

Web-based, Collaborative Case Management

extendedReach is a web-based case management system. extendedReach can be used by a single agency, or across organizations, creating a connection between agencies, government, and funding sources. Caseworkers manage their workloads through a personalized portal that ensures critical client information is accurately captured, reviewed, and shared in real-time.

What is extendedReach?

extendedReach is a revolution in case management. Governments, agencies, and funding sources can securely share critical data in real-time - reducing double data entry, inaccuracies, and delays. extendedReach solutions have been deployed in several states and are used daily by hundreds of case workers as an integral part of their job. With extendedReach, caseworkers can manage their caseloads within a personalized portal with easy access to their case roster, due reports, and case activity. extendedReach is an entirely web-based solution that provides:

- Collaborative Case Management
- Expense Management
- Task and Scheduling Management
- Real-time Reporting and Statistics
- Electronic Workflow and Signatures
- Document Management (Report Generation)
- Personalized Portals
- Billing (Payables/Receivables/Ledger Integration)
- Customization Without Programming
- Multi-tiered Security Across Organizations

How can it help?

- **Reduces Administration Costs**
extendedReach saves hundreds of hours consumed locating, printing, mailing, delivering, faxing, signing, revising, collecting, consolidating, reporting, and filing client information.
- **Increases Accuracy**
Because information is stored in an on-line, collaborative environment, more people have accessed and reviewed the data - reducing the chances of errors and omissions.
- **Automatically Generates Microsoft Word Reports**
extendedReach allows users to continue to work in Word. The system automatically generates documents based upon information that has already been entered into the system. Double entry is a thing of the past. In addition, documents are automatically stored on-line. This reduces the time it takes to create these documents by 50% in many cases.

- Keeps Track of What's Going On
extendedReach 'Workspaces' provide supervisors, and caseworkers with up-to-the-minute access to their clients, tasks, and statistics.
- Provides Feedback
extendedReach provides real-time performance feedback. The software measures contract requirements across programs, supervisors, and caseworkers.

Take the Tour

Screenshots and a product demos are available at the extendedReach web site. (<http://www.ersoftware.com>)

The screenshot displays the extendedReach web application interface. The browser window title is "extendedReach - Microsoft Internet Explorer". The address bar shows the URL: https://www.ersoftware.com/Clients/KentFIA/eiweb.nsf/F_PORTAL_SUP?OpenFo. The page title is "Counseling: Case Management" and the user is identified as "User: Matt Bidwell".

The interface includes a navigation menu on the left with sections: Clients, Caseload Summaries, Agency Admin., System Admin., and Search. The main content area is divided into several sections:

- My Therapists:** A table showing case counts for various workers.
- Case Alerts:** A table listing alerts for clients and workers.
- Assessment Summary:** Key performance indicators for assessments.
- Ongoing Services Summary:** Summary statistics for ongoing services.

Worker	Cases	This Month	Last Month	Total
Jones, Sam	30	45.0	55.0	245.0
Carol, Kelly	17	32.0	72.0	232.0
Smith, Larry	10	60.3	50.3	260.3
Perry, Wend	28	40.3	70.3	240.3
Pulman, Ron	16	23.0	13.0	223.0

Client	Worker	Pro.	Referred	Alert
Jones, Sam	Carol, K.	Adv.	06/20/03	No Contact 10 days
Carol, Kelly	Carol, K.	Adv.	06/31/03	Drug - Past Due
Smith, Larry	Carol, K.	Prev.	07/20/03	Phy. - Past Due
Perry, Wend	Pulman, R.	Adv.	05/26/03	Drug - Past Due
Pulman, Ron	Pulman, R.	Adv.	05/28/03	Drug - Past Due
Pulman, Ron	Pulman, R.	Adv.	05/28/03	Drug - Past Due

Assessment Summary

- Open Cases: 32
- % of Referrals Comp Assessment: 24%
- % Comp Assessment Acpt Serv: 68%
- % Med+ Risk Lvl Acpt Serv: 40%

Ongoing Services Summary

PS Advanced Impact

- Open Cases: 129
- Average Case Load: 21.7
- Total Units this Month: 341
- Total Units Last Month: 568
- Average Duration: 186 Days
- Average Units: 14.89
- % Clsd Cases with No Contact: 45%
- % Clsd Cases with Limited Contact: 32%
- % Clsd Cases with completed ISP: 50%
- Avg. Clsd Case GAM: 2.8
- % Clsd Cases with GAM 2.5+: 75%

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