



BRIDGES FROM SCHOOL TO WORK

# TRANSFORMING LIVES through the POWER of a JOB

## HELPING YOUTH WITH DISABILITIES FIND A JOB

Each year in the U.S., approximately 400,000 youth with disabilities exit public high schools. The majority will remain unemployed in the year following their graduation. In fact, disabled young adults are twice as likely to be unemployed as their non-disabled peers.

For over 30 years, Bridges from School to Work (Bridges) has focused on enhancing employment opportunities for young adults with disabilities. The staff at Bridges understands the important, life-changing role that employment can play in the lives of young adults as they transition from high school into the working world. By connecting youth with businesses seeking capable entry-level workers, Bridges provides the training, mentoring, and long-term support these recent graduates need to thrive.

As Bridges continued to grow, they understood the need to further utilize their data to serve the youth and report back to their funders. Their case management system did not provide all the tools they needed, and their staff frequently described it as "cumbersome."

Bridges was using a proprietary system with limited functionality. While it allowed staff to enter basic case notes, it did not provide a dashboard of who they were serving or allow them to attach PDFs or Word documents. The system also did not allow for any updates. Tad Asbury, Vice President and Executive Director for Bridges compared wanting to make changes to the system to "adding another room to a house with no structure."

Eccovia worked closely with the staff at Bridges to provide a uniquely tailored case management solution that could manage their complex requirements and enhance workflow efficiency for the staff. The solution also enabled Bridges to easily collaborate across 13 cities nationwide using the ClientTrack™ concurrent user licensing model. Asbury additionally said, "I love ClientTrack's concurrent user licensing structure because it fluctuates with us whether we expand or contract."

"Prior to implementing ClientTrack, we had been using a cobbled together internal database for years. ClientTrack offered an off-the-shelf product which met most of our needs, and we were able to personalize the system to meet the rest. The modules allow for an efficient and organized way of collecting and reviewing client data, allowing our users to record vital information as clients progress through our program."

"We really are very pleased with ClientTrack's process, their program, and their staff."

LINDA BENDER  
Director of Administration

## TRANSLATING DATA INTO ACTION

After helping young adults for more than 30 years, Bridges had over 20,000 records in their database. What they didn't have was a way to translate the data into stories to convince others of the value of the work they were doing. At the core of the ClientTrack Case Management solution is a powerful reporting and data analysis tool set powered by Microsoft Report Builder Technology that enables Bridges to prove its value to stakeholders, potential employers, and the community through evidence-based outcomes. In addition, reporting capabilities were vitally important in making sure Bridges was staying compliant with all of their different funding streams, including:

- » Federal, state, and local contracts and grants
- » Private foundation grants
- » A-133 audits for Federal contracts
- » CARF certification with the Department of Rehabilitation

## MEETING INTERNATIONAL SECURITY REQUIREMENTS

Bridges is a smaller organization that is part of the larger Marriott International. As such, it is required to meet very strict security requirements. ClientTrack Case Management leverages state-of-the-art data encryption utilizing 256-bit SSL and TLS 1.2—both in transit and at rest. This met Marriott's requirements for ensuring the data would be kept safe. According to Tad, "The great thing about ClientTrack is that you don't have to be a huge organization to make this happen. We are a 501(c)(3) with a \$6 million budget."

## WHY CLIENTTRACK CASE MANAGEMENT?

Bridges continues to use ClientTrack for case management. Some of their favorite features include:

- » **Multi-System Operability.** Staff can securely share data among systems with a simplified method to import and export information in numerous formats to help stay HIPAA compliant.
- » **User-Friendly Interface.** ClientTrack's intuitive design makes it easy for Bridges staff to navigate through the system, learn program features, and train others to gather client data.
- » **Customizable Features.** ClientTrack can automatically remind Bridges staff to follow up with clients after 90 and 180 days. It is also configured to accept paystub uploads.
- » **Accessible Tools.** Data Explorer allows Bridges to instantly run reports with any type of parameters. Work History Area enables case workers to keep current, running notes.
- » **Complete Mobile Access.** Staff can access, update, and add client reports and notes from the field using any variety of technology, including iPhone, iPad, or Android devices.
- » **World Class Support.** Bridges receives training, ongoing technical support, and individualized Account Managers in order to ensure success in implementing ClientTrack.

To learn more about how your organization can benefit from partnering with Eccovia and our industry-leading ClientTrack software, visit [eccovia.com](http://eccovia.com) or call **888.449.6328** to speak with one of our experienced Solution Experts.



Eccovia is a trusted provider of industry-leading software and services for health and human service organizations. As an innovator in cloud-based technology, we are at the forefront of case management solutions for organizations of all sizes. With diverse partners in the non-profit, private, and public sectors, Eccovia is dedicated to providing compliant, collaborative, outcomes-oriented solutions to those who create a lasting impact in the lives of the people and communities they serve.