Organization Profile

Abba House is a safe place where addicted, abused or otherwise broken women can recover and find God's love, forgiveness, peace and a new life. They conduct a 15 month residential abuse and addiction recovery ministry. The vast majority of their graduates have maintained their recovery through faith in Christ making Abba House one of the most successful ministries in the country.

Business Case / Need

Abba House is a nonprofit that maintained all of their client files on paper, paper forms, paper files and paper reports. The office had limited security on their information as files were maintained in two locked cabinets. Keys to the cabinets were shared regularly. Files had been lost and/or misplaced on occasion and there really wasn't any staff accountability. As a result – there has never been a clear, visible picture of a student's profile, nor an easy way that would allow the agency to see trends and outcomes and share those results with funders and board members.

Solution Chosen

Abba House began their search for a database solution back in 2008 when they found Global Vision Technologies (GVT) and FAMCare. Shortly afterwards - Abba House implemented FAMCare human services software with certain goals in mind: to improve upon their data security; to improve caseworker accountability; to track and report on "students" that receive their services and eventually go on to graduate from the program.

Products, Software and Services

- *FAMCare – Rapid Case Management Software*, a comprehensive and scalable suite of software solutions designed to make casework and client management easier and data reportable
- *Visions Query Designer* – an intermediate adhoc reporting and data query tool
- *KickStart Implementation Services* – an implementation package that included form configuration and setup, training and support services

Programs/Modules Integrated

- Comprehensive case management module
- Document repository module
- Letter template module

Customizations / Tailoring

- Tailoring was done to core Intake process to accommodate how they wanted to track how "students" entered their organization. Updates to the referral workflow were also incorporated.
- A new assessment form was created, programmed and implemented so that caseworkers could create a before and after snapshot of the "students" behavior.
- 4 meaningful reports were written that provide funders with information on a regular basis.

Benefits Received

- Streamlined data entry / Removed paper files
- Improved security
- Workflow that drive caseworker activity and accountability
- Comprehensive quick reports and analytics for board members and funders
- The new assessment form allows them to track recidivism, post program graduation.

Transformation

- Caseworkers have more time to spend with more problematic cases
- Funding has improved due to better visibility
- They now have the tools to prove that their program is working.

Click here to view a **short video from the Abba House team** as they describe their journey with FAMCare Human Services and Case Management Software.