AWARDS Certification
COURSE DESCRIPTIONS

This document provides course descriptions and delivery methods for the courses necessary to complete each level of AWARDS Certification. If you have any questions on the courses being offered, please contact our Training department at certification@footholdtechnology.com

QUALIFYING EXAM

Cumulative Exam on Basic User Skills
Delivery Method: Online

All applicants must successfully pass the online "Qualifying Exam" (cumulative exam on basic user skills) in order to be eligible to enroll in the Certification program. This 100-question exam is designed to assess the learner's basic AWARDS skills, which are acquired through self-teaching and ongoing use of the software.

AWARDS BASIC CERTIFICATION (LEVEL 1) COURSES
Including, but not limited to:

Intake/Admission
Delivery Method: Classroom

An interactive presentation of the various admission processes in AWARDS, including Central Intake functionality, Single- and Multiple-Step Admission, Room Reservation, and Waiting List functionality, and related topics like Household functionality and Intake Cloning. Related reports will also be included.

Services Modules (Individual and Group)
Delivery Method: Classroom

An interactive presentation on certain Services module features, including the Charting Timetable, Service Coordinator assignments, Periodic Summary Notes, Service Referrals, Group Schedule Setup, Group Notes, Group Activities, and more.

Service Plans
Delivery Method: Classroom

An interactive presentation on completing some of the various types of Service Plans and related features that are available in AWARDS, including Single Goal, Multiple-Goal, Independent Living Plans, Medicaid Services Plans, Plan Reviews, Plan Amendments, Service Plan Linked Notes, and Group Linkage to Service Plans. Service Plans (including PlanBuilder and Plans and Reviews) will also be covered in Level 3.

Employment & Reception Desk
Delivery Method: Classroom

An interactive presentation on Employment module topics, including: Employers, Jobs, and Job Placements, and Training and Education. Reception Desk topics include: Day Program features and Residential Log Book.

Calendar & Incidents
Delivery Method: Classroom

An interactive presentation on the Calendar module, including a review of all Calendar features including the Availability view, and the calendar's linkage to other modules/features within AWARDS. Incident topics include entering an Initial Report, reviewing and closing out an Incident Report, and configuration options including adding a FormBuilder form to Incident Reports.

AWARDS INTERMEDIATE CERTIFICATION (LEVEL 2) COURSES
Including, but not limited to:

Human Resource Functions
Delivery Method: Classroom

An interactive presentation on certain Human Resources features, including: Levels of access to Human Resources, Recording Staff Information, Processing an Employee Termination, and Human Resources reports. The use of FormBuilder forms in the Human Resources module will also be covered.

Permissions
Delivery Method: Classroom

An in-depth discussion on the Permissions feature within AWARDS including: configuring User Groups, understanding Permission layers, assigning Permissions, understanding preference-driven and Foothold-assigned permissions, working and working with Cross-Chart Access.

Executive Configurations
Delivery Method: Classroom

An in-depth discussion on executive tasks available within AWARDS, including: Business Rules, Electronic Signatures, Agency Program Information, creating and maintaining Residence Units, Configure Administration, Protected programs, Discontinued Programs, and more.

Medical Module
Delivery Method: Classroom

An in-depth look at the Medical module in AWARDS, including: Diet Information, Laboratory Orders, Medications, Providers, the MAR, Electronic Prescribing, and more.

Help Desk & Problem Solving
Delivery Method: Classroom

Presented by a member of the Foothold Quality Assurance Division, techniques will be shared and discussed on how agencies should investigate problems, and how to create/maintain effective internal Help Desk teams. Participants will also get an in-depth look at how the Foothold Help Desk handles tickets from the moment of receipt to the final resolution.

Strategies for Training Your Team
Delivery Method: Classroom

An interactive discussion about the Train-the-Trainer approach, with a focus on training preparation, engaging trainees, managing resistance, and offering continued support after training. As part of the Level 2 exams, participants will be expected to design a training for their agency.

FormBuilder

Delivery Method: Online

A computer-based training simulation on the AWARDS FormBuilder feature containing guided instructions on using the FormBuilder to create/modify forms, run a FormBuilder report, and conduct a FormBuilder search.

AWARDS MASTER CERTIFICATION (LEVEL 3) COURSES

Including, but not limited to:

Models of Service

Delivery Method: Classroom

An interactive discussion on the different service models used in the social services field, and how AWARDS accommodates them. Information on specific state or federally funded program requirements (Intake/Admission, Service Plans, forms and assessments, Discharge, and reporting, for example) will also be included in the discussion. This topic will also include Transfer functionality.

Executive Tasks within AWARDS

Delivery Method: Classroom

An interactive presentation on Executive tasks that can be completed within AWARDS.

Operations Module

Delivery Method: Classroom

A presentation on the Operations module within AWARDS, including: Property Maintenance/Work Orders, Leases, Rent & Utilities, and Apartment Painting.

Fiscal Reports & Entitlements

Delivery Method: Classroom

An interactive presentation on Fiscal and Entitlement features within AWARDS, including: recording and managing Entitlement records, In-House Accounts, and Funder Accounts Management

BillingBuilder

Delivery Method: Classroom

A presentation on the billing features within AWARDS, including: how to set up payers, billing types and procedures, how to create invoice batches and claims, and reporting features.

AWARDS Implementation

Delivery Method: Classroom

An in-depth workshop-style presentation on the project management process, with case studies focusing on AWARDS implementation. The session will walk through the project management steps with the instructor using one case study, and then the participants will be assigned a new case study for the final assignment.

ExportBuilder

Delivery Method: Classroom

An in-depth discussion on the ExportBuilder functionality in the software, and how it can be used to get data out of AWARDS in a way that allows users to create customized data reports, and generate export files of a number of different types including CSV, TXT, XLS, and XML.

DataBridge

Delivery Method: Classroom

A presentation on the AWARDS DataBridge feature, which provides users with data files for information that has been entered in many areas of the AWARDS application. The various options for reporting and data manipulation tasks will be discussed.

Promoting Interoperability (Meaningful Use)

Delivery Method: Classroom

A presentation on AWARDS as a federally certified ambulatory EHR, which enables agencies to complete their services documentation while taking advantage of cutting edge interoperability and quality measure reporting for value-based payments, and meeting funder requirements for usage of federally certified software.

Project Management

Delivery Method: Classroom

An in-depth workshop-style discussion on the project management process, with case studies focusing on implementing a new program at an agency. The class will walk through the project management steps with the instructor using one case study, and then participants will be assigned a new case study for the final assignment.

ResourceTracker

Delivery Method: Classroom

An interactive presentation on the highly-configurable ResourceTracker AWARDS, including the associated permissions, how to set it up, what it can be used for (to create and track service tickets or requests such is IT or maintenance), and the reporting options that go with it.

Foothold as a Business

Delivery Method: Classroom Discussion

Marlowe Greenburg, founder & CEO of Foothold Technology, will join the class to discuss Foothold as a Business and answer questions from the participants.