AMENDMENT NO. 2
CBE NO. 605583-20
MOBILITY PROJECT

THIS AMENDMENT is made and entered into this _____ day of _____ 2023, by and between CLARK COUNTY, NEVADA (hereinafter referred to as "COUNTY"), and DIONA (US) INC., (hereinafter referred to as "PROVIDER").

WITNESSETH:

WHEREAS, the parties entered into an agreement under CBE Number 605583-20, entitled "Mobility Project" dated March 3, 2020 (hereinafter referred to as CONTRACT); and

WHEREAS, the parties desire to amend the CONTRACT.

NOW, THEREFORE, the parties agree to amend the CONTRACT as follows:

1. Add Work Order Form No. 3 and No. 4 attached hereto to the Master Software License, Maintenance & Professional Services Agreement.

This Amendment No. 2 represents an increase of $473,000.

Except as expressly amended herein, the terms and conditions of the CONTRACT shall remain in full force and effect.

COUNTY:
COUNTY OF CLARK, NEVADA

By: _____
    JESSICA COLVIN
    Chief Financial Officer

PROVIDER:
DIONA (US) INC.

By: *Patricia Donaldson*
    PATRICIA DONALDSON
    EVP, Global Sales

APPROVED AS TO FORM:
STEVEN B. WOLFSON, District Attorney

By: *Jason Patchett*
Jason Patchett (Aug 30, 2023 15:50 PDT)
    JASON B. PATCHETT
    Deputy District Attorney

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Mobile Integrated Case-management Applications (MICA) Functional Enhancements

for

Clark County Department of Family Services

January 24, 2023
Work Order No. 3

CONTENTS

INTRODUCTION

This document details how Diona will work with DFS to build upon the success of the DFS Diona Mobility Project - Mobile Integrated Case-management Applications (MICA) - with additional capabilities including:

1) Applying DFS' existing configurations to the Windows version of Diona Placement Finder and deploying the DFS configured solution to end user Windows 10+ machines.

2) Updating, testing, and deploying the data mapping between UNITY and ECAP to increase the number of provider preferences that are available for matching in ECAP, leading to better placement matching results.

3) Developing and deploying the following forms and associated mapped PDFs to the Assessments and Visits solutions:
   a. The Nevada Social Summary Form
   b. The GAP Services Housing Referral

The implementation and rollout details for this MICA Functional Enhancement project is described below.

MOBILE INTEGRATED CASE-MANAGEMENT APPLICATIONS (MICA) FUNCTIONAL ENHANCEMENTS

This Work Order will add new capabilities to the MICA environment in Clark County:

1) Windows Placement Finder
2) UNITY/ECAP Provider Characteristics Data Mapping Updates
3) Nevada Social Summary Form and GAP Services Housing Referral

Windows Placement Finder and Resource Manager

Diona product development has released a Windows version of Placement Finder, including the Resource Manager. DFS will be adding this platform of the solution to assist placement workers who work primarily from their desktop. The Windows version will allow them to use Placement Finder and the Resource Manager alongside other applications and reporting tools they currently use on their desktops to support the placement process.

This scope of work is to build, test, and rollout the Windows version of the DFS Placement Finder and Resource Manager to end user Windows 10+ desktops. This work will not change the Placement Finder or Resource Manager functionality already deployed by DFS. At the completion of this work both Android and Windows versions of the DFS Placement Finder and Resource Manager will be available.

This scope of work requires Clark County Desktop Support services to assist in defining the process for rolling out the Windows Placement Finder and Resource Manager apps to end user desktops.

Deliverables

The deliverable specific to this scope of work is detailed below:

Deliverable	Description
Testing Complete Report	This document will capture the results of the following types of testing: • System test of the Windows version of DFS Placement Finder and Resource Manager Applications • UAT testing conducted with DFS staff

UNITY/ECAP Provider Characteristics Data Mapping Updates

This update will increase the number of provider preferences that are available for matching in ECAP, leading to better placement matching results when executed from the DFS Placement Finder application.

The Diona team will update the mapping schema between UNITY Special Capabilities and ECAP Provider Preferences to allow many-to-one mapping.

The Diona team will add 56 additional UNITY Special Capabilities to map to Provider Preferences. Many-to-one mapping logic is as follows:

- If multiple UNITY Special Capabilities are mapped to an ECAP Provider Preference:
    - If even one of those Special Capabilities are marked as 'True', then the ECAP Preference value will be 'Will Take'.
    - If none of those Special Capabilities are marked as 'True', then the ECAP Preference value will be 'Would Not Prefer'.
- Special Capabilities will not map to an ECAP 'Will Consider' value.

Deliverables

The deliverables specific to this scope of work are detailed below:

Deliverable	Description
Updated Functional Design	This will be an updated DFS functional design document to include the details of the updated provider characteristics mapping.
Testing Complete Report	This document will capture the results of the following types of testing: • System testing of the placement matching algorithm in the DFS Placement Finder application • UAT testing conducted with DFS staff

Nevada Social Summary Form and GAP Services Housing Referral

This scope of work will add two new forms to the DFS Assessments and Visits applications. These forms will be similar to the existing DFS forms in production. They will not have associated APIs and will therefore not populate the form data to UNITY for view on UNITY screens.

Forms that will be added include:

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- The Nevada Social Summary form and associated PDF generation template.
- The GAP Services Housing Referral and associated PDF generation template.

This scope of work requires County BAs to be available for functional questions related to the forms and County testers to be available to assist in testing the forms.

Deliverables

The deliverables specific to this scope of work are detailed below:

Deliverable	Description
Updated Functional Design	This will be an updated DFS functional design document to include the two new forms.
Testing Complete Report	This document will capture the results of the following types of testing: • System testing of the two newly added forms. • UAT testing conducted with DFS staff

Implementation Approach

The implementation of the MICA Functional Enhancements project is expected to take six (6) weeks. The high-level timeline for the implementation of the project is below:

Week	1	2	3	4	5	6
Planning and Management	█	█	█	█	█	█
Windows Placement Finder and Resource Manager	█	█	█	█	█	█
Build	█					
Test		█				
Deployment and Support					█	█
UNITY/ECAP Provider Characteristics Data Mapping Updates	█	█	█	█	█	█
Design	█					
Implementation	█	█				
Test			█			
Deployment and Support					█	█
Nevada Social Summary Form and GAP Services Housing Referral	█	█	█	█	█	█
Design	█	█				
Implementation	█	█				

Week	1	2	3	4	5	6
Test						
Deployment and Support						

The high-level phases and tasks that will occur during the MICA Functional Enhancements project implementation are detailed below:

Planning and Management

- *Project Initiation.* The overall scope of the MICA Functional Enhancements project will be confirmed and discussed with DFS to ensure it includes the capabilities, both functional and technical, that DFS wishes to implement.

- *Project Schedule.* Once the overall scope of the implementation is confirmed, the schedule will be set, approved, and then managed for the duration of the implementation.

- *Project Status.* Throughout the duration of the implementation, status will be reported to DFS management, and a weekly status report will be provided.

Design

- The Diona team will work with DFS to confirm and review the and functional questions related to the updated provider characteristic mappings and two new forms.

Implementation

- The Windows version of the DFS Placement Finder and Resource Manager applications will be built by the Diona team.

- Updated provider characteristics mappings will be implemented by the Diona team.

- Forms will be configured by the Diona team.

Test

- *System Testing.* Diona will work with DFS to test each release.

- *UAT Testing.* Diona will assist DFS with User Acceptance Testing. Diona expect DFS to lead and execute this activity for each release with support from Diona as needed.

Deployment and Support

- Diona will work with Clark County to rollout windows placement finder and deploy new forms to production.

Resources

Throughout the implementation of the MICA Functional Enhancements project, Diona team resources will be involved as required. The details for these resources are as follows:

Resource Title	Resource Location
Project Manager/Technical Architect	Offsite
Business Analysts	Offsite
Testers	Offsite

Diona will require DFS to provide resources to collaborate with Diona to support this effort. Diona will require IT resources to assist with app distribution and end users to assist with testing.

Pricing and Invoicing

The pricing for this implementation will include the Diona team effort required to ensure the success of the MICA Functional Enhancements project.

Implementation Deliverables

The total price for the Diona implementation effort required to deliver the MICA Functional Enhancements project is $48,000. Diona will collaborate with DFS on the project deliverables. These deliverables will be submitted over the course of the project as they are completed.

In week three (3) the first invoice in the amount of $19,200 will be submitted upon completion of the following deliverables:

- Updated Functional Designs

In week six (6) the second invoice in the amount of $28,800 will be submitted upon completion of the following deliverable:

- Testing Complete Reports

Mobile Integrated Case-management Applications (MICA) API
Integration to UNITY Phase 2

for

Clark County Department of Family Services

March 8, 2023
Work Order No. 4

CONTENTS

INTRODUCTION

This document details how Diona will work with DFS to build upon the success of the DFS Diona Mobility Project - Mobile Integrated Case-management Applications (MICA) - and the Phase 1 UNITY Integration Project.

Following are the additional capabilities that will be implemented:

1) Adding integration with the State of Nevada's Provider and Licensing related APIs to allow real time updates of UNITY data from the DFS Placement Finder and DFS Resource Manager solutions.
   - APIs to be integrated include:
     - Add/Update Provider Demographics, Addresses and Phone Numbers
     - Add/Update Facility Demographics, Addresses and Phone Numbers
     - Add/Update Facility Special Capabilities
     - Unpaid Placements
     - Add/Update Provider Services
     - Add/Update/Delete Provider Service Authorizations

2) Adding Support for Integration of Assessments and Forms with UNITY by leveraging the State of Nevada's Assessment APIs. Assessments have in most cases already been completed, but they will need to be updated to align with the design of UNITY screens and data elements. API work will include the ability to save data back to UNITY for in-progress forms and pre-populate the Diona Assessments with assessment data already captured in UNITY. Some Assessments will pre-populate from data already captured in other UNITY Assessments as well.
   - Assessments to be integrated include:
     - Present Danger Assessment
     - Nevada Initial Assessment
     - Safety Plan Determination
     - Safety Plan
     - Protective Capacity Family Assessment
     - Protective Capacity Progress Assessment
     - Safety Assessment
     - Confirming Safe Environments - Instrument
     - Confirming Safe Environments – Child Placement Assessment
   - New forms to be developed:
     - Case Plan
     - New Caregiver Assessment

The implementation and rollout details for the MICA API Integration to UNITY Phase 2 project are described below.

Placement and Licensing APIs

The UNITY API team have released API real-time data integrations for provider information. DFS Placement Finder and DFS Resource Manager will be configured to call these interfaces to provide data integration with UNITY.

The APIs to be integrated with are as follows:

1) Add/Update Provider Demographics, Addresses and Phone Numbers
2) Add/Update Facility Demographics, Addresses and Phone Numbers
3) Add/Update Facility Special Capabilities
4) Unpaid Placements
5) Add/Update Provider Services
6) Add/Update/Delete Provider Service Authorizations

Release Considerations

The outcome of this phase will be the successful building, testing and rollout of the DFS Placement Finder and DFS Resource Manager apps on the Android platform and the Windows platform (assuming it has been previously deployed), integrated with the State's Placement and Licensing UNITY APIs.

Dependencies

This release requires the following to be in place:

- DFS Subject Matter Experts (SMEs) are available to assist with requirements definition and testing.

- County MDM team to rollout Android version of the DFS Placement Finder and DFS Resource Manager apps.

- County Desktop Support services to assist in rolling out the Windows DFS Placement Finder and DFS Resource Manager apps to end user desktops (assuming the Windows platform has been rolled out).

Deliverables

The deliverables specific to this initiative are detailed below:

Deliverable	Description
Updated Functional Design	This will be an updated DFS functional design document to include the Provider and Licensing API work.

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Deliverable	Description
Updated Technical Design	The technical design provided during the API Integration Phase 1 project in 2022 will be updated to reflect the addition of the Provider and Licensing API work.
Testing Complete Report	This document will capture the results of the following types of testing: • System testing of the Android and Windows versions of DFS Placement Finder and DFS Resource Manager solutions. • UAT testing conducted with DFS staff.

Assessment and Form API Enablement

Assessment and Form API Enablement will integrate MICA assessments and forms with UNITY through the State's Assessment APIs.
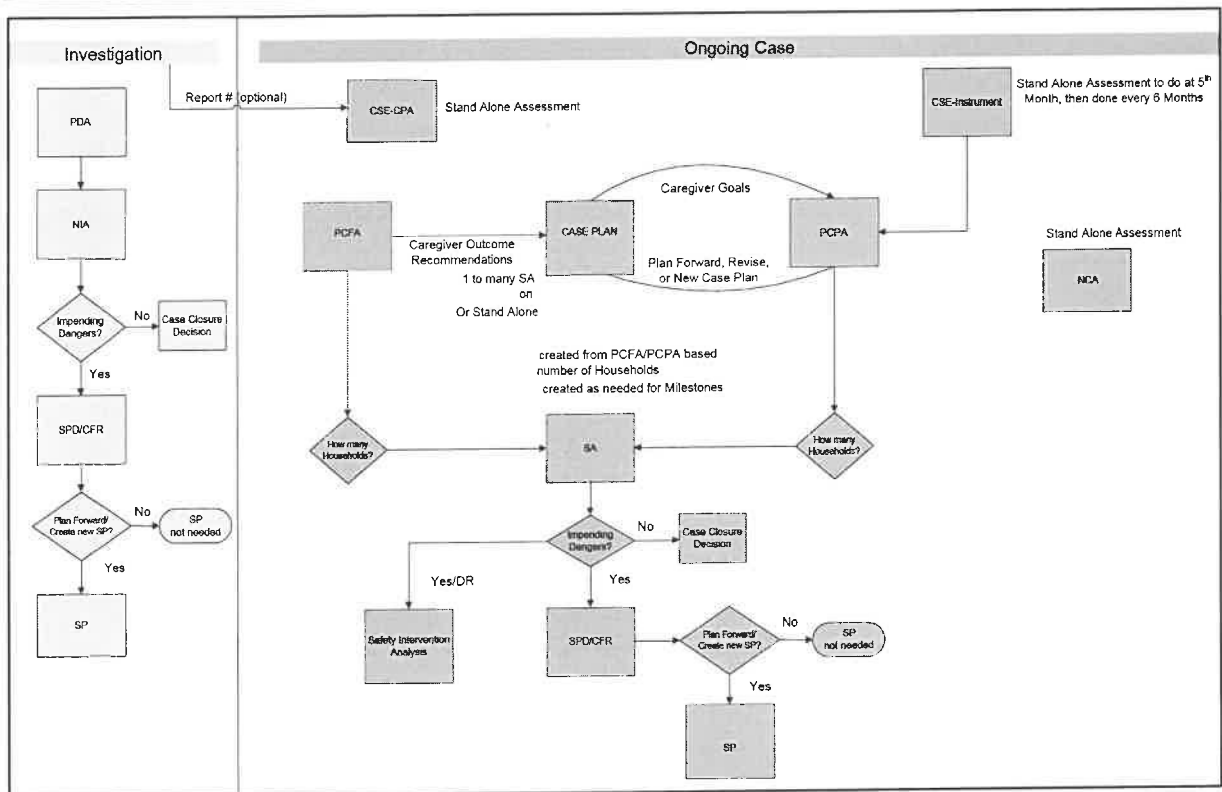
This work will start with the Present Danger Assessment (PDA). This first form will allow the team to develop the approach for analysis, development and testing that will be leveraged when developing the additional assessments and forms that follow. Any lessons learned from implementation of the Present Danger Assessment will be leveraged for subsequent assessments and forms.

Assessment and Form integration work is expected to include:

1) Pre-population of data from UNITY of existing assessment information on the case in UNITY.
2) Updating UNITY assessment data when the assessment or form is created, modified, or completed in the MICA solution.
3) Updating the existing MICA XML assessment or form template and PDF, where necessary, to execute the APIs most efficiently and reliably.

In addition to API enabling existing MICA assessments and forms, two new forms will be configured and API enabled. These are the Case Plan and the New Caregiver Assessment.

The integrated MICA assessments and forms will be delivered in seven intermediate groupings so that they can be configured, integrated and tested in digestible chunks over time. The ordering of assessments and forms proposed corresponds to the precedence relationships of the forms in the DFS business workflow documented below.

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The seven groupings of the MICA assessments and forms are as follows:

Group 1

- **Present Danger Assessment** (PDA) – existing MICA assessment/form to be API enabled

Group 2

- **Nevada Initial Assessment (NIA)** - existing MICA assessment/form to be API enabled
- **Confirming Safe Environments – Child Placement Assessment** - existing MICA assessment/form to be API enabled

Group 3

- **Safety Plan Determination (SPD)** - existing MICA assessment/form to be API enabled

Group 4

- **Safety Plan** - existing MICA assessment/form to be API enabled

Group 5

- **Protective Capacity Family Assessment (PCFA)** - existing MICA assessment/form to be API enabled

- **Confirming Safe Environments – Instrument** - existing MICA assessment/form to be API enabled

Group 6

- **Case Plan** – new MICA form and PDF to be configured and API enabled; the State is currently developing the API for the Case Plan, anticipated for Q3/Q4 2023
- **Protective Capacity Progress Assessment (PCPA)** - existing MICA assessment/form to be API enabled

Group 7

- **Safety Assessment** - existing MICA assessment/form to be API enabled
- **New Caregiver Assessment** – new MICA form and PDF to be configured and API enabled

Release Considerations

The outcome of the Assessment and Form API Enablement initiative will be the successful configuring, integrating, testing, and rollout of the eleven MICA assessments and forms integrated with UNITY Diona proposes releasing the integrated MICA assessments/forms to the "soft go-live" environment after each grouping is successfully completed.

Dependencies

- DFS Subject Matter Experts (SMEs) are available to assist with requirements definition and testing.

Deliverables

The deliverables specific to this initiative are detailed below. These deliverables will be updated with each of the seven assessments/forms groupings.

Deliverable	Description
Updated Functional Design	This will be an updated DFS functional design document to include the eleven integrated MICA assessments/forms.
Updated Technical Design	The technical design provided during the API Integration Phase 1 project in 2022 will be further updated to reflect the eleven integrated MICA assessments/forms.
Testing Complete Report	This document will capture the results of the following types of testing: • System testing of the MICA assessments/forms integrated with UNITY APIs. • UAT testing conducted with DFS staff.

Implementation Approach

The implementation of the MICA API Integration to UNITY Phase 2 project is expected to take twenty-eight (28) weeks. The high-level timeline is provided below.

Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
Planning and Management																												
Placement and Licensing APIs																												
Design	▓																											
Implementation		▓	▓																									
Test				▓	▓																							
Deployment						▓																						
Assessment and Form API Enablement																												
Group 1 - PDA																												
Design	▓																											
Implementation		▓	▓	▓																								
Test					▓	▓																						
Deployment						▓																						
Group 2 - NIA / CSE - CPA																												
Design							▓																					
Implementation								▓	▓																			
Test									▓																			
Deployment										▓																		
Group 3 - SPD																												
Design										▓																		
Implementation											▓	▓																
Test												▓																
Deployment													▓															
Group 4 - SP																												
Design														▓														
Implementation															▓	▓												
Test																▓												
Deployment																	▓											
Group 5 - PCFA / CSE-Instrument																												
Design																	▓											
Implementation																		▓	▓									
Test																			▓									
Deployment																				▓								
Group 6 - CP / PCPA																												
Design																					▓							
Implementation																						▓	▓					
Test																							▓					
Deployment																								▓				
Group 7 - SA / NCA																												
Design																								▓				
Implementation																									▓			
Test																										▓		
Deployment																											▓	
Training																												

The high-level phases and tasks that will occur during the MICA API Integration to UNITY Phase 2 implementation are detailed below:

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Planning and Management

- *Project Initiation.* The overall scope of the MICA API Integration to UNITY Phase 2 project will be confirmed and discussed with DFS to ensure it includes the capabilities, both functional and technical, that DFS wishes to implement.

- *Project Schedule.* Once the overall scope of the implementation is confirmed, the schedule will be set, approved, and then managed for the duration of the implementation.

- *Project Status.* Throughout the duration of the implementation, status will be reported to DFS management, and a weekly status report will be provided.

Design

- The Diona team will work with DFS to confirm and review the updated configurations and two new forms.

Implementation

- Integrations will be created to integrate with UNITY provider and assessment APIs (Placement and Licensing APIs initiative).

- Existing assessments/forms will be modified where necessary to allow API integrations to operate most efficiently (Assessment and Form API Enablement initiative).

- New forms will be configured by the Diona team (Assessment and Form API Enablement initiative).

- Existing and new assessments/forms will be integrated with the UNITY assessment APIs provided by the State (Assessment and Form API Enablement initiative).

Test

- *System Testing.* Diona will work with DFS to test each initiative, with the Assessment and Form API Enablement testing occurring by group.

- *UAT Testing.* Diona will assist DFS with User Acceptance Testing. Diona expects DFS to lead and execute this activity for each initiative with support from Diona as needed.

Training

- Diona will work with DFS to create training materials to cover the MICA API Integration to UNITY Phase 1 and Phase 2 API implementations.

- Diona will "train the trainers" on the API implementations and training materials so that DFS can deliver the training to the end users.

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Deployment

- Diona will work with the County to deploy any DFS Placement Finder, DFS Resource Manager, DFS Assessments, and DFS Visits changes through MDM (Android) or Desktop Support (Windows).

- Diona will work with the County to deploy Placement and Licensing API changes.

- Diona will work with the County to deploy the Assessment and Form API Enablement changes.

Resources

Throughout the implementation of the MICA API Integration to UNITY Phase 2 project, Diona team resources will be involved as required. The details for these resources are as follows:

Resource Title	Resource Location
Project Manager/Technical Architect	Offsite
Business Analyst	Offsite
Tester	Offsite

Diona will require DFS to provide resources to collaborate with Diona to support this effort.

Pricing and Invoicing

The pricing for this implementation will include the Diona effort required to ensure the success of the MICA API Integration to UNITY Phase 2 project.

Implementation Deliverables

The total price for the Diona implementation effort required to deliver the MICA API Integration to UNITY Phase 2 project is $425,000. Diona will collaborate with DFS on the project deliverables. These deliverables will be submitted over the course of the project as they are completed.

Del #	Deliverable	Week	Invoice Amount
1	Placement and Licensing APIs Updated Functional Design and Updated Technical Design	4	$32,000
2	Placement and Licensing APIs Testing Complete Report	6	$38,000
3	Assessment and Form API Enablement Updated Functional Design, Updated Technical Design, and Testing Complete Report – Group 1	6	$55,000
4	Assessment and Form API Enablement Updated Functional Design, Updated Technical Design, and Testing Complete Report – Group 2	9	$45,000

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Del #	Deliverable	Week	Invoice Amount
5	Assessment and Form API Enablement Updated Functional Design, Updated Technical Design, and Testing Complete Report – Group 3	13	$45,000
6	Assessment and Form API Enablement Updated Functional Design, Updated Technical Design, and Testing Complete Report – Group 4	15	$45,000
7	Assessment and Form API Enablement Updated Functional Design, Updated Technical Design, and Testing Complete Report – Group 5	20	$45,000
8	Assessment and Form API Enablement Updated Functional Design, Updated Technical Design, and Testing Complete Report – Group 6	24	$60,000
9	Assessment and Form API Enablement Updated Functional Design, Updated Technical Design, and Testing Complete Report – Group 7	28	$60,000