

Enterprise Software Development for Nonprofit

PROJECT DETAILS

 Custom Software Development

 April 2012 - Ongoing

 \$200,000 to \$999,999

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"I don't believe that we would have been successful without our collaboration with Orases."

PROJECT SUMMARY

Orases developed an information management system that allows users to track relevant demographic data.

PROJECT FEEDBACK

In the first year of implementation, the solution that Orases built cut the organization's admin cost by 50%. Orases organization and ability to prioritize tasks as needed made this project successful.

The Client

Introduce your business and what you do there.


Service Coordination is a 501(c)(3) non-profit which provides case management services for people who need them. These include persons with intellectual or developmental disabilities, veterans, children, and older adults. We are the largest case management organization in the state of Maryland, working with approximately 12,000 people across the state.

I am the executive director and CEO of the organization. I've been in this role for about 11 years.

The Challenge

What challenge were you trying to address with Orases?

We were looking to build an integrated information management system which would support the 3 levels of our organization. From a team member perspective, we have a community-based mobile workforce. Our coordinators and case managers use laptops, cell phones, printers, and scanners for their out-of-office community work. We wanted a solution which could be used while out in the field. From a leadership perspective, we wanted a solution that would give our members access to the information needed for making solid business decisions. Our strategic management tool is a balanced scorecard approach that measures 24 metrics and reports them to a board of directors. This also needed to be integrated into the system.

 **John Dumas**
CEO, Service Coordination

 **Nonprofit**

 **201-500 Employees**

 **Frederick, Maryland**

CLIENT RATING

5.0

Overall Score

Quality 5.0

Schedule 5.0

Cost 5.0

Would Refer 5.0

The Approach

What was the scope of their involvement?

We had a concept of what we were looking for based on the state changes for the delivery of Targeted Case Management, which is a Medicaid service. Orases stepped in at the same time as the complete statewide revamping of this service, so we've had to build a solution from the ground up. Orases has developed an information management system for our organization, helping us track all relevant demographic information from a client's perspective. We help people coordinate and locate all the services which they need in 9 life areas. The client data we've collected help us look at intermediate and long-term outcomes.

Orases has taken an Agile approach to the development of our data system. We have created an internal director-level position for the collaboration with Orases. When we rolled the project out, we met with Orases' team. We were assigned 2 developers and a project manager. The resources we use are related to what we're developing in a given quarter. Eventually, we created an operational position around Orases. We assigned someone who could understand them at a senior level and work together with the team.

How did you come to work with Orases?

Orases was recommended through one of our relationships, based on the work they'd done in the past. We interviewed a handful of organizations but were most impressed with Orases. After looking at Orases' references and talking with their team, it became clear to us that they took a personal approach in terms of business solutions instead of having a cookie-cutter approach.

How much have you invested with Orases?

The cost of Orases' work has been around \$750,000.



What is the status of this engagement?

We started our project in April 2012. We plan to continue our work with Orases for a number of years. We have an annual contract with Orases that is reviewed every quarter. The collaboration is solid.

The Outcome

Could you share any evidence that would demonstrate the productivity, quality of work, or the impact of the engagement?

I don't believe that we would have been successful without our collaboration with Orases. When we transitioned into Targeted Case Management in 2013, we projected a workload analysis for what we thought the impact would be from the model change. We estimated an 8-million-dollar deficit, which was significant for us as a non-profit. During our first year in operation, we cut that down by 50% and got into the black by the third year of operation. We firmly believe that by working with Orases and developing our information management solution, we have been able to go from a structural deficit of about 1.6 million dollars to operating in the black. We've been told that we should market our case management platform. It's definitely a success story.

How did Orases perform from a project management standpoint?

We've received accolades across the board for Orases' work. They operate using an Agile method, staying in conversation with our team once a week and making adjustments to the development process. We're adding new projects on an ongoing basis. Our teams met 3 months ago in order to discuss the relationship between our senior leadership.

What did you find most impressive about Orases?

Orases' team understands quality customer service and they are mission-driven. These qualities make Orases a success. I believe that we would not be in business today without Orases' ability to come up with an adequate solution.



Are there any areas Orases could improve?

Nothing comes to mind. I think that we were fortunate to find Orases.

