

Social Services Case Management

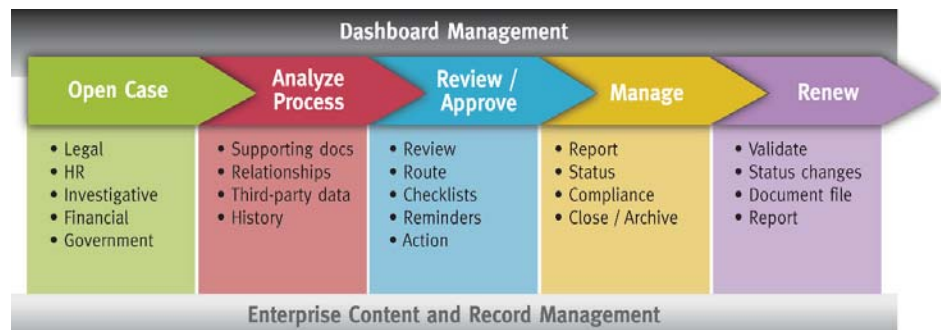
Off-the-shelf solution easily configurable and highly scalable.

Key Features

- Intuitive, web-based software for providing a single and secure access point for all case data
- Easy to deploy for departmental use or across the enterprise
- Configurable data model, flexible for any number of case fields
- User-configurable workflow and business processes for routing, review and escalation
- Robust search capabilities
- Dashboard and audit trail for management of the case throughout the life cycle
- Electronic submission capabilities
- Authoring tools to manage and control standard language in documents and correspondence
- Bi-directional information exchange with third-party systems
- Proactive notifications of deadlines or necessary actions

Prodagio Case Management™ enables Social Service departments to serve more constituents and provide faster and more accurate case decisions.

The essence of a case-based process is an accurate and timely decision. Supporting that goal are many different data elements, tasks, fees, calendar events, contacts, correspondence, document control and reporting. Prodagio Case Management gives you a single, easy-to-use interface into all of that data. It makes your case workers more productive and more accurate. Integrated workflow and rules ensure critical information can't be overlooked. Prodagio is the only off-the-shelf solution offering full life cycle support for case-based services from initiation to archive or renewal.



Wizard-based case creation, simple and efficient.

Prodagio's templating system allows you to quickly navigate through all processes to build a new case. The case jacket replicates what you'd expect to see in a paper case file and contains much of the high level data about the case. The library of templates fits your policy rules and needs, uses your preferred terminology and is fully configurable with simple pull down menus and wizards. Faster workflows and fewer errors makes your case initiation process more productive.

From scanner to case system.

Your scanned documents can go directly to the appropriate case or to parties you specify for validation, routing or approval. This feature saves time can prevent routing or filing errors. Attach any type of document - photographs, reports, check copies, email and application forms. Prodagio Case Management dramatically reduces the amount of paper that you need to manage and store.

Case status - in real-time.

You probably have hundreds or thousands of active cases under management. With Prodagio Case Management, you'll always know which are the most critical, which require further processing and can prioritize the workload to meet the needs of your constituents and your agency. Announcements are always accessible to keep your case workers informed of critical information. Prodagio acts as a single source to manage documents, routing, reviews and approvals. Automatic reminders and checklists keep things on schedule and ensure action is taken on time.

Policies changing? Not a problem.

Prodagio's rules-based system is fully configurable by business users. No programming is necessary, changes are made through an intuitive pull-down configuration. When your policies, process or workflow changes, your Prodagio solution will easily change with it.

Maximize internal controls and mitigate risk.

Every action taken is date and time stamped and labeled with the person making the change. Integrated accountability aids in regulatory compliance and reduces potential for errors, skipped steps or fraud.

Find it fast.

Powerful search allows you to easily locate anything related to the case or to search across cases to understand workload in process, see upcoming deadlines and create departmental summaries.

Scalable. Secure. Efficient.

Sensitive and personal information is restricted, according to your rules, to those requiring access to it. A single log-in makes it easier to manage security policies. Prodagio Case Management has been proven in some of the largest and most complex social services agencies to scale to hundreds of thousands of active cases.

Like custom, only better and faster.

Our off-the-shelf solution for case management deploys in as little as 6 weeks, complete with your workflow, your templates and your process built-in. It has all the benefits of a custom solution, without the cost or lengthy deployment. It provides exceptional value to your constituents and allows you to deploy a state-of-the-art solution at a fraction of the cost and time a custom solution would take.

Best practices in the box.

Prodagio Software's team of professional application consultants, project managers and subject matter experts know health and human services case management and the techniques we have learned from working with top social services agencies for the past decade are integrated into the product.

The Prodagio Business Suite.

Prodagio Case Management is part of the Prodagio Suite of off-the-shelf applications. The suite includes Prodagio's award-winning Prodagio A/P[™], Prodagio Contracts[™] and Prodagio Self-Serve[™].

Ready to learn more?

Contact us today at 281.334.6970 or email sales@prodagio.com for a live demo.