FAMCare
RAPID CASE MANAGEMENT
powered by, Global Vision Technologies

Organization Profile

The Randolph County Department of Social Services provides residents of Randolph County, NC access to programs that promote economic independence and family stability. We seek to preserve the dignity of the family/individual and to provide good customer service in an efficient, cost-effective, timely and professional manner. Services are provided to the citizens of Randolph County that will assist families and individuals to live in safe environments & to remain self-sufficient.

Business Case / Need

Randolph County's business case is not unlike many other agencies who find FAMCare. The department had grown beyond the capabilities of a homegrown system. Over the years, they had built a case management and data "system" using a combination of PDF's and the State's repository of data collection forms.

The system was sufficient for a while, however, as needs changed, the demand for more functionality and better reporting forced them to look for something that could take them to the next level.

Solution Chosen

Randolph County began a comprehensive search for a system in 2014 when the need to replace their 'home grown' system became a priority. The State of NC was in the process of researching existing software. Randolph County was given permission to find a new system as the State was at least 3-4 years out in their planning cycle.

The project went to RFP and Global Vision Technologies was awarded the contract based on software flexibility, scalability and an affordable pricing model.

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
- Foster care module
- Pathways module

Customizations / Tailoring

- A "tailored" custom child and parent search each giving them different filtering tools to optimize their search results
- A 1-click multi-client creation wizard tool
- Customized a new intake form with advanced routing workflow that facilitated a 3-tiered, electronic sign-off process
- Added a feature on the longer forms to include an auto-save so as not to lose any information in the event of an Internet blip
- Incorporate a new health screening form for NC, along with medical management and processing tied to Axis Diagnosis
- Automated process to verify and convert electronic password to actual written signature for PDF posting
- Incorporated 3 new comprehensive programs CPS, ICPC, LYNCS with data collection and caseworker workflow

Benefits Received

- 100+ state and county level forms created expertly by the Randolph team (with little or no I.T.) by using the Pathways module.
- Custom health screening form and medical tracking that saves them time and improves information accuracy
- Workflow that drives caseworker activity and accountability
- Comprehensive quick reports and analytics for board members and funders
- Improved and secure record sharing / no waiting until a Monday… files are produced on weekends
- Secure cloud-system enables workers to access data from wherever they are with a tablet, laptop or smart phone and a secure internet connection

Transformation

- Faster, more accurate data collection
- Improved foster care placement locating and management
- More quality time spent with most vulnerable clients they serve
- A complete state repository of forms
- Workflow that drives accountability
- No more duplicate data entry
- The new intake process doubled caseworker productivity

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