

Family Services of Tulare County leverages Penelope to effectively monitor client data.





FAMILY SERVICES

SUPPORTING TULARE COUNTY

Family Services of Tulare County (FSTC) was founded in 1983 as the California county's first emergency shelter for women and children escaping domestic violence. The nonprofit organization was named Family Services because its founders foresaw its evolution into a multi-service organization for families, a vision that was realized under the leadership of the nonprofit's late executive director, Karen Cooper.

Today, under the direction of Caity Meader, chief executive officer, FSTC programs include a Rape Crisis Center, In-Home Parenting, a Children's Counseling Center, and Supportive Housing, and the agency is driven by its purpose to help children, adults, and families heal from violence and thrive in healthy relationships. An example of the incredible work being done by FSTC was captured in an article in U.S. News & World Report, which documents their Domestic Violence High Risk Team (DVHRT) approach that uses data to identify high-risk cases and improve outcomes.

FSTC has been using the Bonterra Program Management's (formerly Social Solutions) Penelope solution and we checked in with Edgardo Monroy, FSTC's chief program officer, to get his thoughts on how the software is helping them to track client data in DVHRT and other programs.

“ Since implementing Penelope, our organization is now able to monitor employee caseloads and customer appointments to develop productivity benchmarks.”

— Edgardo Monroy
Chief program officer
Family Services of Tulare County

What was the main problem your organization was trying to solve by getting a new case management system?

The main problem was in the coordination of services for our clients. We were aware that our customers would access multiple services at our various locations, but that information was not centralized. This created a challenge for us tracking internal referral outcomes, as well as what services were accessed, and length of service.





What factors did you consider before making your decision?

We considered coordination of services (internal referrals) between our programs as a top priority. This involved researching various case management platforms that would allow us to customize how we document customer data.

Why did you choose Penelope?

We decided to move forward with Penelope customization for our agency. This was a key factor because our services range in focus and scope. The solution will provide us with the opportunity to continue to add services and to further customize the system to better serve our customers.

What was your deployment experience like?

Collaborating with the team at Bonterra Program Management, the team was very accessible. The level of support and guidance to our project team was valuable in helping us to accurately document both the needs of our agency and funders. We continue to train staff both through the online learning center and with our representative at Bonterra Program Management.



What issues has Penelope helped your organization solve?

The main issue has been the centralization of customer services. This is without a doubt the most valuable feature for our agency as we will in time be able to collect valuable client information that will help us to make better informed decisions in customer services and agency operations.

How would you explain Penelope to someone who has never used it?

The Penelope solution helps us document customer outcomes for our various programs. The solution provides us with the opportunity to review our customer data and make well-informed decisions regarding service delivery and agency operations.

What measurable benefits have you seen since implementing Penelope?

Since implementing the solution, our organization is now able to monitor employee caseloads, and client appointments to develop productivity benchmarks.



“ Penelope will provide us with the opportunity to continue to add services and further customize the system to better serve our customers.”

— Edgardo Monroy
Chief program officer
Family Services of Tulare County

Would you recommend Penelope to other organizations?

Yes, I would recommend Penelope to other organizations such as ours because of the client service coordination. Being able to provide multiple services to a customer and to evaluate their outcomes within those service areas is valuable because that information helps us to evaluate our work as we continue to focus on quality improvement efforts.



Ready to create lasting social change?
Visit bonterratech.com to contact us or request a demo.