- i. The services scope, as outlined below, is intended to stand up a Vaccine Management Solution within the Qualtrics platform for use by the Customer.
- ii. While the Implementation Services outlined below will lay the foundational groundwork for all phases the outcome of the included services will be to configure the system to enable the Customer to successfully navigate Phase 1a of the vaccine rollout as defined by CDC guidelines. Phase 1a will provide vaccinations to high-risk workers in healthcare.
- iii. This solution will assist in such activities as vaccine administration, scheduling, sentiment gathering and analysis, communication, and reporting. Full scope provided below.

b. Implementation Services - Vaccine Delivery Preparation

i. Public Sentiment

1. Delivery Team Responsibilities:

- a. Build the Public Sentiment survey, which will provide a survey to individual contacts to gather the contact's sentiment and knowledge around the COVID-19 Vaccine.
- b. Configure automated survey distribution through channel(s) supported by the platform (e.g. email, SMS, etc.).
- c. Perform testing through generating test responses, survey preview, or other appropriate in-platform means to validate the survey setup and flow.
- d. Develop, apply and maintain any custom code (e.g., CSS, JavaScript, HTML) applied to the survey (additional Engineering Services costs will apply for such support to be activated)

2. Customer Responsibilities:

- a. Complete up to two (2) survey reviews with the Delivery team against the Customer's survey experience and reporting requirements.
- b. Validate that all responses are collected in the format expected before the first project is launched.
- c. Provide the Delivery Team with a summary of any concerns or questions that the Customer would like to solicit from the receipt as part of the Public Sentiment survey.
- d. Must provide the list of emails or phone numbers to distribute the survey.

c. Implementation Services - Core Vaccine Workflow

i. Assessment Scheduling & Follow-Up Survey Configuration and Website Feedback Support

1. Responsibilities identified under Website Feedback Support, below, are only applicable if the Customer intends to use the Qualtrics Website Feedback intercepts as a mechanism for survey distribution on the Customer-hosted website.

2. Qualtrics Responsibilities:

a. Survey and Action Configuration:

- i. Build the Assessment Scheduling & Follow-Up Survey, which collects contact information from the respondent, collects screening information like symptoms and risk factors and provides the respondent with vaccine scheduling options, with design and review input from the Customer.
- ii. Perform vaccine administration survey testing through generating test responses, survey preview, or other appropriate in-platform means to validate the survey setup and flow.
- iii. Develop, apply and maintain any custom code (e.g., CSS, JavaScript, HTML) applied to the survey (additional Engineering Services costs will apply for such support to be activated)
- iv. Configure the vaccine scheduling software (Acuity scheduling platform) integration to display available times/dates to the respondent and book the selected time/date.

Order Form

1. Qualtrics contracts Acuity on behalf of the Customer. The cost and fees to use Acuity scheduling are captured in the overall cost of the implementation and license.
 - v. Configure the Post Scheduling Action that sends a QR code SMS, Confirmation email and Patient Portal Access email to the respondent.
 - b. Website Feedback Support:
 - i. Support Customer in configuration of one (1) domain and one (1) intercept purchased as part of this Project, if applicable.
 - ii. Advise Customer in obtaining code from the Qualtrics platform for use in Website Feedback intercept, if applicable.
 - iii. Review configured web intercept to verify best practices are followed and intercept is ready for production, if applicable.
 3. Customer Responsibilities:
 - a. Survey and Action Configuration:
 - i. Complete up to two (2) survey reviews with the Delivery team against the Customer's survey experience and reporting requirements.
 - ii. Validate that all responses are collected in the format expected before the first project is launched.
 - b. Website Feedback Support:
 - i. Configure the web intercept to be used for sourcing survey participants.
 - ii. Deploy and maintain Website Feedback code on applicable Customer-owned domain.
 - iii. Build creative elements of Website Feedback, including popovers, feedback tabs, side bars, etc.
 - iv. Configure Website Feedback intercept, including the logic determining when to present creatives.
- ii. **QR Code - Patient Vaccine ID Support**
 1. When the patient arrives at the vaccine administration site, provider, clinic, otherwise, they present their QR code to the vaccine administrator. The vaccine administrator scans the patient's QR code and the vaccine QR code using scanners. These scanners populate the appropriate fields in the Patient Site Arrival survey that Qualtrics uses to track the Patient Vaccine ID and well as the vaccine administered.
 - a. Qualtrics does not provide scanners to administration sites nor contracts third-party vendors to provide scanners to capture this information. Subsequently, the Customer is responsible for all QR scanning hardware and configuration to interface with our solution at the administration sites.
 2. The Customer must find a third-party vendor who can be contracted to provide scanners and perform the following workflow upon the patient going to the administration site and scanning the QR code:
 - a. Calls the Qualtrics public API PUT Update Response API call (<https://api.qualtrics.com/reference#update-response-1>) to update a response in the Patient Site Arrival survey in order to populate it with the Patient Vaccine ID.
 3. Qualtrics Responsibilities:
 - a. Provide up to five (5) hours of support by a Technology Consultant, Engagement Manager or equivalent to help the third-party QR code scanner vendor design and build the solution.
 - i. Support hours are to be provided in English via email, phone call or teleconference. No onsite support will be provided.
 4. Customer Responsibilities:
 - a. Identify and contract a third-party vendor to design and deploy the solution discussed in this section including distributing scanning hardware to administration site locations to be used in conjunction with the solution.
 - b. Facilitate an introduction and Project Kickoff between the Delivery Team and the third-party vendor.
- iii. **Vaccine Administration Form**
 1. Delivery Team Responsibilities:
 - a. Build the Vaccine Administration Form survey, which is used by a medical professional at the time of administering a vaccine dose to a patient to collect the necessary information to associate the patient to the applicable vaccine dose (manufacturer, lot, etc.).
 - a. Configure automated survey distribution through channel(s) supported by the platform (e.g. email, SMS, etc.).

Order Form

- b. Perform testing through generating test responses, survey preview, or other appropriate in-platform means to validate the survey setup and flow.
 - c. Develop, apply and maintain any custom code (e.g., CSS, JavaScript, HTML) applied to the survey (additional Engineering Services costs will apply for such support to be activated)
 - 2. Customer Responsibilities:
 - a. Complete up to two (2) survey reviews with the Delivery team against the Customer's survey experience and reporting requirements.
 - b. Validate that all responses are collected in the format expected before the first project is launched.
- iv. **Adverse Reaction Tracker**
- 1. Delivery Team Responsibilities:
 - a. Build the Adverse Reaction Tracker survey, which will be distributed to contacts that have received the vaccine on a scheduled basis solicit information from them on their experience with the vaccine and if any adverse reactions have occurred.
 - b. Instructions on what to do if a potential adverse reaction is identified can be provided to the patient.
 - c. Configure automated survey distribution through channel(s) supported by the platform (e.g. email, SMS, etc.).
 - d. Perform testing through generating test responses, survey preview, or other appropriate in-platform means to validate the survey setup and flow.
 - e. Develop, apply and maintain any custom code (e.g., CSS, JavaScript, HTML) applied to the survey (additional Engineering Services costs will apply for such support to be activated)
 - 2. Customer Responsibilities:
 - a. Complete up to two (2) survey reviews with the Delivery team against the Customer's survey experience and reporting requirements.
 - b. Validate that all responses are collected in the format expected before the first project is launched.
 - c. Determine adverse reaction tracker distribution cadence.
- v. **Patient Portal Survey Configuration**
- 1. Delivery Team Responsibilities:
 - a. Email or SMS message to provide a personal link to the survey portal and instructions on how to input the authentication key. Key provided to contact will either be generated by Qualtrics or based on demographic information determined by the Customer.
 - b. Provide a page for contact to input authentication key to gain access to survey.
 - c. Patient Portal will provide access to the following workflows:
 - i. **“Vaccine Certification”**
 - 1. Provides a page options to view vaccine history, certification, and additional and additional information.
 - 2. Provides the following options for the vaccine certification:
 - a. 1) A print button to either print a physical copy or print as a PDF.
 - b. 2) The ability for the contact to list one or more email addresses to deliver the vaccine certification to as a formatted email.
 - ii. **“Appointment Verification and Alteration”**
 - 1. Provides a page with options to view or update their vaccine administration appointment along with supplementary information and guidance.
 - 2. Provides the following options for the contacts appointment details (address, date, date, preparation, etc.):
 - a. 1) A print button to either print a physical copy or print as a PDF.
 - b. 2) The ability for the contact to list one or more email addresses to deliver the information as a formatted email.
- d. **Implementation Services - Reporting**
- i. **Executive Overview Dashboard Configuration**
 - 1. Qualtrics Responsibilities:
 - a. Conduct a scoping and design call with the Customer upon commencement of license to agree upon specific dashboard content and layout.
 - b. Deploy the preconfigured Executive Overview Dashboard associated with the COVID-19 Vaccine Solution.
 - c. Connect the dashboard to one or all of the surveys purchased as part of this Project.

Order Form

- d. Map up to twenty (20) survey questions and up to thirty (30) embedded data fields per survey to the dashboard.
- e. Configure up to three (3) user roles; grant role-based access to the dashboard, including access to specific pages and responses, as defined by the Customer.
- 2. Customer Responsibilities:
 - a. Define and share with Delivery Team specific role-based access requirements for dashboard, specific pages, and responses.
- ii. **Provider/Clinic Operational Dashboard**
 - 1. Qualtrics Responsibilities:
 - a. Conduct a scoping and design call with the Customer upon commencement of license to agree upon specific dashboard content and layout.
 - b. Deploy the preconfigured Provider/Clinic Dashboard associated with the COVID-19 Vaccine solution.
 - c. Connect the dashboard to one or all of the surveys purchased as part of this Project.
 - d. Map up to twenty (20) survey questions and up to thirty (30) embedded data fields per survey to the dashboard.
 - e. Configure up to three (3) user roles; grant role-based access to the dashboard, including access to specific pages and responses, as defined by the Customer.
 - 2. Customer Responsibilities:
 - a. Define and share with Delivery Team specific role-based access requirements for dashboard, specific pages, and responses.
- e. **Implementation Services - Additional Supporting Configuration and Integrations**
 - i. **Closed Loop Follow-Up Configuration**
 - 1. Delivery Team Responsibilities:
 - a. Configure logic and field sets for up to five (5) Tickets tasks.
 - b. Create one (1) dashboard to enable reporting of ticketing-related metrics that can be gathered using standard ticketing functionality.
 - 2. Customer Responsibilities:
 - a. Define and configure logic behind ticket task creation and routing.
 - b. If dynamic ticket assignment is desired, ensure the username of assignees are included as an Embedded Data field in each survey response. (Manual ticket assignment may be used as an alternative).
 - ii. **Additional Configuration**
 - 1. Delivery Team Responsibilities:
 - a. Provide up to twenty (20) additional Delivery Team hours to provide additional configuration.
 - b. Hours can be used for any additional reporting, dashboard, survey, and other platform configuration needs.
 - 2. Customer Responsibilities:
 - a. Provide any information required for the Delivery Team and Customer to create a mutually agreed upon scope of work.
 - iii. **Response Export Automation (x 2) - (Export to IIS, and I-CARE)**
 - 1. Delivery Team Responsibilities:
 - a. Configure and test two (2) Response Export Automations including:
 - i. Two (2) Export files with the following characteristics:
 - 1. UTF-8 Encoding
 - 2. CSV delimited format
 - 3. Plaintext
 - ii. Automation message library setup
 - iii. Frequency of distribution (hourly, daily, weekly)
 - b. Provide all documentation available related to Response Export Automations.
 - c. Provide a sample of the files exported to the Customer.
 - iv. Customer Responsibilities:
 - 1. Provides information required by Delivery Team Engineering such as IP Address range information within one (1) week of the Project kickoff date.
 - a. If the related IP Address/Range is not wholly owned and managed by the Customer, the IP Address/Range may be subject to review and approval by the Delivery Team Security Operations team, which may result in additional delays to the project schedule.

Order Form

2. Provide all requested technical information required promptly, including sample files, IP ranges for whitelisting if appropriate, library messages, and other information.
- v. **Batch User Upload**
 1. Delivery Team Responsibilities:
 - a. Upload batch files of users (up to 1000 users) with associated roles/attributes.
 2. Customer Responsibilities:
 - a. Provide a list of users (up to 1000 users) and associated roles/attributes in a standard file format specified by Delivery Team.
 - b. Provide a file indicating the contact tracer hierarchy.
- f. **Engineering Services**
 - i. **Provider Scheduling Management Platform Development**
 1. Internal development and integration of Qualtrics platform with the Acuity scheduling system to the Vaccine Solution for use by the Customer.
 - ii. **SFTP Provisioning**
 1. Delivery Team Responsibilities:
 - a. Set up a SFTP location on a Delivery Team server that the Customer may use.
 2. Customer Responsibilities:
 - a. Provide folder structure information to the Delivery Team.
 - iii. **I-CARE Custom Integration**
 1. Summary
 - a. I-Care is the Illinois state immunization system of record. As part of this implementation our Engineering Services team will assist in providing an integration to pass the recorded vaccine administration data recorded in the Qualtrics system to I-Care.
 - b. As the exact integration capabilities of I-Care are not known at this time this integration is scoped for either an API or file based data transfer.
 - c. In the event that the integration methods outlined here are not feasible I-Care integration methods, Customer has the option to execute the Order Form found in **Exhibit A** to establish an outbound HL7 connection to I-Care. The Order Form found in Exhibit A will be accompanied by a Statement of Work produced at the time of execution detailing the full project scope.
 2. Delivery Team Responsibilities
 - a. Will establish and integration with I-Care to pass vaccine administration data recorded within Qualtrics to I-Care via one of the following two methods:
 - i. File Integration Automation
 1. Delivery Team will provide a structured file export of the vaccine administration data and deliver that file to an SFTP server or other specified endpoint for consumption into the I-Care platform.
 2. File delivery frequency to be determined by mutual agreement between Delivery Team and Customer and may be as frequent as every 15 minutes.
 3. Each time the automation runs all vaccine administration data gathered since the last time the automation has run will be gathered and included in the structured file.
 - ii. API Integration Automation
 1. Delivery Team will create automation that will establish an API connection to a Customer specified endpoint and send the vaccine administration data recorded in Qualtrics to that destination.
 2. Data transfer frequency to be determined by mutual agreement between Delivery Team and Customer and may be as frequent as every 15 minutes or triggered each time the Vaccine Administration Form is completed.
 3. Each time the automation runs all vaccine administration data gathered since the last time the automation has run will be gathered and included in the API data transfer.
 3. Customer Responsibilities
 - a. Customer must facilitate the gathering of all required information to successfully establish the integration. Such information may include but is not limited to:
 - i. Endpoint URLs
 - ii. Access credentials

Order Form

- iii. API endpoint documentation
- iv. Standardize file format specifications

g. **Delivery Team Allocation**

- i. Inclusions
 - 1. Resource Allocation Table

Service Type	Resource Allocation	Allocation Duration/Frequency
Partner Implementation Services	Client Executive Implementation Executive Implementation Manager Senior Implementation Consultant 2 Implementation Consultants 2 Offshore Senior Testing Consultants Offshore Testing Consultant	Part time, 12 weeks Part time, 12 weeks Full time, 8 weeks Full time 8 weeks, Part time 4 weeks Full time, 8 weeks Full time, 8 weeks Full time, 8 weeks
Qualtrics Implementation Services	Qualtrics Implementation SME	Part time, 12 weeks

- 2. Allocation Duration
 - a. The Delivery Team Roles, Service Types and Resource Allocations above **will apply for twelve weeks** starting from the first Kick-off meeting.
- 3. Service Type Limitations
 - a. Implementation Services to be delivered will be substantially similar to, but not limited to, those outlined in Section 2 “Project Scope.” Team resource allocation estimate based on services required to deliver scope as outlined in Section 2. Any significant deviation from the outlined scope may require contracting additional resources beyond
- ii. Exclusions
 - 1. All Exclusions listed in applicable Schedules for Service Types listed in Resource Allocation Table.
- iii. Assumptions
 - 1. All Assumptions listed in applicable Schedules for Service Types listed in Resource Allocation Table.
 - 2. For the duration of the Project, Customer will provide the Delivery Team with access to Customer’s Qualtrics brand (account) as a brand administrator.
 - 3. Resources are dedicated up to allocation specified in the above table and as explained below.
 - 4. Customer is responsible for providing program-related work to meet the allocation of Delivery team resources.
 - 5. Delivery team will maintain resources with knowledge of and experience in the Customer’s program.
 - 6. Any replacement resources will be fully trained, qualified according to the role they will play on the project, and approved by the Customer’s program sponsor or equivalent throughout the project.
 - 7. The Customer agrees that Qualtrics may use partners, including individuals or organizations under contract with Qualtrics, to deliver any portions of the Project at the discretion of Qualtrics. All partners will still be under the leadership of Qualtrics.
 - 8. A Full Time Equivalent (FTE) resource is equivalent to 36 hours per week
 - 9. The resources will provide no more than hours outlined in the above table.
 - 10. Any support required beyond the above hours may require a new, signed Order Form with additional fees.
 - 11. If the resource hours have not been used by the end date of the “Resource Duration” then these hours will be considered expired. Customer will still be liable to pay for such expired resource hours.
- iv. General Delivery Team Responsibilities
 - 1. Engages with Customer throughout the Project, keeping the Customer informed of timelines and progress toward completion throughout the Project.
 - 2. Shares training resources as appropriate for each Deliverable, which may be in the form of live online training, online materials, and/or free online webinars.
 - 3. For projects that involve a new license setup, provides initial configuration of license and Qualtrics account, including creation of up to 3 brand administrator users.

Order Form

4. The purpose of the Project is to train the Customer to be able to manage the program when the Project is complete. As such, the Delivery Team does not perform full setup and configuration of Qualtrics as a full-service implementation.
5. Role-Specific Responsibilities
 - a. Engagement Manager (EM)
 - i. Act as the primary POC for the business/program team.
 - ii. Oversee day to day program management, including project planning, backlog grooming status updates, and risk/issues tracking.
 - iii. Provide initial support for stakeholder / end user requirement gathering.
 - iv. Consult on workflow design including survey, dashboard design.
 - v. Develop and manage individual project implementation plan timelines and workflows across all projects.
 - vi. Help identify, assess and mitigate program and project risk, including understanding the potential impact to the project and communicating action steps for both Customer and Delivery teams to execute on.
 - b. Technology Consultant (TC)
 - i. The TC is the primary POC for the IT/technical team.
 - ii. Manage and coordinate documentation for Implementation services.
 - iii. Manage and coordinate build and testing with advice and support on buildout.
- v. General Customer Responsibilities
 1. Engages actively throughout the Project, following a cadence decided with the Delivery Team during kickoff call; changes or cancellations of any meetings require 24 hours' notice in order to avoid forfeiture of allotted time.
 2. Manages User Acceptance Testing ("UAT") process and any special testing requirements, ensuring that each stage of the Project is complete and the scope of work has been met. This may include:
 - a. Uploading sample data to the Qualtrics platform to test system functionality and license settings.
 - b. Validating that scoped features and settings were implemented correctly and meet the requirements of the Project.
 - c. Engaging other stakeholders within Customer's organization as needed to test technical or functional aspects of the Qualtrics platform.
 3. As needed, provides resources to fill all required roles for successful implementation, which may include project sponsorship, signatory, stakeholder management, project coordination, customer experience lead, technical lead, operational support.
 4. Completes all items listed under Customer Responsibilities in Section 2 for each applicable Deliverable.
 5. Maintains all features included in the license after the implementation period, including any updates to Deliverables created during the Project, as well as the creation of any new Deliverables, including surveys and dashboards.
 6. For projects that involve a new license setup, provides required information for setup of brand administrator accounts; brand administrator users may create additional user accounts and manage access to the license, in accordance with any limitations specified in the license terms.
- h. Exclusions
 - i. No additional integrations with third-party platforms are supported except those specifically indicated above (including HL7 integrations).
- i. General Assumptions
 - i. Additionally, configuration will be required to prepare for and support future phases. Such services will be outlined and contracted within a separate statement of work.
 - ii. Qualtrics will provide support tools and support tools training as outlined in section 2 for the Customer call center. However, Customer will be responsible for all other call center activities and enablement.
 - iii. The scheduling software being used in conjunction with this solution, to schedule respondents for testing, is Acuity Scheduling (<https://www.acuityscheduling.com/>). No other scheduling software providers are supported. Qualtrics contracts Acuity Scheduling on behalf of the Customer. The cost and fees to use Acuity Scheduling are captured in the overall cost of the implementation and license.

Order Form

- vi. For projects that involve a new license setup, provides required information for setup of brand administrator accounts; brand administrator users may create additional user accounts and manage access to the license, in accordance with any limitations specified in the license terms.

5. Governance

- a. Delivery Team will coordinate with Customer to schedule a Project kickoff call, at which time the Project begins. Timing of kickoff call will be mutually agreed between Delivery Team and Customer based on Delivery Team availability and Customer's milestones. It is estimated that the Project will **begin within one (1) week(s)** after the Effective Date of this Service Order. It is estimated that the Project will last **for up to twelve (12) week(s)**.
- b. The Project is complete based on completion of delivery and Customer's acceptance, per the terms of the Acceptance Criteria section.
- c. Unless otherwise agreed by both parties in writing, all interactions and meetings will be conducted in English, and will be conducted remotely, via phone, email, or video conference.

6. Acceptance Criteria

- a. Allocation-Based Deliverables
 - i. All services delivered in part or in whole by allocated resources will be deemed Accepted on expiration of the related Delivery Team Allocation.

7. Third Party Vendors and Products

- a. Customer remains responsible for their own vendors and third parties providing services related hereto.
- b. Qualtrics is not responsible for third party products obtained by Customer.

8. Change Orders

- a. If Customer or Delivery Team wishes to change the scope of the Project, they will submit details of the requested change to the other in writing. Delivery Team will, within a reasonable time after such request is received, provide a written estimate to Customer of changes to Project cost, timeline, and/or scope.
- b. Promptly after receipt of the written estimate, Customer and Delivery Team will negotiate and agree in writing on the terms of such change (a "Change Order"). Each Change Order complying with this Section will be considered an amendment to this Service Order.

9. Annual Hosting and Maintenance

- a. Qualtrics will provide support for any customizations that the Delivery Team has developed. This includes:
 - i. Costs for hardware and software necessary to operate the customizations together with the Services.
 - ii. Maintaining compatibility with the standard functionality as implemented by Customer.
 - iii. The custom capabilities integrate with Qualtrics' core software products but are separate.
 - iv. The Professional Services Support ensures ongoing compatibility with the evolving core products.
 - v. Qualtrics will provide maintenance and fix issues if the original functionality becomes inoperable within the licensing period for Qualtrics and within one year of the most recent annual hosting and maintenance renewal.
 - vi. Customer support and troubleshooting issues related specifically to the custom developed solution.
 - vii. Any and all updates or revisions that are needed for security purposes.
 - viii. Continuous monitoring and alerting of critical system functionality on a 24/7 basis.
 - ix. Management and execution of required migrations, deprecations, and upgrades.



Order Form

Exhibit A: HL7 Integration Order Form

ORDER FORM

HealthConnect Application HL7 Integration

References Statement of Work dated _____

Date of Order: _____

Summary:

Order Form entitles Customer to contract for the HealthConnect Application within Qualtrics at the rates provided below. The HealthConnect Application provides HL7 connectivity to an external system. If an integration with I-Care can not be established with the "I-Care Custom Integration" deliverable as outlined in Section 2 of the referenced Statement of Work a \$20,000 credit will be applied to the year 1 total of the HealthConnect Application cost.

Scope:

- A separate Statement of Work will be produced at the time the Order Form is signed detailing final scope.
- The scope within the Statement of Work must provide an HL7 integration to facilitate the data transfer of vaccine administration data recorded within the Qualtrics platform to I-Care.

HL7 Integration Pricing Table:

License Tiers	Limits	Set Up Fee *	Annual License **
Tier 1	up to 40k msg/events per year	\$10,000.00	\$20,000.00
Tier 2	up to 120k msg/events per year	\$10,000.00	\$36,000.00
Tier 3	up to 250k msg/events per year	\$10,000.00	\$60,000.00
	Over 250k messages		\$30/1000msgs

* Set up fee is charged per integration/connection/EHR only once

** Annual License is calculated per interface (connection) for any given EHR/System

Payment and Fees:

Item(s)	Invoice Date	Price (USD)
Setup Fee	Date Signed	\$10,000
*Tier Annual License	Date Signed	\$TBD
I-Care API Integration Credit	Date Signed	-\$20,000

*All fees are one time except Annual License fees which will be renewed yearly for the length of the contract terms within the accompanying Statement of Work.

Winnebago County

Qualtrics

Signature: _____

Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

Platform Presentations

11.12.2020; 11.13.2020, and 11.18.2020

Sandra Martell

Platform	Epic-1	SalesForce	Qualtrics	Patagonia	Rank *
Time	11.13.2020	12:00 - 12:30	1:00 – 13:30	?	(1 – 4)
Patient Registration	U	3	4	3	
Prescheduling	U	3	4	U	
Onsite scheduling	U	3	4	3	
Prescreening questions	U	1 – team would need to develop	3	U	
Reminders	U	3	4	3	
VIS forms and others	U	U	3	3	
Inventory management	U	U - ? regarding how it would work with ICARE	3	3	
Vaccine administered	U	3	3	3	
Reporting analytics	U	U	4	U	
Communicate with ICARE	3	3 - MuleSoft	4	4	
Communicate with CDC/VTrckS	U	U	U	U	
Communicate with Epic	4	3 - MuleSoft	API Through ICARE	Through ICARE	
Communicate with VAERS	3	3 - MuleSoft	4	1	
Time for Installation (i.e. go live)	12+ weeks	12 weeks	3 weeks	?	
Platform Cost	Requires partnership with existent EPIC customer. Does not exist as standalone system	U pricing based on licensing per user.	Depending on configuration of users \$200,000 for base product.		
Other	All systems require customization	Systems require customization.	System platform can be configured/adapted		

		Current provider of state of Illinois contact tracing software.	throughout the process; Scanning capability		
--	--	---	--	--	--

***Rank**

1 – Contains NONE of the necessary elements

2 – Contains FEW of the necessary elements

3 – Contains MOST of the necessary elements

4 – Contains ALL of the necessary elements

U – Unable to Assess

Notes:

Patagonia: Previously provided introduction of proposed product and roll-out. Members of the team participated – Natalie and Marianne Pop. Presentation link uploaded in the “Box” for the team.

Winnebago County DoIT reached out to 2 additional vendors to support vaccination efforts. On November 18, 2020, additional vendors were considered.

- Accenture: Project implementation of Salesforce product. Estimated cost of project \$1.5 million
- Deloitte: Project implementation of Salesforce product.

Platform Presentations
 11.12.2020; 11.13.2020, and 11.18.2020

Rebecca Lyons

Platform	Epic-1	SalesForce	Qualtrics	Patagonia
Time		12:00 - 12:30PM	1:00 – 13:30PM	1:00-2:00PM (9.22.20)
Patient Registration		3	4	3
Prescheduling		3	4	U
Onsite scheduling		3	4	3
Prescreening questions		1 – team would need to develop	3	U
Reminders		3	4	3
VIS forms and others		U	3	3
Inventory management		U - ? regarding how it would work with ICARE	3	3
Vaccine administered		3	3	3
Reporting analytics		U	4	U
Communicate with ICARE		3 - MuleSoft	4	4
Communicate with CDC/VTrckS		U	U	U
Communicate with Epic		3 - MuleSoft	API Through ICARE	Thru ICARE
Communicate with VAERS		3 - MuleSoft	4	1
Time for Installation (i.e. go live)		12 weeks	3 weeks	Product launch estimated for November
Platform Cost		U. pricing based on licensing per user.	Depending on configuration of users \$200,000-\$300,000 for base product.	U. Would be additional fee for app.
Other		Systems require customization. Current provider of state of Illinois contact tracing software. Used by Lake County for vaccine registration.	System platform can be configured/adapted throughout the process; Scanning capability	Appointment management system used by WCHD clinic.

***Rank**

1 – Contains NONE of the necessary elements

2 – Contains FEW of the necessary elements

3 – Contains MOST of the necessary elements

4 – Contains ALL of the necessary elements

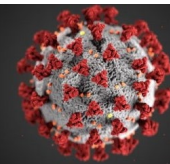
U – Unable to Assess

Notes:

Patagonia: Previously provided introduction of proposed product and roll-out on 09.22.20. Members of the team participated – Natalie Parker and Marianne Pop. Presentation link uploaded in the “Box” for the team.

Winnebago County DoIT reached out to 2 additional vendors to support vaccination efforts. On November 18, 2020, additional vendors were considered.

- Accenture: Project implementation of Salesforce product. Estimated cost of project \$1.5 million
- Deloitte: Project implementation of Salesforce product. Estimated cost of project \$1-4 million



Section 9: COVID-19 Vaccine Administration Documentation and Reporting

Exploring Systems Solutions

The WCHD Population Vaccination Team reviewed systems to support vaccine administration and reporting. Qualifications for the system included accessibility by multiple users synchronously and asynchronously, ability to interface with major electronic health records within Winnebago County, ability to interface with the state of Illinois immunization registry (I-CARE), accessible to patients/clients to pre-register key demographic and health history data, ability to decision support for prioritization of vaccine including wait listing, ability to track vaccine type, robust scheduling including reminders and recalls, capability to track patient/client experience to provide feedback for continuous quality improvement, ability to report adverse events through the VAERS (Vaccine Adverse Events and Reporting System) and management of the inventory of COVID-19 vaccine across multiple entities including pharmacies. In addition, the team sought a system that would support reporting of metrics in a dashboard format to inform vaccine providers and the community regarding the uptake of vaccine by population and sub-population groups, availability of vaccine, on-line scheduling, and common side effects/adverse events.

Other considerations of the Pop Vax Team included back-up systems, ease of use, turn-key readiness, and the ability of the community to have ownership over their own data. Systems that required partnering with one hospital system to obtain proposals were eliminated from consideration in the final analysis.

Proposals and demonstrations were solicited from the following system vendors:

- Epic® <https://www.epic.com/software>
- Patagonia Health® <https://patagoniahealth.com/>
- Qualtrics® <https://qualtrics.com>
- Salesforce <https://www.salesforce.com>
- Accenture® <https://www.accenture.com>
- Deloitte® <https://www2.deloitte.com>

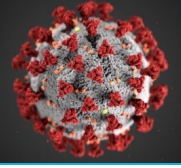
Final System Solution

- **Collection of Data on Vaccination from Providers**

The team with input from the Winnebago County Department of IT (DoIT) selected Qualtrics® as the vendor to provide support for vaccine administration documentation and reporting. Winnebago County will be using the Qualtrics® system to collect COVID-19 vaccine administration.

- **Submission of COVID-19 Vaccination to I-CARE**

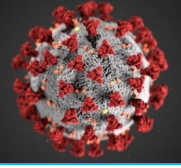
The Qualtrics® system will pass required data to both I-CARE and the V-TrcKs systems. Additional detail is provided in Section 11. As a certified LHD, WCHD will upload its data through I-CARE. IDPH



will be responsible for the transfer of the data from the statewide immunization registry to required federal reporting entities.

- **Provider Readiness and Training**

- **System Users:** Winnebago County COVID-19 vaccine providers, will be trained via webinar. Qualtrics® has included a technical support advisor dedicated to Winnebago County who will also be available to work with individual entities. The first vaccinator groups will be the healthcare systems who typically work on multiple system platforms. A scheduled deployment of training provided by Qualtrics® will mirror the distribution of vaccine to providers building super-users as vaccine distribution grows.
- **Equipment:** Qualtrics® is web-based application allowing access from multiple types of devices and providers across the county to support vaccination.
- **Real-time Documentation and Reporting from Satellite, Temporary, and Off-Sites:** In community PODs, accessibility will be provided through Mifi type devices to ensure internet connectivity. In scenarios where paper is used, WCHD will provide clerical support for back-end entry within 24 hours of the vaccination event.
- **Monitoring Provider Level Data:** Reports will be generated through the Qualtrics® system and compared against physical inventory reports on a random basis. The designated Vaccine Management team member will reach out on any discrepancies or outstanding reports to reconcile and/or provide additional education and troubleshooting. Providers that do not comply with documentation and reporting requirements will be withdrawn from participation and vaccine reallocated to others.
- **Generating COVID-19 Vaccination Coverage Reports:** Qualtrics® will provide vaccine coverage reports to assist in outreach to enroll additional providers to expand capacity and/or extension of timelines to existent providers to support vaccination. Focus will be placed on coverage in relation to the pre-identified priority groups outlined in Section 4. The Communications team will also be included to support messaging to priority groups around vaccination.

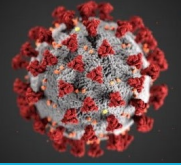


Section 10: COVID-19 Vaccination Second-Dose Reminders

Providers will collect as much information before a vaccination is administered to be able to contact the recipients in multiple ways afterward: address, email, phone, and cell phone. The department intends to use the quickest and most cost-effective electronic methods first but will mail reminders as a last resort.

Some of the intended methods of outreach include:

- Using Qualtrics® to send out emails and text message reminders.
- Working with mass vaccination clinics to ensure they too are sending out appropriate second-dose reminders.
- Communicating best practice for population vaccination clinics is to set up an additional clinic at the appropriately spaced interval and offer a second dose to those who were vaccinated at the first clinic so that a second appointment can be scheduled immediately following administration of the first dose. The department would also encourage use of cards/stickers with second-dose reminders that contains date due, vaccine type, and location.
- Promoting the use of Qualtrics®, so recipients can see the date of the vaccination and the type of vaccine administered.
- Running daily reports on individuals who have not completed their second dose. That report would then be used to send out paper mailings to those who are past due for their second dose of vaccine and calling them to action to complete. The recall mailing would contain the vaccine type and the date the second dose should have been completed.



Section 11: COVID-19 Requirements for IISs or Other External Systems

System Requirements

The Qualtrics® application will be used to document vaccine administration in high-volume vaccination settings including open and closed PODs and temporary PODs. Qualtrics will provide functionality for:

Patient-focused Activities

- Patient registration
- Patient assessment for prioritization and wait listing
- Scheduling
- Reminders/recalls
- Patient education about vaccine and what to expect
- Documentation of vaccine administration including date, time, location, product, and lot number

Vaccine Management Activities

- Inventory management
- Adverse event reporting

Quality focused metrics

- Reporting
- Dashboarding of key indicators such as vaccine coverage at the community level
- Customer satisfaction surveys

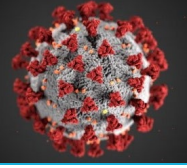
Collection of Data Variables

Demographic information including but not limited to:

- Name
- Date of Birth/Age
- Race/ethnicity
- Address
- City
- State
- Zip code
- Phone Number/Mobile Number
- Occupation

Medical information:

- Chronic medical conditions
- Pregnancy status/LMP
- Breastfeeding



- Allergies
- Prior reactions to vaccinations

System Interfaces and Integrations

I-CARE and VTrcKS

- The Qualtrics® application will interface with the I-CARE and VTrcKS to support reporting at both the state and federal level as required for vaccine management.
- As a certified LHD, WCHD will upload its data through I-CARE. IDPH will be responsible for the transfer of the data from the statewide immunization registry to required federal reporting entities.

Electronic Health Records

Qualtrics® will provide the capability to supply data to electronic health records using a secure file transfer protocol (SFTP). As a redundancy, healthcare providers will also be able to look up relevant patient data on immunizations through I-CARE.

Providing Access to Providers

Web-based

The Qualtrics application is a web-based solution to provide access from multiple points of entry and locations. A secure web-based application was selected to leverage all existent hardware available to vaccination providers and patients to connect through the internet/web.

Provider Access

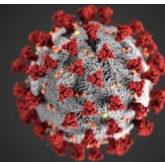
Provider access will be prioritized based on the phases outlined in Sections 3 and 4 through the identified contacts. Providers enrolled in I-CARE will be prioritized for outreach for training in the use of the Qualtrics Platform and the planned roll out through their entities.

Public Access

The Qualtrics® application will be made widely available for the public to access to self-register and self-assess. Staff will be deployed to assist in communities where access to technology is limited.

Manual Back-up Processes

Registration and scheduling information will be downloaded from Qualtrics® and stored on a flash drive to allow for printing and manual capture of data. Labels will be generated manually if not included with the vaccine to document manufacturer and lot number. In addition, Qualtrics® can automate exports into csv files that can be stored locally.



Adverse Event Reporting

- Client Reporting - Qualtrics® will also conduct a routine “customer satisfaction survey” to provide real-time opportunities for quality improvement. Through this follow-up mechanism, patients will be asked about potential adverse events.
- Provider Reporting – A link will be made to VAERS system (Vaccine Adverse Event Reporting System) through the Qualtrics® application.

Quality Assurance/Quality Improvement of Data Collection and Measurement

Routine Physical and Electronic Audits: WCHD will work with the Qualtrics Technical Lead assigned to perform routine audit of data and systems to ensure that data is accurate, valid, and consistent. Procedures will be developed and pre-determined to resolve potential duplicates. Daily reports will be generated through Vaccine Management and compared to physical counts to ensure reliability. Procedures will be established to document any wastage of vaccine.

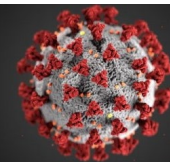
Client/Customer Satisfaction: As part of patient focused activities, Qualtrics® will also conduct a routine “customer satisfaction survey” to provide real-time opportunities for quality improvement. Through this follow-up mechanism, patients will be asked about potential adverse events and how their vaccine administration experience was at the at given administration site as well as the experience and interactions with vaccination site personnel.

WCHD Capacity for Data Exchange, Reporting, and Storage

- **Demonstrated Capacity with Current Systems:** WCHD currently provides services and uses multiple data systems to support public health including but not limited to INEDSS (Illinois National Electronic Data Surveillance System), Ahlers’ Title X System, Cornerstone, I-WIC, Salesforce, Visit Tracker, I-CARE, Substance Use Prevention and Drug Overdose Prevention Program portals, and HUD.
- **Information Technology (IT) Support:** WCHD is connected to other Winnebago County entities through fiber optics. Winnebago County DoIT (Department of IT) has been engaged throughout the process and will provide IT support.

Data Use Agreements

WCHD will develop a Data Use Agreement to share data with partner provider entities to support vaccination efforts.



Section 13: Regulatory Considerations for COVID-19 Vaccination

Ensuring Provider Knowledge of EUA and VIS

- As part of enrollment information and orientation, providers will be educated of the requirement to provide the VIS and EUA fact sheet as appropriate for the vaccine. Ongoing plans for provider education and toolkit information are in development that would include this material in addition to materials provided by CDC on this subject. Ongoing updates for providers will occur with updates through education campaigns, monitoring of VAERS reports, and feedback from communities. In addition, Links to the CDC COVID-19 webpages that contain the fact sheets and forms.
- Provider education plans are currently in development, but the CDC provider agreement includes a provider acknowledgment about use of the VIS/EUA to be provided for the patient. We are working with multiple health care partners to ensure all health care providers who administer the vaccine are aware of the requirement. The department will use CDC-developed training materials and assure these materials are also available for distribution through the health department.

Ensuring Use of EUA and VIS

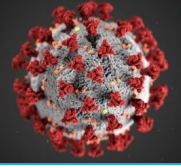
- EUA and VIS will be included in the registration process through Qualtrics.
- Vaccine registrants will be required to acknowledge receipt of the EUA and VIS.
- Providers will be required to document EUA and VIS on file at the time of vaccination.
- Questions on the receipt of the EUA and VIS will be collected as part of the Qualtrics Client/Customer Satisfaction Survey.

Section 14: COVID-19 Vaccine Safety Monitoring

Reporting Adverse Events through the Adverse Events Reporting System (VAERS)

Providers

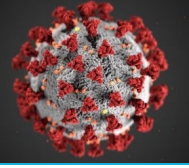
- Requirement to report adverse events will be included in data use agreements (DUA) with the Winnebago County Health Department (WCHD).
- Provider training will review requirement to report and special conditions required to be reported under the Emergency Use Authorization for the vaccine (EUA).
- Information on the VAERS Reporting System will be included in all provider materials
- VAERS reporting link: www.vaers.hhs.gov
 - Phone: 800-822-7967
 - Email: info@vaers.org
- Providers will be reminded to report adverse events through VAERS through system generated reminders.



Clients/Customers

- The Qualtrics system will support reporting of side effects/adverse events through the client/customer satisfaction survey that will be administered electronically after vaccine administration. Follow-up will be initiated with any client/customer reporting side effects/adverse events.
- WCHD will take verbal reports from clients through the established COVID-19 hotline 815.319.6705 and WCHD will submit report to VAERS.
- WCHD will take email reports through its COVID-19 email address that has been used throughout the pandemic COVID19@wchd.org.
- Information on how to submit reports directly to VAERS will be posted on the WCHD website.

DRAFT



Section 15: COVID-19 Vaccination Program Monitoring

Introduction

Through the Qualtrics dashboard capabilities, Winnebago County will be monitoring vaccination coverage. The interface to I-CARE will be checked on a daily basis to ensure that information is being passed.

Methods and Procedures for Metrics and Data

The Director of Data and Quality for Winnebago County Health Department/Planning Section will oversee the data and metrics with the COVID-19 Epidemiologist and the Health Protection Epidemiologist. The Incident Command Team from WCHD and the Population Vaccination Team will review the data on a weekly basis for adjustment in strategies.

- Provider enrollment will be monitored through the I-CARE Program and local Data Use Agreements executed with the Winnebago County Health Department.
- Access to COVID-19 vaccination services by population through all phases will be monitored through the Qualtrics Dashboard for Winnebago County.
- System performance will be monitored through Qualtrics.
- Data reporting to CDC will be done by the Illinois Department of Public Health.
- Provider level data reporting will be evaluated on a daily basis through review of data inputted into the Qualtrics system.
- Vaccine ordering and distribution will be monitored through I-CARE and the Qualtrics Vaccine Management module. Vaccine supplies will be verified by physical counts when discrepancies between vaccines order and administered are identified.
- 1st and 2nd dose vaccination coverage will be monitored through reports from both Qualtrics and I-CARE.

Monitoring Resources

The Director of Finance/Finance Chief will continue to follow existent procedures in place for the pandemic to monitor resources used by the Winnebago County Health Department.

- **Budget:** Based on funds provided through the Illinois Department of Public (IDPH), a budget will be developed to allocate and track funds used to support the vaccination effort internally.
- **Staffing:** Monitored through electronic timekeeping system TimeClock Plus for WCHD employees.
- **Supplies:** Monitored through the existent Operations Section Lead/Personal Health Services in collaboration with the Logistics Lead for the Population Vaccination Team.
 - Purchase orders will be placed for supplies not included in vaccination kits.
 - Agreements with existent providers will be extended to include additional pick-up and management of biohazard waste.