

Re: Follow-Up and Requested Approval for CFS IT Next Steps

From: Eric McPherson (emcpherson@cfserve.org)
To: bret_blackford@yahoo.com
Cc: kromain@cfserve.org; bret_blackford@yahoo.com
Date: Tuesday, March 31, 2026 at 06:55 AM CDT

Hello Gentlemen!

I heartily approve of all the provided recommendations and all 4 phases.

Thanks for all you're help in this matter!!

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From: M Bret Blackford <bret_blackford@yahoo.com>
Sent: Monday, March 30, 2026 7:18:24 PM
To: Eric McPherson <emcpherson@cfserve.org>
Cc: Kevin Romain <kromain@cfserve.org>; Bret Blackford <bret_blackford@yahoo.com>
Subject: Follow-Up and Requested Approval for CFS IT Next Steps

Eric and Kevin,

Per our meeting today regarding the attached CFS IT architecture review, my understanding is that we agreed on the following phased approach:

Phase 1: Bret will work with Kevin to replace the current Charter/Spectrum router, which is operating in bridge mode, with a modern UniFi router, possibly a UDR7, configured in standard routing mode.

As part of Phase 1:

- Kevin will contact Hawk iSolutions to help minimize any disruption to the CFS telephone system.
- Affiliated Com-Net should be informed of the planned change so they can provide any settings or guidance needed to help ensure continued phone operation after moving away from the Charter/Spectrum router in bridge mode. (Kevin to make any needed communication)
- We should determine (from above) whether any specific static IP addresses must be maintained for the current IP phone system.
- Bret will purchase the needed UniFi equipment, anticipated to include:
 - UniFi Dream Router 7 (UDR7) — approximately \$280
 - UniFi Pro Max 16 PoE switch (USW-Pro-Max-16-PoE) — approximately \$400
 - Rack mount adapter (UACC-Pro-Max-16-RM) — approximately \$50
 - UniFi 10G direct-attach cable and miscellaneous patch cables — approximately \$75
- There may also be additional contract or consulting costs associated with support from Kevin Romain and/or Hawk iSolutions, though those amounts are not yet known.

Phase 2: After the router has been replaced and the telephone system and network appear stable, which may take a week or two to confirm, replace the current 10/100 Mbps switch with the UniFi gigabit switch noted above.

Phase 3: Once the router and switch are in place and the network is stable, Bret and Kevin will evaluate whether the current Affiliated-provided IP phone solution remains cost-effective. If not, we can present alternatives to you for

consideration and approval. A migration to a UniFi Talk phone system could potentially cost around \$5,000.

Phase 4: No immediate action needed, but at a later time CFS may wish to evaluate migrating the Dell server and any remaining needed on-premises functionality to Microsoft Azure or Microsoft 365 services. Pricing and timing for that phase are still to be determined.

To help support the Phase 1 work, I would also request the following from CFS:

- A copy of the CFS sales tax exemption letter
- CFS federal tax ID
- A CFS email account, which I would need for initial setup and administration of the new UniFi equipment
- An Active Directory account, so I can log in to CFS computers and systems as needed to assist with the network migration. I am not requesting application-level access.

Eric, please review the above. This reflects my understanding of the items Kevin and I discussed with you on today’s call. **If this aligns with your understanding as well, would you please reply to all with your formal approval for Kevin and me to proceed?**

--- Bret

From: M Bret Blackford <bret_blackford@yahoo.com>
Sent: Monday, March 30, 2026 2:35 PM
To: Eric McPherson <emcpherson@cfserve.org>; Kevin Romain <kromain@cfserve.org>
Subject: 3/30 @ 3:00 : CFS IT environment

Eric,
As this is a video mtg it might be easier if I joined from home as I am not aware that CFS has a video conference room. I'll see everyone on-line at 3:00
--- Bret

On Monday, March 30, 2026 at 01:38:38 PM CDT, Kevin Romain <kromain@cfserve.org> wrote:

Meeting link below.
Talk to you soon!

Microsoft Teams meeting

Join: <https://teams.microsoft.com/meet/298172662619085?p=a4KoEJpv9mrltqEjyI>

Meeting ID: **298 172 662 619 085**
Passcode: **Qd939LD7**

[Need help?](#) | [System reference](#)

For organizers: [Meeting options](#)

From: Eric McPherson <emcpherson@cfserve.org>
Sent: Monday, March 30, 2026 7:54 AM
To: Kevin Romain <kromain@cfserve.org>; M Bret Blackford <bret_blackford@yahoo.com>
Subject: Re: Possible time to talk re CFS IT environment

Sure, that works for me.

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From: Kevin Romain <kromain@cfserve.org>

Sent: Monday, March 30, 2026 7:19:46 AM

To: M Bret Blackford <bret_blackford@yahoo.com>; Eric McPherson <emcpherson@cfserve.org>

Subject: Re: Possible time to talk re CFS IT environment

Good morning, Eric/Bret

The **3 PM** time works for me but I'll have to connect virtually, as my daughter is home sick today.

Would a Teams meeting link work for you?

Best regards,

Kevin

From: M Bret Blackford <bret_blackford@yahoo.com>

Sent: Sunday, March 29, 2026 6:58:23 PM

To: Kevin Romain <kromain@cfserve.org>; Eric McPherson <emcpherson@cfserve.org>

Subject: Re: Possible time to talk re CFS IT environment

I'll plan to be on-site for the mtg. 3:00 works but I'm flexible if Kevin needs a different slot that day.

--- Bret

March 30 between 9-11 or 3-5.

On Sunday, March 29, 2026 at 04:44:42 PM CDT, Eric McPherson <emcpherson@cfserve.org> wrote:

Hey Kevin and Bret!

I am good to meet in person or virtually at 3 this monday 3/30.

Kevin, let us know if this works for you!

Serving for Life,

Eric McPherson, MA, LPC

Executive Director

Christian Family Services, Inc.

7955 Big Bend Blvd.

St. Louis MO 63119

Phone: 314-968-2216

Fax: 314-968-2335

www.stlcfs.org

From: M Bret Blackford <bret_blackford@yahoo.com>

Sent: Friday, March 27, 2026 4:53 PM

To: Kevin Romain <kromain@cfserve.org>; Eric McPherson <emcpherson@cfserve.org>

Subject: Re: Possible time to talk re CFS IT environment

I am good Monday 3/30 except for 10:30-11:00 (I have lunch with Ross Brown). So I am free 9-10:30 and 3-5.

--- Bret

On Friday, March 27, 2026 at 02:20:49 PM CDT, Eric McPherson <emcpherson@cfserve.org> wrote:

Hey Guys!

Thanks for all your help with this endeavor!

I could meet this next Monday the 30th between 9-11 or 3-5. We could meet in person or via zoom.

Let me know if this works!

Serving for Life,

Eric McPherson, MA, LPC
Executive Director
Christian Family Services, Inc.
7955 Big Bend Blvd.
St. Louis MO 63119
Phone: 314-968-2216
Fax: 314-968-2335
www.stlcfs.org

From: M Bret Blackford <bret_blackford@yahoo.com>
Sent: Friday, March 27, 2026 1:51 PM
To: Kevin Romain <kromain@cfserve.org>
Cc: Eric McPherson <emcpherson@cfserve.org>
Subject: Re: Possible time to talk re CFS IT environment

Erich and Kevin,
I think a meeting would be a good idea. I have some flexibility in my schedule and would be glad to try to meet whenever Eric has time.
Thank you both, and I look forward to talking further.
--- Bret

On Thursday, March 26, 2026 at 08:35:07 AM CDT, Kevin Romain <kromain@cfserve.org> wrote:

Hello Bret,

I know we've connected a few times since your initial email, but wanted to respond here for Eric's visibility. It's been great meeting you and it will be valuable to have your networking experience here at CFS. Eric, we've gathered data from our conversations and have worked through some details which Bret will share in more details soon.

I look forward to meeting with you all when scheduling allows.

Best regards,
Kevin

From: M Bret Blackford <bret_blackford@yahoo.com>
Sent: Tuesday, March 17, 2026 9:28 AM
To: Kevin Romain <kromain@cfserve.org>
Cc: Bret Blackford <bret_blackford@yahoo.com>; Eric McPherson <emcpherson@cfserve.org>
Subject: Possible time to talk re CFS IT environment

You don't often get email from bret_blackford@yahoo.com. [Learn why this is important](#)

Hi Kevin,

My name is Bret Blackford. I serve on the CFS Board of Trustees and have an IT background. Eric McPherson initially asked if I could help clean up the wiring and overall clutter in the IT closet on the second floor. As I began looking into that it became clear that I first needed to identify the equipment and better understand the environment so I would not accidentally disturb something critical.

As I have worked through that process I have been reviewing the equipment and putting together a basic hardware architecture spreadsheet. I have realized it would be very helpful to talk with someone who has supported CFS over the years and knows the environment well. Eric mentioned that you have been a long-time IT resource for CFS, so I wanted to reach out and introduce myself.

I would appreciate the opportunity to spend 30 to 45 minutes with you to better understand the current CFS IT setup, any important history or dependencies I may not be seeing, and to get your thoughts on possible upgrade paths. I am trying to make sure I understand the existing environment before offering any recommendations to Eric.

If you have some availability this week or next, my schedule is fairly flexible and I would be glad to work around a time that is convenient for you.

Thank you, and I look forward to talking with you.

--- Bret

Bret Blackford
314-402-7086
Bret_Blackford@yahoo.com

Christian Family Services (CFS)

2026 IT Environment Review

Prepared for Eric McPherson, Executive Director
Prepared by M. Bret Blackford, Board of Trustees
March 2026

Christian Family Services (CFS) is a small non-profit located in Webster, Missouri and CFS exists to walk alongside people and families in crisis or transition, offering Christian counseling, pregnancy and parenting support, child-placement and family-care services, and practical assistance aimed at strengthening relationships, protecting children, and helping families flourish. This aligns with the site's recurring themes of trusted guidance, healthy relationships, and flourishing life.

Purpose: document the current-state CFS IT environment, identify material risks or constraints, and outline practical next steps for a more manageable, supportable, and flexible architecture.

This report grew out of a request to help clean up the second-floor IT closet. Before physical cleanup could be done safely, the environment first needed to be identified and documented so that critical equipment or dependencies were not disturbed.

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Executive Summary

CFS appears to operate with a largely cloud-based application environment for core business functions, including browser-based line-of-business systems, QuickBooks Online, and likely Microsoft 365 services for email and file collaboration. That is encouraging because it reduces dependence on heavy on-premises application infrastructure.

At the same time, important local infrastructure still remains in place. Based on the materials reviewed, the Cisco ASA 5506-X is currently acting as the primary firewall and routing device, the MikroTik RouterBoard remains involved in the phone environment, the Netgear FS728TP switch appears to be a 10/100 Mbps bottleneck, and the Dell PowerEdge R720 still supports local services such as domain authentication, file share, and print services.

The central architectural concern is not simply aging hardware. It is that routing, telephony dependencies, and support responsibilities appear to be split across multiple vendors and devices in a way that reduces visibility, complicates troubleshooting, and makes future change harder than it should be for an organization of this size.

The most practical near-term path is a phased modernization. Phase 1 should focus on documenting the remaining dependencies, replacing the network edge router and core switch with a customer-controlled, cloud-managed platform, and narrowing phone-specific legacy dependencies. Phase 2 can then address server, identity, and file-share modernization once network visibility and control have improved.

In summary, I recommend (ref. §6 below):

1. Review findings with Kevin Romain to get agreement
2. Work with telephone provider Affiliated Com-Net and move IP routing away from telephone-specific equipment and onto a standard edge router (possibly UniFi)
3. Replace current 10/100 Mbps network switch with faster Gigabit switch (possibly UniFi)
4. Consider telephone expense and if a change is advantageous
5. Consider migrating remaining local server functions to Microsoft 365 / Azure services, if a separate dependency review supports that path

At-a-Glance Findings

Area	Observation	Implication
Applications	Most key applications appear cloud-based.	Network simplification is feasible.
WAN edge	Spectrum router is bridged and the Cisco ASA appears to handle routing.	ISP flexibility and visibility are reduced.
Switching	Netgear FS728TP appears limited to 100 Mbps.	Local traffic is bottlenecked.
Telephony	MikroTik and Grandstream phone path remain part of the environment.	Phone dependencies must be documented before cutover.
Support model	Responsibilities are split across multiple vendors.	Troubleshooting and decision-making are fragmented.
Server	Dell PowerEdge R720 still appears to provide local infrastructure services.	Server/identity modernization should follow network cleanup.

1. Scope and Context

This review is based on material gathered in March 2026, including network observations, a Fing scan, email exchanges with Kevin Romain and CFS staff, cost and support notes, and prior application-environment summaries.

The work was intended first to establish a safe understanding of the current environment before any cleanup, disconnection, or redesign effort. The report therefore emphasizes current-state documentation, architectural concerns, and decision-ready recommendations rather than a final migration design.

2. Application Environment

The available evidence suggests that CFS has already moved much of its business application footprint to cloud-hosted platforms. That is a major strength. It reduces reliance on local application servers and makes future network modernization less risky than it would be in a heavily on-premises environment.

Observed applications or platforms include ICANotes, Inovalon / Provider Cloud, FocusEDI, Silo, Dashlane, QuickBooks Online, and likely Microsoft 365 services such as Outlook and OneDrive.

Platform	Likely role	Note
ICANotes	Behavioral health EHR / charting	Appears browser-based.
Inovalon / Provider Cloud	Claims / eligibility / billing	Web portal access indicated.
FocusEDI	EDI / billing portal	Another browser-accessed portal.
Silo	Cloud portal	Purpose should be confirmed.
Dashlane	Password management	Positive control indicator.
QuickBooks Online	Accounting / bookkeeping	Suggests cloud-based accounting workflow.
Outlook / Microsoft 365	Email / identity / collaboration	Strongly suggested by screenshots and admin-center references.
OneDrive	File storage / sharing	May reduce dependence on local file shares over time.

Main caution: although applications appear mostly cloud-based, local identity, file-share, print, and phone-related dependencies still seem to exist and should be treated as live until proven otherwise.

3. Current Infrastructure and Topology

The network appears to have grown incrementally as services were added by different parties. That is understandable, but the result is an environment with overlapping roles and limited end-to-end visibility.

The most consistent reading of the materials is that the Spectrum connection feeds a Spectrum router configured in bridge/pass-through mode, after which the Cisco ASA acts as the primary firewall and routing device for the local network. Downstream, the Netgear FS728TP switch distributes connectivity to office devices, Wi-Fi access points, server resources, and a phone-related path that involves a MikroTik RouterBoard and Grandstream phones.

Known / Observed Hardware

Component	Role	Known detail	Comment
Spectrum EN2251 modem	ISP handoff	Observed	Expected demarcation device.
Spectrum router	ISP gateway	Bridge/pass-through	Reduces customer control at WAN edge.
Cisco ASA 5506-X	Firewall / routing	LAN 192.168.44.1; WAN 96.35.181.122	Appears to be primary local gateway.
Netgear FS728TP	Core switch	Appears 10/100 Mbps; 192.168.44.13	Likely local bottleneck.
MikroTik RouterBoard	Phone-related role	192.168.44.19	Still appears tied to telephony.
Grandstream phones	Voice endpoints	Multiple devices observed	Some PCs may pass through phones.
TP-Link AP(s)	Wi-Fi access	Observed	Could be replaced in a unified platform.
Dell PowerEdge R720	AD / file share / print	Observed	Treat as live infrastructure until dependency map is complete.

Simplified Current-State Diagram

Reference also **Attachment B** below

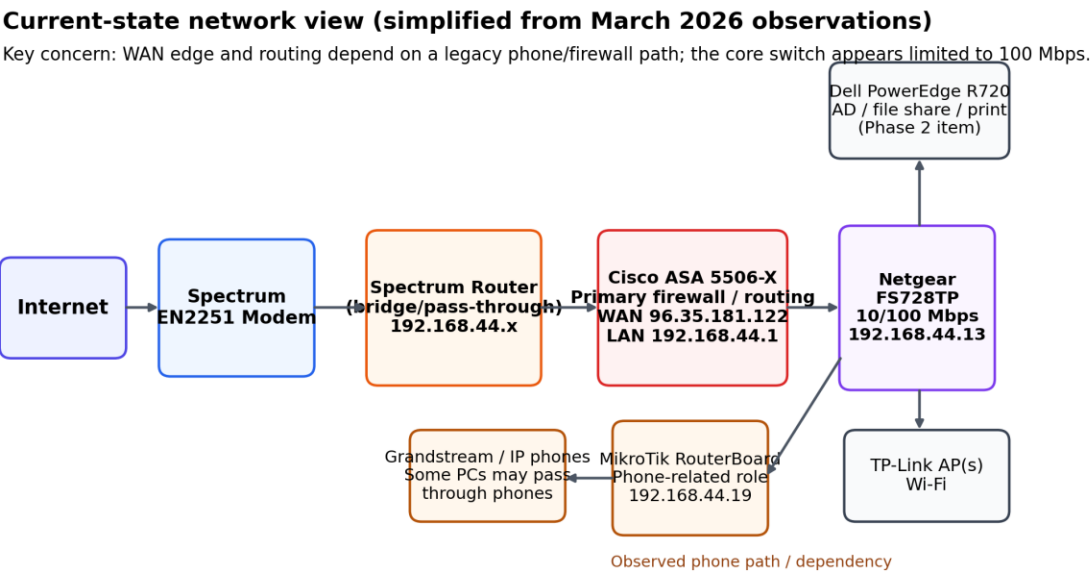


Figure 1. Simplified interpretation of the current-state network path based on March 2026 review materials.

4. Principal Issues and Risks

Limited visibility and fragmented control

There does not appear to be a single management plane that gives CFS a clear picture of routing, switching, wireless, phone dependencies, and attached devices. That makes troubleshooting slower and increases dependence on whichever vendor understands a given segment.

WAN-edge dependency on legacy design choices

Because the Spectrum router is bridged and the ASA appears to perform routing, the organization is more dependent than necessary on legacy firewall and telephony assumptions. This can make ISP changes, hardware refreshes, and troubleshooting more cumbersome.

Bandwidth bottleneck at the core switch

If the FS728TP is indeed operating as a 10/100 Mbps switch, then local traffic and uplink performance are constrained regardless of purchased internet speed or endpoint capability.

Telephony dependency is not yet narrow enough

The MikroTik and phone path appear to remain intertwined with the broader network. That does not mean the phones are wrong, but it does mean the dependency should be documented and, if possible, isolated so voice service does not dictate the rest of the architecture.

Support responsibilities are split across several parties

CFS appears to rely on Fix It Solutions, Hawk iSolutions, Affiliated Com-Net, and Spectrum. Outsourcing is entirely reasonable; the problem is the lack of a clearly documented architecture owner and change authority.

Residual local infrastructure risk

Cloud applications reduce risk, but local server-based identity, print, file share, and remote-support tooling still matter. Premature removal or reconfiguration of these dependencies could disrupt office operations.

5. Support Model and Current Costs

The known monthly and support figures below are useful for planning, but they should still be validated against current invoices and agreements before any contractual action is taken.

Vendor / service	Current understanding	Approx. cost	Comment
Fix It Solutions / Kevin Romain	Managed support plus special requests	\$1,036.80 / month	Role should include clear architecture guidance and escalation path.
Affiliated Com-Net	Phone service / lines	\$274.39 / month	Invoice support should be retained with contract file.
Hawk iSolutions	Special phone-related requests	\$150 / hour as needed	Important for phone dependency questions.
Spectrum Business internet	Business internet service	\$173.96 / month	Current design appears to constrain provider flexibility.
Microsoft 365 / email	No monthly amount confirmed	Unknown	CFS indicated licensing was purchased, but current recurring cost was not confirmed.

6. Recommendations

Recommendation 1: Freeze ad hoc changes until the dependency map is confirmed.

Before any cleanup or hardware removal, confirm the live routing path, the phone path, static IP usage, any server dependency, and whether any workstations still rely on phone pass-through or local file shares.

Recommendation 2: Move toward a customer-controlled UniFi-based edge and switching platform.

A modern UniFi gateway and managed switch would provide centralized visibility, easier documentation, and a more supportable platform for a small nonprofit. This recommendation is directionally sound, but the final design should wait until phone and server dependencies are fully documented.

Recommendation 3: Narrow and isolate telephony dependencies.

Determine exactly what the MikroTik and Grandstream environment require. If the current phones can remain while the core network is modernized, document that path clearly and isolate it as much as practical. If not, CFS can later evaluate whether continuing the current phone platform remains worthwhile.

Recommendation 4: Replace the apparent 100 Mbps switching bottleneck.

Even if no other change is approved immediately, replacing the core switch is a sensible step. That upgrade would remove an obvious performance constraint and improve visibility if done with a managed platform.

Recommendation 5: Treat the server and identity environment as Phase 2.

Do not assume the Dell R720 can be retired yet. Instead, plan a separate review of Active Directory, print, file share, remote support tools, backup posture, and readiness for SharePoint/OneDrive and Entra ID migration.

Recommendation 6: Clarify governance over outsourced IT.

CFS should have a documented architecture owner, change-approval path, and current-state diagram on file. Even when multiple vendors remain in place, someone must own the whole picture.

Suggested phased roadmap

Phase	Timeframe	Main work	Output
0	Immediate	Complete current-state validation; collect static IP list; document phone/server dependencies.	Approved dependency map and cutover assumptions.
1	Near term	Replace core switch and WAN edge with unified managed platform once dependencies are confirmed.	Central visibility, improved supportability, removal of 100 Mbps bottleneck.
2	After Phase 1 stabilizes	Review server, Active Directory, file share, print, and remote-access tooling.	Server/identity modernization plan.
3	Longer term	Complete SharePoint/OneDrive and Entra ID transition as appropriate.	Reduced on-premises dependency footprint.

Attachment A - Source Highlights

Selected points from reviewed materials are summarized below for convenience.

Kevin Romain indicated that the Spectrum device is in bridged mode, that the Cisco ASA currently serves as the primary firewall and routing device, and that the MikroTik is associated with the IP phone environment.

Kevin also identified on-premises dependencies that still matter: domain-level authentication, file share, print server, and IP phones.

CFS staff indicated approximate recurring costs of \$1,036.80 per month for Fix It Solutions, \$274.39 per month for Affiliated Com-Net phone service, and \$173.96 per month for Spectrum internet.

CFS staff did not confirm a current monthly Microsoft 365 charge, noting instead that licensing had been purchased previously.

A phone-related document indicates a Hawk iSolutions 36-month configuration dated August 2022, and a separate Affiliated Com-Net service agreement image shows a validity date of September 18, 2022. Those dates suggest term questions should be rechecked carefully against the complete agreements and any renewal or notice language.

Attachment B - Decision Notes for Eric McPherson

The present environment is workable, but it appears more complex and vendor-dependent than necessary for CFS's size and mission.

The recommendation is not to make a disruptive all-at-once change. It is to complete a careful dependency review, then modernize the edge and switching platform in a controlled way.

The strongest immediate technical candidate for replacement is the apparent 100 Mbps core switch. The strongest immediate governance need is a clear architecture owner and current-state documentation on file.

Any decision about keeping or replacing the phone environment should follow confirmation of how tightly it is bound to the current routing path.

Supplemental Attachments – following pages below

On-line here - https://cfs.mxcoc.xyz/IT/CFS_ApplicationEnvironment.pdf

CFS Application Environment Summary

Working observations based on screenshots and application notes reviewed on March 20, 2026, including indications that Microsoft 365 / Outlook is used for email and OneDrive is used for file storage or sharing.

Overall assessment: CFS appears to rely primarily on cloud-hosted business applications rather than an on-premises application server. This is favorable for resiliency and future network migration work. Screenshots also indicate organizational email use tied to the cfsserve.org domain and QuickBooks Online for bookkeeping. Remaining questions center on the exact email platform, identity management, file storage, printing/scanning, and any legacy local dependencies.

Observed application environment

- Observed platforms include ICANotes, Inovalon / Provider Cloud, FocusEDI, Silo, Dashlane, and QuickBooks Online. The screenshots also indicate that Microsoft 365 / Outlook is used for email and that OneDrive is used for file storage and/or sharing.
- The visible use of the Microsoft 365 admin center, Outlook-related screens, and OneDrive suggests CFS is using Microsoft 365 services for communication, user account management, and at least some document storage / sharing.

Application	Likely role	Observation
ICANotes	Behavioral health EHR / charting	Browser-based access appears to be in use.
Inovalon / Provider Cloud	Claims, eligibility, and billing	Supports payer / claims processing through a web portal.
FocusEDI	EDI / billing portal	Another browser-accessed revenue-cycle tool.
Silo	Separate cloud portal	Observed as a web-based system; purpose should be confirmed.
Dashlane	Password management	Positive sign of centralized credential management.
QuickBooks Online	Bookkeeping / accounting	Browser tabs indicate QuickBooks Online is in use for accounting functions.
Organizational email	Email / communication	Screenshots show accounts using the cfsserve.org domain; exact email platform should be confirmed.

Why this is encouraging

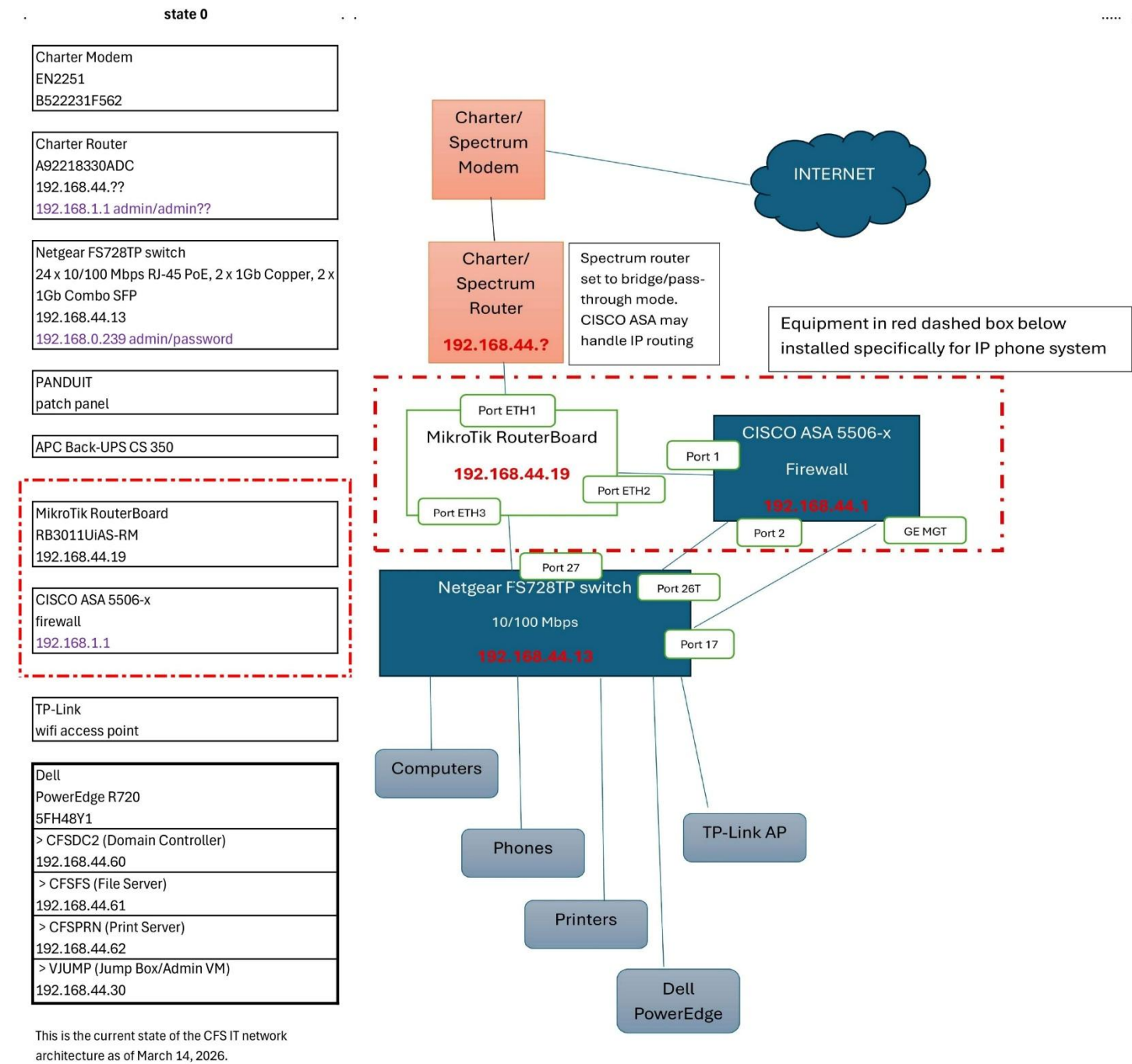
- Core applications appear reachable through standard web browsers rather than a local application server.
- This reduces the risk that one aging on-site device would disable major operations.
- A cloud-centered stack should make future network cleanup or migration easier, assuming reliable internet.
- Dashlane suggests better password control than informal local storage, and the screenshots also point to an organized cloud-based credential environment.

Items still to confirm

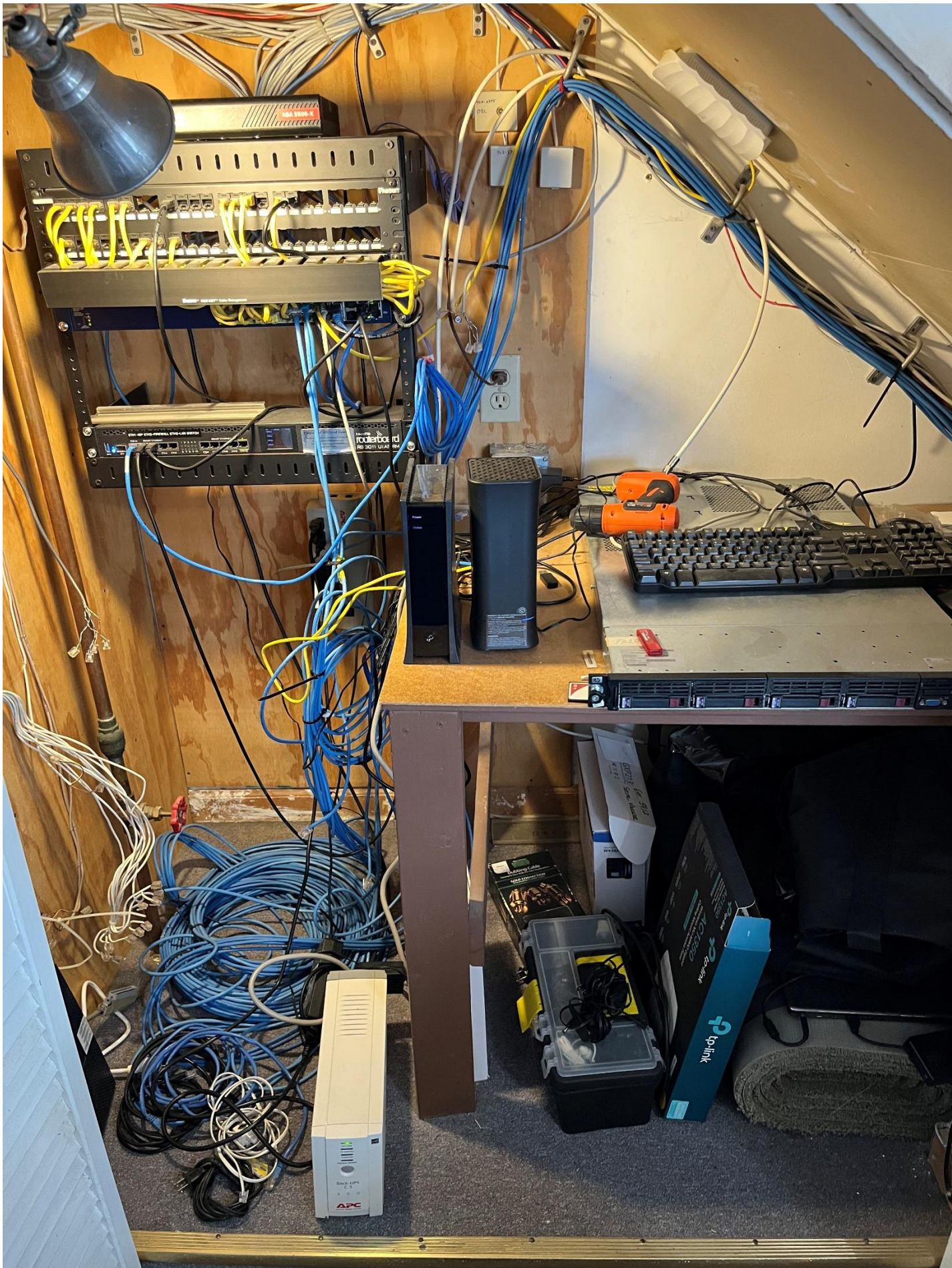
- Whether user logins still depend on local Active Directory or another on-site identity system, even though most core applications appear cloud-based.
- Whether all shared files have been fully moved into OneDrive / Microsoft 365, or whether some data still lives on local PCs or a local file server / network share.
- Whether printers, scanners, or specialized devices depend on local server functions.
- Whether any shortcuts, mapped drives, or legacy processes still point to local resources rather than cloud services.
- How backups are handled for any remaining local data, and whether email / accounting data retention is managed entirely by cloud providers.

Bottom line: CFS appears to have a mostly cloud-based application environment, including browser-accessed business systems, Microsoft 365 / Outlook for email, OneDrive for file storage and/or sharing, and QuickBooks Online for bookkeeping. The next phase should focus on confirming whether any remaining local dependencies are tied to logins, printing/scanning, legacy shared folders, or other office resources.

On-line here - <https://cfs.mxcoc.xyz/IT/CFS-CurrentState-.JPG>



On-line here - <https://cfs.mxcoc.xyz/IT/CFS-ITCloset.JPG>
CFS 2nd floor IT closet as of March 13, 2026



Re: Follow-up questions on CFS IT costs and support

From: Jodi Mitchell (jmittell@cfserve.org)
To: bret_blackford@yahoo.com
Date: Monday, March 23, 2026 at 12:06 PM CDT

We do not pay a monthly subscription we have paid for licensing but that has been a while.

Serving for Life,
Jodi Mitchell

Director of Finance and Social Services
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From: M Bret Blackford <bret_blackford@yahoo.com>
Sent: Monday, March 23, 2026 11:48 AM
To: Jodi Mitchell <jmittell@cfserve.org>
Subject: Re: Follow-up questions on CFS IT costs and support

Thanks Jodi,
Can you ask Mary about this last question ...

4. About how much does CFS pay each month to Microsoft for email/Microsoft 365?

On Monday, March 23, 2026 at 10:02:16 AM CDT, Jodi Mitchell <jmitchell@cfserve.org> wrote:

From: Mary Ennis <mennis@cfserve.org>
Sent: Monday, March 23, 2026 9:57 AM
To: Jodi Mitchell <jmitchell@cfserve.org>
Subject: RE: Follow-up questions on CFS IT costs and support

See below

Serving for Life

Mary Ennis

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From: Jodi Mitchell <jmitchell@cfserve.org>
Sent: Monday, March 23, 2026 7:16 AM
To: Mary Ennis <mennis@cfserve.org>
Subject: Fw: Follow-up questions on CFS IT costs and support

Can you please answer his questions below?

Serving for Life,

Jodi Mitchell

Director of Finance and Social Services
Christian Family Services, Inc.
7955 Big Bend Blvd
St Louis MO 63119
(314) 968-2216
Fax: (314) 968-2335
www.stlcfs.org



CHRISTIAN FAMILY SERVICES

ST. LOUIS | MO. | ESTB. IN 1973

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From: M Bret Blackford <bret_blackford@yahoo.com>
Sent: Sunday, March 22, 2026 7:27 PM
To: Jodi Mitchell <jmitchell@cfserve.org>
Cc: Bret Blackford <bret_blackford@yahoo.com>
Subject: Follow-up questions on CFS IT costs and support

Jodi,

I have a few follow-up questions as I work to document the IT network at CFS. Can you provide any information on the following? Even rough estimates are helpful.

1. I believe Hawk iSolutions supports the phone system. Can you tell me approximately how much CFS pays each month for phone service? Also, is there a separate amount paid to Hawk iSolutions for phone support?
We pay Affiliated Com-Net \$274.39 per month for the phone lines and we pay Hawk iSolutions on a as need basis for special request at \$150.00/hour
2. Does Kevin Romain work as an independent contractor, or is he part of a company? If a company, which one? Also, how is Kevin (or his company) paid: monthly retainer, hourly/as-needed, or some combination? Fix It Solutions \$1,036.80/month plus any special request billed separately.
3. About how much does CFS pay each month for Charter/Spectrum internet service? \$173.96/month
4. **About how much does CFS pay each month to Microsoft for email/Microsoft 365?**

No rush on this. I also plan to stop by CFS again soon to take another look at the IT hardware so I can better document the current architecture. I have connected with Kevin Romain and am working with him to understand the current setup and possible next steps to improve the IT environment.

Thanks,
--- Bret

----- Forwarded Message -----

From: Carla Rupkey <crupkey@cfserve.org>
To: M Bret Blackford <bret_blackford@yahoo.com>; Jodi Mitchell <jmitchell@cfserve.org>
Cc: Eric McPherson <emcpherson@cfserve.org>
Sent: Friday, March 20, 2026 at 03:32:43 PM CDT
Subject: Re: CFS applications

Bret,
Thank you for the summary of our systems.
Please let us know if there is anything else that you need.
Have a nice weekend!
Carla

From: M Bret Blackford <bret_blackford@yahoo.com>
Sent: Friday, March 20, 2026 1:30 PM
To: Carla Rupkey <crupkey@cfserve.org>; Jodi Mitchell <jmitchell@cfserve.org>
Cc: Eric McPherson <emcpherson@cfserve.org>; Bret Blackford <bret_blackford@yahoo.com>
Subject: CFS applications

Carla and Jodi,

Thank you both again for your time and patience today. I really appreciated the opportunity to talk through the current CFS application environment. I have attached a summary of my current observations for your review.

As I mentioned, I will keep reviewing this information and also hope to speak with Kevin Romain soon regarding the hardware side of the environment.

Please feel free to let me know if I captured anything incorrectly or if there is anything else you think I should note.

Thanks again.

--- Bret



Invoice

Ship To:

Terms: Net 15

CFS 2026 IT Review - Page 17

Attachment F.1

The 2024 Managed Services Agreement with **Fix It Solutions LLC** is included below as an object. Kevin Romain is employed by Fix It Solutions.
Also, on-line here - <https://cfs.mxcoc.xyz/IT/Fix%20it%20Solutions%202024.pdf>



Attachment F.2

Hawk iSolutions IP phone charges
On-line here - <https://cfs.mxcoc.xyz/IT/PHONES Hawk-iSolutions-2022.pdf>

		Custom configuration for Christian Family Services				
HiSG2203-2						
		Qty	MRC Unit Price	MRC Extended Price	NRC Unit Price	NRC Extended Price
HAWKI PHONE						
36-month contract		2	\$14.89	\$29.78	\$0.00	\$0.00
Clear Cloud SIP Trunk/Channel		5	\$4.76	\$23.80	\$15.60	\$78.00
DID Numbers (Porting, Provisioning, Routing)		1	\$2.52	\$2.52	\$0.00	\$0.00
E-DATABASE (911 Records)		13	\$9.90	\$128.70	\$3.60	\$46.80
Enhanced RTU License		2	\$1.08	\$2.16	\$4.32	\$8.64
Auto-Attendant/Directory		10	\$3.80	\$38.00	\$42.00	\$420.00
GS GXP2135 4-Line, Color LCD, 4-BLF, 1GB, PoE Phone		3	\$6.83	\$20.49	\$42.00	\$126.00
GS GXP2170 6-Line, Color, LCD, 24-BLF, 1GB, PoE Phone		1	\$11.60	\$11.60	\$114.00	\$114.00
QoS Security Router		1	\$0.00	\$0.00	\$3,000.00	\$3,000.00
Premise deployment (phones and router), Auto-Attendant, Programming - (includes changes 30-days after installation)						
Single Product Hardware Total				\$257.05		\$3,793.44
Quantity of Systems		1				
Product Hardware Total				\$257.05		\$3,793.44

HAWKI PHONE

22030 Phone Proposal-2(New).xlsx

8/9/2022

Affiliated service agreement for IP Phones
On-line here - https://cfs.mxcoc.xyz/IT/PHONES_Affiliated-2022.pdf



Service Agreement: 22915-02
This agreement valid until: September 18, 2022

This Service Agreement (Agreement), together with the Terms of Service (TOS) available at www.AffiliatedCom.com/TOS constitutes the entire Agreement between Affiliated ComNet and Christian Family Services Inc. (Customer), where Affiliated ComNet will provide Customer with Service, Usage, Product, and Customer Support, and Customer will pay monthly Service and Product Charges (Monthly Service Charge) along with Local Taxes and Regulatory Fees (USF, PUC, etc.) based on the rate herein. All Service Charges, Usage Charges, Regulatory Fees (\$USD) will commence from the date of installation and service inception.

Services and Products (Monthly Service Charge)
Installation/Activation of Products (1-Time Fee)

Outbound calls placed to destinations within the contiguous 48 United States and Canada will not incur Usage Charges. Calls placed to Alaska, Hawaii, and other international locations will incur International Usage Charges at the current standard rate. Customers with Inbound Toll Free numbers incur a Usage Charge of \$0.035 per minute for calls originated in the lower 48 United States, and \$0.045 per minute for calls originated in Canada. Service Charges, Usage Charges, Regulatory Fees, and Taxes are invoiced the first week of each month, and include Service and Product Charges for the subsequent month. Usage Charges are invoiced one month in arrears. The first month's Service Charge will be prorated from the date of Service.

Invoices are sent the first week of the month with each invoice Payment due in full by the 20th day of the same month. Payments received after the 20th day of the same month incur a 10% Late Fee (10% of total invoice value). Payments not received by the last day of the month may result in a disconnection of Service until all payments in arrears have been made.

Fax over IP to legacy paper fax machines, as well as other devices using analog modems, may be unreliable due to technology limitations. Therefore, legacy paper fax machines, analog modems, analog Point-Of-Sale Terminals, and other devices using analog modems are recommended to remain on dedicated/shared analog lines.

All Products in the Monthly Service Charge, Services, and Labor provided by Affiliated ComNet are covered under Warranty for the duration of Service by the Customer. Any fees associated to remedy any defective Affiliated ComNet Product or Service provided herein will be incurred by Affiliated ComNet. Should a Product provided by Affiliated ComNet be deemed defective, Affiliated ComNet will replace the Product with New, or "Like New" same Product, or similar New, or "Like New" Product if the Product has been discontinued by the manufacturer at the time of the defect.

All Services and Products provided herein are scalable up throughout the duration of this Service Agreement at the prices shown herein (*excluding promotional items). The Customer may also include any additional Affiliated ComNet Products or Services not included in this Service Agreement at the Affiliated ComNet current price and/or monthly rate.

Location of Services*
Customer Name: Christian Family Services, Inc.
Address1: 7955 Big Bend Blvd
Address2:
City, State, Zip: St Louis MO 63119
County: St Louis County
Phone Number: 314-9108-2216
Primary Contact: Jodi Mitchell
Primary Contact Email: jmittchell@cfserve.org

Billing Address
Customer Name:
Address1:
Address2:
City, State, Zip:
Tax Exempt: Yes No
Phone Number:
Primary Contact:
Primary Contact Email:

I affirm that I am of legal age and authorized to enter into this Service Agreement on behalf of the Customer. By signing below, I confirm that I have read and agree to this Service Agreement and the Terms of Service (TOS) available at www.AffiliatedCom.com/TOS.

Signature: [Signature] Date: 8/9/22
Customer
Signature:
Date:
Affiliated ComNet
* This is the address that will be supplied to the 911 service in your area. IF YOU MOVE THE SERVICE OR ANY PRODUCT USED TO ACCESS THE SERVICE TO ANOTHER LOCATION, YOU MUST NOTIFY AFFILIATED COMNET OF THE NEW ADDRESS BY SENDING

Attachment G

Attached is a recent email between Bret Blackford and Kevin Romain discussing the CFS IT environment. Also, on-line here - <https://cfs.mxcoc.xyz/IT/03.23.2026-KevinRomain-email%20-%2003.23.2026.pdf>



03.23.2026-KevinRo
main-email.pdf