

CASE STUDY

**Kahnawake Shakotia'takehnhas
Community Services uses technology
to provide remote care securely and
reduce time spent reporting by 30 days.**





Kahnawake Shakotii'a'takehnhas Community Services (KSCS) is a First Nations nonprofit organization based in the Kahnawake territory, near Montreal.

KSCS provides a wide variety of services to their community, including psychological services, addiction services, child and youth protection, elder services and culturally based traditional services. In 2017, KSCS chose Bonterra Program Management (formerly Social Solutions) to replace an aging legacy system that no longer met their needs, specifically noting the Program Management solution's configurability and "robust level of security" as determining factors in their decision.

We sat down—virtually—and talked with Blair Armstrong, research and systems administrator at KSCS, who explained that their new technology systems have significantly eased the organization's quarterly and annual reporting efforts. In addition, KSCS is empowering staff to transition smoothly and securely to working from home during the COVID-19 pandemic and beyond.

CLIENT

**KAHNAWAKE SHAKOTIIA'TAKEHNHAS
COMMUNITY SERVICES (KSCS)**

SECTOR

NONPROFIT

“Our services have not been interrupted. We didn’t have to scramble and come up with plans [when the pandemic hit].”

— Blair Armstrong | Research and system administrator at KSCS

USING BONTERRA PROGRAM MANAGEMENT CASE MANAGEMENT SOLUTION FOR REMOTE CARE

Because Program Management technology is offered exclusively as cloud-based systems, **KSCS staff have been able to securely access customer files and provide care remotely while continuing with their regular documentation and administrative work**, Blair told us. In particular, the ability to scan and attach documents online has been a huge help in allowing KSCS to continue to provide services during the pandemic, he said.

“The nice thing that has been a godsend for us at this point is the attachments component of a service file. We’ve been using it by scanning in things like court orders and doctors’ orders,” he said. “Now we have the hard copy in our paper file, but we also have the electronic version that our staff still have access to at home so that they can refer to the court order while they’re conversing with the customer.”

When KSCS went live with the Bonterra Case Management solution, the organization purchased laptops with touchscreens for staff to use when doing home visits. Bonterra Program Management’s Case Management solutions can be accessed on mobile devices and includes electronic signature functionality, meaning customers can sign service plans and other documentation during a visit. Having the laptops on hand meant transitioning to virtual care was even easier for KSCS staff.

“Our services have not been interrupted,” said Blair, later adding that, when social distancing measures were implemented, “We didn’t have to scramble and come up with plans.” Instead, we just said, “Well, here’s the laptop, go home and be safe.”

Using Bonterra Case Management has helped KSCS staff transition smoothly and securely to working from home.



“ In those years since the switch, the level of information that we’re able to extract from [our software] has made my life a lot easier.”

— Blair Armstrong | Research and systems administrator at KSCS

YEARLY REPORTS AT THE PUSH OF A BUTTON

Prior to the disruption caused by the Coronavirus pandemic, one of the major benefits enjoyed by KSCS since implementing the Case Management solution was the significant reduction in reporting time. Kahnawake is required to submit quarterly and annual reports back to Health Canada and other funding sources, and, in the past, this was a labor-intensive, manual process that involved dealing with spreadsheets and aggregating data for a solid month.

Blair said that things have improved significantly since implementing their new technology and engaging the Bonterra Program Management support and services teams to produce custom reports.

“In those years since the switch, the level of information that we’re able to extract from Bonterra Program Management has made my life a lot easier. I’m able to generate reports from the built-in reports that come with the program and through the services and support at Bonterra Program Management; I’ve had them construct custom reports for me as well, where I just push a button, and my report for the year is done. **So, there are no more 60-hour weeks of me sitting here pouring over these data sheets when I can instead just push a button, and I’m finished,**” he said.

Learn more about KSCS and their services at kscs.ca.