

# CaseManager - Dynamic Case Management and Reporting Software

The continuous evolution of employment and training policy has resulted in dramatic increases in service providers' client data management requirements. As programs continue to evolve, agencies must collect and report more data than ever before. These changes can be even more complex for large or growing agencies, which often implement multiple programs or operate from multiple locations. CaseManager addresses these concerns by combining highly configurable data tracking and reporting with the ability to quickly adapt to changing data management requirements.

**Multiple Programs.** CaseManager features customized data collection and reporting modules for numerous national programs, including Workforce Investment Act, Work First, Welfare to Work, and Youth Opportunity. These modules can be combined to allow management of multiple programs from one interface.

**Multiple Locations.** CaseManager supports data tracking and reporting from multiple agency locations, whether across the city or across the nation. All database functions are carried out in real-time, which allows one location to instantly access data entered in another.

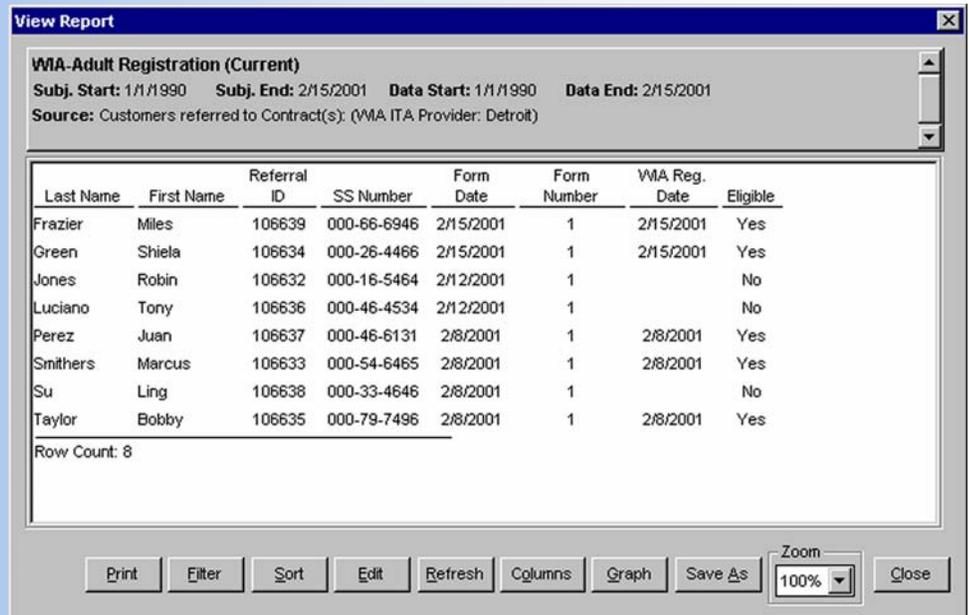
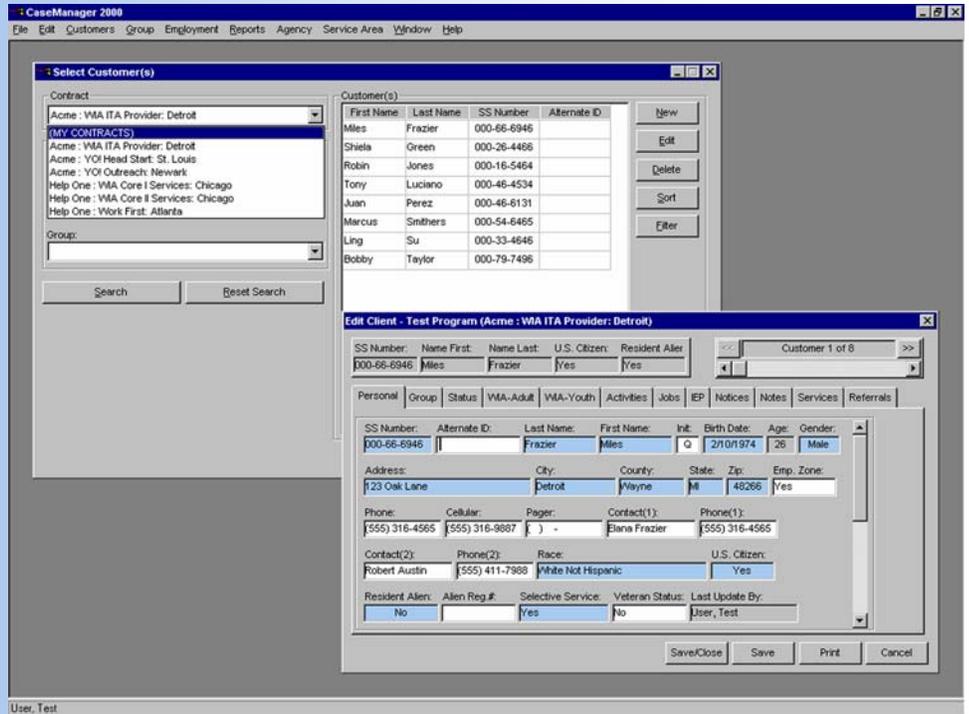
**Customized.** CaseManager features over 200 preconfigured reports, with customized reports available to satisfy any agency requirement.

**Sort, Filter, Configure.** Report data can be sorted and filtered based on a variety of criteria, and report columns can be added, deleted, resized, and rearranged.

**Direct Data Entry.** Customer records can be edited directly from the reporting system, and reports can be immediately refreshed to reflect any changes made.

## Key Features:

- Secure access via the Internet
- Instant access to detailed and summary reports
- Customized access levels based on agency job title
- Electronic referrals to service providers and partner agencies
- User-friendly data entry wizards and color-coded fields
- Extensive consulting, instructional, and support services
- Elimination of data entry duplication through multiple program support



# KidSmart Software Company - Key Benefits

## **SOFTWARE**

KidSmart's flagship software program, CaseManager, was designed from the ground up as a flexible, high-performance case management and reporting solution. Backed by nearly three years of development and more than four years of production use, CaseManager supports numerous employment and training programs, including Workforce Investment Act, Work First, Welfare-To-Work and Youth Opportunity.

## **ACCESSIBILITY**

KidSmart's remote access platform, SmartNet, enables users to access CaseManager quickly, reliably and securely, from virtually any location and from virtually any device. SmartNet allows clients to realize the performance benefits of KidSmart's advanced servers without purchasing any additional hardware.

## **CUSTOMIZATION**

KidSmart consultants ensure a successful CaseManager implementation by working closely with agency staff to determine agency-specific needs. After those needs are identified, KidSmart programmers can create customized data collection modules, forms and reports that satisfy unique requirements.

## **INSTRUCTION**

KidSmart instructors provide a practical end-user perspective that ties CaseManager's features directly to on-the-job tasks. Instruction is available in a variety of formats and is complemented by customized reference materials.

## **SUPPORT**

KidSmart provides a variety of support resources, including World Wide Web, email and facsimile, as well as live help desk support.

## **EXPERTISE**

By relying on KidSmart's application and data hosting expertise, agencies are able to quickly implement a customized CaseManager solution without certifying and dedicating technical staff, or purchasing, administering, and maintaining expensive servers and support software. This approach reduces total cost-of-ownership and allows agencies to focus more on providing customer services and less on computer systems and software.

## **SECURITY**

In order to ensure that our clients' data remains safely guarded against the threat of computer viruses, hacker attacks, and other malicious or unauthorized use, KidSmart has researched and invested in state-of-the-art network and data security technology. KidSmart's technical staff proactively monitors developments in the network security industry, and upgrades security systems and policies regularly.

## **RELIABILITY**

KidSmart recognizes that protection of our client's data is absolutely critical, and has implemented an extensive backup strategy to ensure that client data is stored and archived reliably. In addition to the working copy, one backup is maintained in real-time, and additional backups are performed daily and stored both on and off site.

## **DEDICATION**

KidSmart is comprised of talented professionals that are dedicated to providing world-class data management solutions for our clients. The success of our customer-oriented approach is evident from the significant amount of referral business generated by satisfied clients, and the positive feedback KidSmart constantly receives from end-users.

## **PARTNERSHIP**

Much more than an outsourced data management solution, KidSmart believes in a true working partnership with its clients, and is committed to constant improvement of CaseManager and the SmartNet platform. Many enhancements and new additions are a direct result of feedback from end users and agency technical staff.