First 5 Siskiyou County

Client Case Management Systems & Vendors and Questions

This document provides First 5 Siskiyou with 1) suggested approach and list of questions to discuss with vendors in order to prioritize systems for First 5 Siskiyou and partner to review in more detail; and 2) the names, contact information and promotional description of nine software vendors providing web-based client case management systems.

Suggested Approach

The following 4-step approach is suggested for identifying a shared client case management system.

1. **Determine System Priorities.** In order to evaluate client case management systems, First 5 Siskiyou should first determine what it expects and needs a system to do. Table 1 on page 3, contains a list of possible features and characteristics to consider for a client case management system. Complete column 1 and then move on to step 2 of the approach.

2. **Perform Basic Information Review**. The first level of evaluation is done by obtaining product information from vendors, conducting Internet searches for information about each product, reviewing additional information available on vendor websites, and contacting vendors by phone for questions and clarifications. This would result in First 5 drafting a preliminary assessment of the extent to which each system fits with the system priorities established.

3. **Detailed Product Assessment**. A much more in-depth assessment of the systems would be completed by First 5. Possible steps include: 1) issuing a detailed questionnaire to each vendor asking them to describe the extent to which their system meets the various requirements established by the agencies, as well as to provide information about their company, product history, system implementation process, training services, user support services, and technological characteristics of their product such as software development tools and database platforms utilized; 2)review all responses to the questionnaires and contacted vendors with follow-up questions; 3) conducting online demonstration of each system to review system features as well as the overall “look and feel” of each system; and, 4) obtaining preliminary cost proposals from each vendor.

   During this step, First 5 should have enough information to assess the degree to which the desired functions are available from the vendor. Make a copy of the system functionality table and rate each vendor’s ability to meet First 5’s requirements. Remember, if a vendor cannot effectively meet your 3 and 4 level requirements, they are probably not the best fit. There may be some items that will require additional follow up/communications with the vendor to assess. However, at this point in the process, the top two or three vendors should be identified and move forward into step 4.

4. **Agency Evaluation and Final Assessment**. The two or three finalist vendors and systems selected by First 5 would be asked to conduct another product demonstration where all of the agency representatives serving on a stakeholder team could review each system first-hand and provide their own rating of each system. In addition, First 5 would contact three current clients of each vendor to ask them about their satisfaction with the software, vendor implementation and support services, and other aspects of the system. The results of these client reference checks would be documented and provided to the stakeholder team. After the conclusion of the product demonstrations, the stakeholder team members would rank the top systems. Those rankings, together with the cumulative body of knowledge about the systems and agency needs and preferences that was gathered throughout the project, served as the basis for selecting a final product.

<u>System Functionality and Characteristics Worksheet Instructions</u>:

This is a two-step process. The first step is for First 5 to identify what it wants and needs a case management system to do; the second step is to determine the degree to which vendors can meet First 5 needs.

Step 1: Determine First 5 needs. It is important to be realistic about what is needed. Evaluate which characteristics or functions are "must haves" as compared to "nice to haves". Complexity is often closely correlated to system purchase/license, customization and maintenance costs. Read the description of each functionality and then determine if the characteristic is needed for a shared system by rating level of importance from 1 to 4 (1=low and 4=high importance).

Step 2: Rate Vendor Capability. Make a copy of the system functionality table and rate each vendor's ability to meet First 5's requirements as part of the Detailed Product Assessment process. Compare vendor capabilities to First 5 priorities and select the top two or three vendors that best meet First 5 requirements.

Table 1: System Functionality and Characteristics

SYSTEM FUNCTIONALITY	**Degree of Importance to First 5 Siskiyou** **(Rate 1 to 4, where 1=low, 4=high)**	**Vendor/System Function Capability** **(Rate 1 to 4, where 1=low, 4=high)**
PROGRAM AND CLIENT PERFORMANCE AND OUTCOMES DATA COLLECTION		
PROGRAM-LEVEL TRACKING		
1. ***Program and Service Definitions***. Ability exists to flexibly define programs, services delivered by each program, and how services (both type of service and quantities/units of service delivered) are assigned to clients.		
2. ***Indicator Definitions***. System supports multiple types of indicators such as activity, process, and outcome/result measures.		
3. ***Multiple Levels of Indicators***. Indicators can be attached to individual services, to a program as a whole (potentially spanning multiple services), and/or to the system as a whole (spanning multiple programs).		

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4.	***Longitudinal Tracking***. The same indicators can be tracked and compared over many months and years. Users can select the time periods, such as tracking some indicators quarterly and others annually.		
5.	***Linkage of Related Programs and Services***. Similar or related programs and services can be linked across multiple organizations in order to see an aggregated picture of activity and results for the overall funded strategy (for example, to get a collective view of how well the system is working, i.e. referrals within the system, client transitions across funded partners, "hand-offs to programs outside of the funded, and longitudinal client tracking).		
6.	***Custom (User-Defined) Data Elements***. Authorized users can add new data elements to system databases in a non-technical manner, without requiring extra programming or support by the vendor.		
7.	***Data Validation***. System thoroughly validates data entered by users. Authorized users can define and edit data validation rules.		
8.	***Terminology***. Authorized users can configure the terminology used in the system so that terminology in the system matches the terminology used by the funded partners and First 5 Siskiyou (or others as needed).		
9.	***Data Collection Tools***. System offers design and other support for creating automated and paper-based tools for collecting data (e.g. forms, scan sheets). Practical methods are provided to allow funded partners to capture the necessary data at the point of service or other appropriate locations, including through tools such as PDA's/hand-held data terminals.		
10.	***Data Submission by funded staff***. Funded program staff can enter data on their own computers and then submit it (synchronize with server/upload to web site).		

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11. ***Consolidated Database***. Data from all programs can be consolidated into an integrated database with all information needed by the First 5 Commission and funded partnership to evaluate results and effectiveness. Data values are validated before being added to the consolidated database. Data reflects real-time (i.e. completely current) information.		
CLIENT-LEVEL TRACKING		
12. ***Client Data Elements***. System captures a complete set of common data elements and information across programs and disciplines about each client including demographic data, services delivered, client and family descriptors, and results/outcomes achieved over time, as well as barriers to accessing services/supports or achieving results. Data in system is real-time (vs. batch). System allows definitions (e.g., demographics, family labels) to be changed over time.		
13. ***Service Contacts.*** System captures data about frequency and duration of service contacts, including time from initial contact/referral to first visit, length of individual and cumulative visits at both client and program levels in minutes/hours, length of time from initial contact to termination and length of time between visits.		

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14. ***Case Records.*** System must provide up-to-date electronic case record accessible in the field. It should provide automated coaching tips that link the client's assessment results/needs to actions. Should have defaults* to guide actions (e.g., advise case worker/home visitor to conduct assessment by a certain point in time, require certain actions take place a client file can be established, check that required documentation is in place, etc.). Ability to see child/case status summary, including persons/agencies involved, case plan, referrals and services provided. Note: Case notes should be available only "in-house" – to the agency who owns the information, not as part of the common record. Although "case notes" don't necessarily have to be available, it's important that abbreviated case history/progress information be available and able to be shared when families are transferred/transitioned to other programs to facilitate improved, continuing services without duplicating what's already been done. This could take the form of a "referral summary" sheet, but would go beyond names, dates and continuing problems.*Supervisor could have the ability to override a default.		
15. ***Unique Client Identifier***. System has a practical and effective way of accurately identifying each unique person receiving services. Services delivered over time can be accurately matched to the correct person. The system flags and alerts home visitor and management staff when duplicate clients, or those receiving multiple services, are entered into the system. System has the ability to match UCI to known client aliases.		
16. ***Client Consents***. Client consents to collect and share data are captured and reported in the system. System flags and alerts case workers/supervisors to consents that have expired or have been revoked/restricted by client. System allows for hierarchy of client consent (e.g., levels of information and timeframes for access).		

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17. ***Handling of Family Relationships***. Children and their parents, guardians, or caregivers can be grouped into family units, identified as residents/non-residents of the household, and analyzed as a family. At the same time, each member of the family can be identified and analyzed separately. Records can be linked or un-linked for children whose legal guardianship changes during service period. Multiple AKA's can be associated with and linked to children in the family; and "placeholders" are provided for unborn children's names, demographics, DOB, etc.		
18. ***Handling of Non-Family Household Relationships.*** Some means of identifying and/or describing others in the household who are unrelated to the child(ren), but who may affect the overall health and wellness of the household.		
19. ***Referral Management***. System captures information about referrals made by one agency to one or more other agencies within the partnership/First 5 funded strategy, and the results of those referrals (e.g. whether follow up occurred). Referrals can be made to programs external to the funded partnership and referrals from approved agencies/organizations can be made into the funded. System could provide real-time appointment scheduling among partners where relevant.		
20. ***Registry of Services***. A master repository of community services can be maintained and updated either at the individual organization level, or through a centralized system administrator.		
21. ***Barriers to Access***. A list of pre-defined barriers to accessing services are provided and tracked for individual clients ("Other" category for capturing barriers not listed).		

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GRANTS ADMINISTRATION AND EVALUATION		
22. ***Program Model and Standards***. Ability to define program service models and analyze the extent to which the model is being implemented through actual service delivery (how the service model matches the delivery). For example, both target and actual service delivery levels by can be entered by program and type of service modality to track the extent to which expected levels of service are being reached, number/percent of clients retained, and length of funding contract and time frames for achieving specific milestones/results.		
23. ***Billing/Accounting.*** System can link/track units of service (duplicated and unduplicated) and unit costs by program activities to specific funding streams and contracted service levels (i.e. grants, federal dollars, private fee-for-service, etc.); to allow services to be managed per resources available for each funding stream.		
24. ***Grantee Reporting***. Pre-defined / or customized reports are available to funded partners that meet common information needs of grantees.		
MANAGEMENT REPORTING AND ANALYSIS		
25. ***Standard Report Library***. Broad ranges of standard reports are provided with the system that meet the common analysis requirements of First 5 Siskiyou. System can directly generate the program reports required by First 5 Siskiyou.		
26. ***Reporting Ease of Use***. Standard reports can be run without users having to know any technical information (e.g. without requiring Structured Query Language [SQL] commands or knowledge of the underlying database structure).		
27. ***Flexible Selection of Report Data***. Users can select which data is used to generate the report, such as including only a particular group of services or clients on a report. Sufficient flexibility is provided such that users can select virtually any conceivable subset of data for inclusion on a report.		

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28.	***Storing / Reuse of Report Changes***. Customized versions of standard reports (e.g. changes to the data selection criteria, sort sequence, titles, and so on) can be stored for later use.		
29.	***Ad Hoc Query/Reporting Features***. Tools are provided as an integrated part of the system to allow users to create custom or ad hoc queries and reports.		
30.	***Time Periods***. Reports can include multiple and dissimilar time periods. For example, a report can compare program performance for the first quarter of 2009 to the first quarter of 2010.		
31.	***Trend Reports***. Trend reports can be created that show time periods in columns, and similarly trend graphs can be created. Users can control the time periods to show weeks, months, quarters, years, or any other user-specific time period.		
32.	***Audit.*** System can produce an audit trail for program/clients linked to funders, services, program staff, time frames, etc. System provides a time/date-stamp for record access and can be programmed to flag and alert supervisors to unauthorized attempts to access, as well as 'lock out' for failed /unauthorized log-in attempts.		
33.	***Data Export Features***. System provides built-in tools to export data to Microsoft Office applications (Word, Excel, and Access).		
USABILITY			
34.	***General Ease of Use***. System uses point-and-click menus and windows that are well designed and intuitive. System can mimic the main (common) forms and tools already in use by the funded partners.		
35.	***Data Entry***. Features are provided to minimize data entry errors and time requirements, such as prompts and drop-down menus to show valid options and allow quick selection of choices with minimal typing.		

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36.	***Multi-User Operation***. Multiple users can be concurrently entering data (even the same type of data) and multiple users can generate reports at the same time data entry is occurring, without restriction. Multiple users may access the same client record simultaneously; with read-only access provided to non-case managers.		
37.	***Usage with a Variety of Internet Connections***. Flexibility exists to allow for dial-up access, LAN, WAN and wireless connection to the Internet.		
38.	***System Security***. Only authorized users with a valid user ID and password can access the system; system security features cannot be circumvented. System access rights for each user can be configured by <u>function</u> to selectively provide or prevent access to specific system features (for example, allow access to reports but not to data maintenance functions). System access rights to <u>data</u> can be configured for each user based on data values, e.g. to allow a user to see data for their organization's programs but not data from other organizations. System security has built in prompts to update/modify user passwords at regular, pre-defined intervals.		
39.	***Regulatory Compliance***. Application meets or exceeds data confidentiality/security requirements from regulatory bodies or standards, such as the Health Insurance Portability and Accountability Act (HIPAA).		
TECHNOLOGY			
40.	***Electronic Signatures.*** System must provide ability to for program administrators, staff and in some cases clients, to electronically sign and approve reports, forms and or other files. Should be based on Open Standards and Open Source to ensure funded is not locked into any proprietary and/or incompatible technology limiting future proof of security		
41.	***Computer Platform***. System must run on PC-compatible computers using the Microsoft Windows operating system (Windows 98/2000/ME/XP at a minimum).		

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42. ***Interface.*** System should be able to import / export data in a standardized file formats; support initial population of the system through an automated dump of AVSS or similar existing birth data; and of existing client data. If agreement in place, system should be able to interface with Crisis Call's I&R database.		

Initial Vendor List

Statements about each vendor were provided by the vendors themselves and are not endorsements by SEI or First 5

Vendor Name & Contact	Vendor Website Introductory Information
Automated Case Management Systems Product: Casewatch Millenium 4130 Cahuenga Blvd., Suite 115 North Hollywood, CA 91602 Phone: (818) 505-6911 Website: www.acmsinc.com	Automated Case Management Systems (ACMS) Incorporated is a system developer and provider of Casewatch Millennium®, a multi-user, interactive database management system. The system is designed to assist people who provide case management services and managed care. It is also used by funders to manage the administration of contracts and payment of direct care providers.
Bailey Data Management ODM PO Box 579 Middletown, CA 95461 Phone: (707) 987-9065 No website Email: jeff@baileydatamanagement.com	Web-based client case management/program tracking system developed initially for Lake County and then for other First 5 Commissions. (e.g., Mendocino's Department of Social Services' 7 family resource centers, Lassen County's home visiting and oral health programs, Glenn County's school readiness, CARES and Little Learners programs, etc.). The ODM is written in SQL. One of its premises is a grantee should only have to contend with their service in terms of client intake, service data collection and report generating. Each of these can be tailored to the grantee subject to what you and your staff require. Since it is web based the information is accessible to you via "login" administration. Using the state's new emphasis on logic models means that reports can be generated that show progress towards outcomes via performance goals via data collected on selected indicators. Screen layouts are clean and easy to move from one field to another. Whenever possible. "pop-up" screens are used to enter data, i.e., ethnicity or zip code.

Vendor Name & Contact	Vendor Website Introductory Information
Bowman Systems Product: Service Point 333 Texas Street, Ste. 300 Shreveport, LA 71101 Phone: (888) 580-3831 Website: www.servicept.com	ServicePoint is a web-based application empowering human services providers, agencies, coalitions, and communities to manage real-time client and resource data. ServicePoint provides robust client and referral tracking, case management, agency and program indexing, and an advanced reporting tool that allows our customers to understand and use the community knowledge created through daily use. Combining the ease of the internet and the performance of powerful relational database technology, ServicePoint is the easiest and most secure way to manage your Health and Human Services information. For a single agency looking for a better way to track client data or for a large coalition wanting to unite its community, ServicePoint provides everything you need in one package. You can record detailed client profiles, assessments, referrals, historical information, and outcome measurements. You can also generate reports for internal agency needs, HUD, and others. ServicePoint provides an easy-to-use information management system with features, security, and control.
Data Systems International Product: ClientTrack and ClientTrack Express 545 East 4500 South, Suite E260 Salt Lake City, Utah 84107 Phone: (888) 449-6328 Website: www.clienttrack.net	ClientTrack helps social mission organizations, including state and local governments, non-profits, foundations, and others, transform themselves and their communities by integrating people, processes, and technology. ClientTrack is a property of Data Systems International, a privately-held firm incorporated in 1983. ClientTrack currently serves over 1,000 organizations representing more than 10,000 users.
Griot Evaluation Systems Product: GriotStar PO Box 4004 Chico, CA 95927 Phone: (530) 228-1994 Website: www.griot-systems.com	Griot Evaluation Systems, Inc. offers client information management, evaluation and development solutions to non-profits, schools and community-based organizations. Use our systems to track information about your clients, the services you provide, and the outcomes you achieve. Easily print reports for your funding sources. Customize the software to fit your exact needs.
KidSmart Software Product: CaseManager ESP 23800 West Ten Mile Road, Suite 135 Southfield, MI 48034 Phone: (248) 352-9600 Website: www.kssc.com	KidSmart's flagship software program, CaseManager, was designed from the ground up as a total data management and reporting solution that supports multiple programs, multiple sites and multiple agencies. KidSmart's server-based remote access platform, SmartNet, enables quick, reliable, secure access to CaseManager from virtually any location, while minimizing investment in local resources.

Vendor Name & Contact	Vendor Website Introductory Information
MetSYS, Inc. Products: MetEnterprise and MetLite 3835 North Freeway Blvd. Ste. 250 Sacramento, CA 95834 Phone: (916) 929-8615 Website: www.metsysinc.com	MetSYS has been designed to handle all types of services required by families. It has features to support family and social service agencies, child protective services, foster care, domestic violence shelters, and all other family-based programs. MetSYS has family/household records that link individual records with the flexibility needed to reflect the reality and complexity of kinship and household relationships. It has customizable family intake screens and supports customizable family or group case records for WIC, TANF, Homeless Assistance and any other program for families. MetSYS meets the “real world” requirements of accessing and coordinating the full range of services needed by families and their members. Information and referral [I&R] tools locate and assign services from different organizations, powerful client management tools track and coordinate the delivery of services from multiple agencies and programs.
Persimmony Product: Children and Families System 33 Endless Vista Aliso Viejo, CA 92656 Phone: (949) 770-5551 Website: www.persimmony.com	Persimmony International, Inc. has been developing software solutions for education, government and healthcare organizations since 1994 and data management solutions specific to First 5 since 2003. Our organization’s core competency is to develop and deploy easy-to-use Internet-based data management solutions. Our First 5 data systems store and track the comprehensive data requirements of service providers, county commission staff, evaluators, and the state. Persimmony data solutions are known for their easy-to-use interface, robust SQL back-end database, and rich programming that marries the two with an unlimited number of reports and charts to ensure that users can ‘get data out of the system’ just as easy as they can ‘enter data into the system.
Vision Link Product: Tapestry 3050 Broadway Boulder, Colorado 80304 Phone: (877) VSN-LINK Website: www.visionlink.org	VisionLink is the leading provider of community resource and client management systems. We offer advanced software, sophisticated training, and effective consulting services with expertise in the social services, disaster, employment, and education sectors. We specialize in multi-agency partnerships and flagship projects where leaders face high-stakes opportunities to excel. From day-to-day resource directories and client tracking, to disaster relief – information from more than 4,000 communities is safely managed by VisionLink customers every day.