# THE FAMILY CENTER — DATA-DRIVEN PROCESSES, GRANT WRITING, QUALITY IMPROVEMENT

**Headquarters:** New York, NY
**# of facilities:** 7
**Clients served annually:** 1,360

**Services:** Intensive Preventative Services, Individual and Family Counseling, HIV / AIDS Treatment and Care, Permanency Planning Services

**The Family Center, a provider of essential services to New York City families since 1994, has long understood the importance of being a data and research-based organization.** When it came time for them to update their electronic health system, they wanted a tool that would be flexible enough to allow them to track and report on data based on their method of serving clients, and robust enough to provide the quality and volume of information they sought.

## CLIENT PROFILE

The Family Center has been providing essential services to New York City families since 1994. They have served thousands with their multidisciplinary, comprehensive and highly effective legal and social services programs, which continually evolve with the changing needs of the community. Specific programs include intensive preventative services, individual and family counseling, HIV / AIDs treatment and care, and permanency planning services, among others.

## CHALLENGE

The Family Center used a ten-year old database with very specific functionality before implementing Evolv-CS, Defran Systems' enterprise-wide electronic health system. They desired a more comprehensive solution in order to improve on their existing functionality.

### Data Collection & Organization

• The Family Center provides services for entire families and individuals. Since their system only categorized cases by family and not individual, they couldn't to capture and store case data that accurately reflected real-life treatment processes.

• Their system did not support calendar views or complex outcome analysis. Determining when to schedule an upcoming service or conducting in-depth data analysis could only be done by examining paper client charts one by one — a time-consuming process.

### Clinical and Billing Integration

• When the agency began using a prior electronic system, the majority of their revenue came from a few sources of public funding. As they diversified their services, they began to work with as many as 17 different funders. The agency was required to link their programs with each funder, requiring extensive manual service input and research.

• They sought a system that was much more funder-friendly to improve reporting clarity and consistency but which had a simple front-end interface so workers didn't need to concern themselves with coding or reimbursement.

**Problem:**
Inadequate information tracking system
Limited reporting ability
Non-standardized processes

**Solution:**
Comprehensive, configurable data management
Best-practice system design
Automated workflows

**Results:**
• Streamlined coordination of care

• Increased grant funding

• Superior analysis for quality improvement

defran systems

# THE FAMILY CENTER

**Internal Reporting and Grant Writing**
- The Family Center valued their internal research practices, but their legacy software limited the types of information they could report on and track. They knew they could improve the quality of services by investing in software to support the extensive research and analysis required to inform program design, policy and staffing changes.
- The agency also writes many grants. Before Evolv-CS, development staff could only obtain limited data from the system, which they supplemented by manually looking through charts and interviewing case workers to compile the information needed.

## THE SOLUTION

Evolv-CS is specifically designed to accommodate the needs of a wide variety of providers while being customizable enough to address agency-specific situations. It has a "family case" area for tracking family cases that transcend single individuals, which better captures real-life treatment processes. It also enables staff to capture, categorize and link all relevant data while user tools enable the agency to create custom fields and forms specific to their service models.

The system's workflow feature automatically notifies staff and supervisors of upcoming tasks, eliminating paper tracking methods and ensuring all service activities are counted. These consistent workflow notifications complement built-in treatment plans, which staff use as standardized planning and case management tools for clients. Together, these features encourage industry best practices.

"The structure of the software itself spurred us to further standardize our procedures," said Gerry Oxford, Director of Information Services for The Family Center. "We realized that industry best practices were already built into the system, and these complement our existing quality management processes."

Evolv-CS individually links programs with their funders, enabling the organization to be clear and consistent in funder reporting while eliminating time-consuming data reconciliation processes. This also allows case workers to focus on the needs of their clients. Additionally, the system supports their internal analysis and grant writing efforts by tracking all data the agency and their funders require, enabling supervisors to easily aggregate and interpret data for internal decision-making and providing grant writers with a rich set of demographic information to support their ability to produce high-quality grant proposals.

## THE SOLUTION

The implementation of Evolv-CS has further formalized the way that The Family Center analyzes client care and tracks outcomes. Employees are more consistent about entering data into the system because it is fast and easy. Standardized workflows, procedures and outcomes analyses improve the agency's overall coordination and quality of care.

The Family Center recently received a large grant for a diabetes project. In the past, grant writers would have had a more difficult time gathering the information with which they wrote the proposal. Now they can provide immediate and evidence-based answers to questions using assessment data. This has increased the quality and sophistication of their grant proposals, reflected by significant funding success.

Additionally, the agency's increased reporting ability allows them to efficiently submit billing reports to funders, eliminating manual data-entry processes. Supervisors now design and monitor reports on program performance, strengthening their participation in internal quality improvement and analysis by providing the raw data they need to improve services.
produce high-quality grant proposals.