



KENTUCKY OFFICE FOR REFUGEES

CONNECTING SERVICE PROVIDERS

across the State

"ClientTrack is a very powerful software. I also like the fact that it is user friendly. I would definitely recommend it to other organizations."

Kazim Noori

Data Analyst
Kentucky Office for Refugees



Targeted Case Management for

3,500+

refugees each year

240 DAYS

Follow up for first crucial days

With ClientTrack, the Kentucky Office for Refugees (KOR) went from capturing and copying data by hand to a seamless, efficient single source for data entry and sharing, referrals, and follow-up. KOR was able to drastically increase services provided, query and report on pressing questions, and replace time spent on reporting with time spent on the refugee communities of Kentucky.

The Kentucky Office for Refugees (KOR) was established in June 2006 as a department of Catholic Charities of Louisville, Inc. KOR oversees the administration of a wide variety of essential services for refugees for the entire state of Kentucky, including employment help, case management, English language learning, health screenings, and temporary financial assistance.

Before KOR implemented ClientTrack as its statewide database, all its services were documented on paper and manually entered into two databases to comply with federal reporting requirements. Consequently, KOR was limited in the range and scope of services it could provide. Eccovia worked closely with KOR to design a tailored case management solution that could administer over ten sub-recipient agencies across the state and meet reporting requirements.

Targeted Case Management

The Kentucky Office for Refugees provides targeted case management for over 3,500 refugees each year. This lengthy process includes intake, assessment, and referrals to programs like temporary cash assistance, job placement, and referrals to English classes. To measure the efficacy of these programs, KOR staff regularly follow up with placed refugees during the first crucial 240 days. With the aid of ClientTrack, KOR can make everyone's data accessible to the different programs and providers involved in resettlement.

When everyone is plugged into the same system, individual agencies can quickly enter client information, share data, and provide referrals for services. And through ClientTrack's security controls, consent is captured early in the process, and the data is only available to those authorized to see it.



Data You Need, When You Need It

Through ClientTrack's data query tool Data Explorer, KOR can easily access a wealth of information without requiring programming resources to create a structured report. For example, the federal Office of Refugee Resettlement requires KOR to report on Refugee Cash Assistance, Refugee Social Services Programs, and Refugee Medical Assistance. Staff can now use a drag-and-drop query builder to quickly answer pressing questions, create an instant client query, and report on programs.

Additionally, KOR's use of ClientTrack enables individual sub-recipient agencies to enter data and create its individual reports directly, rather than mailing, emailing, or faxing paperwork to KOR. The barriers separating community programs and resources are diminished as agencies across the state can spend less time working on reports and more time helping needy families in their communities.



Intelligent Workflows

The Kentucky Office for Refugees uses ClientTrack to create and manage new forms, workflows, and businesses

rules. KOR is able to create fields in the database while simultaneously creating the front-end form, and can create any report that the Federal Government or any other agency may require. "Before ClientTrack, we were using paper forms. People were keeping massive Excel spreadsheets to track our clients," said Kazim Noori, KOR's Data Analyst. "Because ClientTrack has so many features, we can easily take paper forms and convert them into intelligent workflows. As our programs change, ClientTrack changes with us."

One critical program for the refugees is workforce development. "KOR is a self-sufficiency program," explained Koerner, "and as such, the ultimate indicator for success is how quickly refugees are able to find employment." Utilizing ClientTrack's toolset, KOR has set up special queries for internal vetting. This enables KOR to capture more job placements and take in better data overall.



Focus on What Really Matters

In spearheading this complex effort and bringing together the various agencies and providers of Kentucky to serve the refugees within its borders, KOR identified and executed a strategy to reduce its administrative burden and streamline the process of coordinating healthcare and services. The primary focus of care coordination should be on the individuals, not on filling out paperwork and hunting down rogue data points. Through ClientTrack, KOR has been able to keep that focus on the people they serve. KOR Team members are better empowered to keep track of refugees and the key indicators of their progress as they make new lives for themselves.

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.



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.