



Safe Horizon

Standing with Victims of Violence and Abuse

“ClientTrack helps us a lot. With one data analysis... of agency-wide stats, we can create reports really quickly. It helps us to monitor the integrity of our data. If, for example, a user is entering cases, but not documenting referrals for services, we can see that.”

“ClientTrack serves us very well because we have full control.”

VICKY ROYTER
AVP of Data Systems and Security
for Safe Horizon

Promoting Justice for Victims of Crime and Abuse

Safe Horizon is the nation's leading victim assistance organization. Founded in 1978, their mission is to provide support, prevent violence, and promote justice for victims of crime and abuse, their families, and communities. Operating in all five boroughs of New York City, Safe Horizon helps 250,000 New Yorkers annually.

In order to help such a vast amount of people, Safe Horizon offers an expansive breadth of services, programs, and resources. They assist with survivors of:

- Domestic Violence
- Child Abuse
- Rape and Sexual Assault
- Human Trafficking
- Stalking
- Youth Homelessness
- Community Violence
- Other Forms of Abuse

To do this work, Safe Horizon coordinates their efforts with other community-based providers, government social services, law enforcement, prosecutors, stakeholders, and city executives, just to name a few. With such a large undertaking, Safe Horizon emphasizes the value of the comprehensive case management system that ClientTrack provides.

The Need for Powerful Case Management

As Safe Horizon continued to grow, they recognized the need for a more comprehensive, cross-organization case management platform. While they were able to keep accurate data within each program, sharing information was often difficult and time consuming. For instance, Safe Horizon's 24-Hour Hotline would begin an intake with a client, but the individual would have to start another intake after receiving the referral to another agency. In fact, victims sometimes must retell their story multiple times in order to get help, which can be traumatic and slows down the process to receive care. Safe Horizon wanted to change this.

Growing Through ClientTrack

In 2008, Safe Horizon began incorporating ClientTrack into their organization. Initially, they documented the 24/7 hotline (a main point of access for many survivors looking for help) information into the ClientTrack platform to store and track client data. Seeing the immediate benefit of a centralized data system, Safe Horizon then expanded the use of ClientTrack into several of their other programs: Community and Criminal Justice Programs, Domestic Violence Shelters, Project SAFE Lock Replacement Program, Anti-Trafficking Program, Domestic Violence Law Program, Immigration Law Program, Crime Victims Assistance Program, and Helpline.

Most recently, Safe Horizon began using ClientTrack as the main case management system in their Child Advocacy Centers (CAC) where children who have experienced severe physical abuse or sexual abuse get support and an investigation can be coordinated. Each case of child abuse is dynamic, complex, and fluid. Sometimes multiple children in the same family are involved, yet each child's case can be different. For the CAC project, Safe Horizon used the ClientTrack Design Tools to build a custom workspace where they track clients and their family members, and dynamically assign whether they are the client or a family member in the case.

Safe Horizon's approach to client work is designed with the belief that clients are the experts about their own lives. Programs provide the information and resources that clients need to choose how they want to move forward with their lives. The care and service are designed around victims and their families. Currently, ClientTrack is being used in several Safe Horizon programs, but not all. Within the programs that document client work in ClientTrack, in 2020, over 66,000 unique clients were documented in ClientTrack.

What Makes ClientTrack the Right Choice?

According to Vicky Royter, the Associate Vice President of Data Systems Architecture and Security for Safe Horizon, ClientTrack offers several benefits. These include:

- The ability to share data with external colleagues.
- A common data platform enabling powerful reporting and analytics for individual agencies.
- Tight security controls maintaining client confidentiality while providing users access to required information as needed.
- Flexibility to continue expanding the solution as our programs expand or new ones are added.

Because the workspace in ClientTrack is tailored to each program's need, it creates flexibility to create a sophisticated, client-centered program to help each client.

Looking Forward

As Safe Horizon continues to evaluate their program offerings to help individuals address the trauma they have experienced, ClientTrack will continue to play a key role in serving their clients.

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

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Eccovia provides an industry-leading, care coordination platform for state and county Medicaid waiver programs, refugee resettlement programs, accountable care organizations (ACO), and community-based provider coalitions. Our platform helps agencies collaborate to address the physical, behavioral, and economic factors that improve the overall well-being of individuals and communities.