

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

Christian Family Services, Inc.

7955 Big Bend Blvd

St Louis MO 63119

(314) 968-2216

Fax: (314) 968-2335

www.stlcfs.org



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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

Office Manager

Christian Family Services, Inc.

7955 Big Bend Blvd

St Louis MO 63119

(314) 968-2216

Fax: (314) 968-2335

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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

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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