

Data Collection/Case Management Systems

OVC Coordinated Tribal Assistance Solicitation (CTAS) & Tribal Victim Service Set-Aside (VSSA) Grantees

Why Implement a Data Collection/Case Management System?

Simply: To Be More Effective. An organization's ability to identify, collect, and monitor key performance measures is paramount to its overall success, especially for programs that provide services to clientele. Programs with high capacity to serve clientele typically create and adhere to data collection protocols, have reliable information technology (IT) systems (e.g. client database), and use those systems to measure organizational impact for their clients. To increase your capacity as a victim-serving organization, consider implementation or enhancement of a data collection/case management system. A data collection system may improve workflow, potentially saving your program staff time and frustration.

Training and technical assistance needs assessments with surveyed, fiscal year 2019 OVC grantees reveal that thirty percent (30%) expressed a need to develop a case management system. Likewise, twenty-four percent (24%) of surveyed, fiscal year 2019 OVC grantees expressed a need to create/purchase a system to track data. To assist programs in exploring systems available, the following compilation of companies offering data collection/case management tools was created.

Systems

There is no single system or database that will support every grantee. As you explore each system, you will notice that each has its own strengths and weaknesses. The following list is not an all-inclusive list of available data collection and case management systems nor do we endorse any of the companies. This list was created as a starting point for OVC grantees looking to budget for, and/or implement, a new or upgraded data collection/case management system. We encourage each program to find a system that works best for your needs.

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Cap60



www.cap60.com

818-386-1081 | sales@cap60.com

The cost of Cap60 for set-up and implementation varies depending on agency, however \$2,500 was provided as a rough estimate. This is a one-time fee. There is also an annual fee starting at around \$4,500 that covers annual maintenance, users, storage, and support.

Cap60 is a web-based system and is supported on any browser (although Internet Explorer is preferred). Cap 60 offers four user groups with varying permission levels. The system also allows for an administrator to assign each user to the programs they can view, add, edit, and delete data within. There is no limit to the number of users that can be allowed to use the system.

Cap60 has pre-built forms and reports. Agencies may request customization of forms and reports for a cost (dependent upon complexity and time).

Cap60 offers unlimited, free technical support. Each agency is assigned a Cap60 representative. Users will also have access to Cap60's technical support video library, FAQs, webinars, and handbooks.

CiviCore Victim Services



CiviCore

www.civicore.com

303-477-0900 | sales@civicore.com

CiviCore base price is \$10,000. This is a one-time fee for development, testing, and training. There may be additional costs depending on scope and customizations.

CiviCore is a cloud-based system accessed through a web browser. Users have ability to set custom security profile levels to set permissions for different users. CiviCore does not restrict the number of users who can log into the system at one time and does not charge per user.

CiviCore builds all custom forms for your Program during the development process. CiviCore Universal Reporting tool allows your Program to create, save, share and export any report. CiviCore can build forms from existing Program forms or customize reports. Note: customized reports may incur additional costs.

CiviCore has a support team accessible by phone and email, Monday through Friday. All staff receive complimentary training on how to use the database, including reporting capabilities. Additionally, a 5-Module Virtual Training Program is available for an annual fee of \$1,500.00.

A demonstration of CiviCore is provided at no cost.

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Eaglesun TAS



www.eaglesun.com/tas

918-743-9855 | cwright@eaglesun.com

Implementation cost of Eaglesun is dependent upon the module(s) that a program chooses to use for their case management and the number of users that will access the program. The Eaglesun representative declined to provide a price quote, as prices will vary per program. There is also an annual cost for maintenance, upgrades, etc. priced at 15% of the total cost (price of modules and users combined).

Eaglesun is a web-based system. There is no limit to the number of users that can access the system, however initial and annual costs of the system are based on the number of users. The program has the capability to set various permission levels within a program. Eaglesun will write reports as part of the annual contract, so there is no fee when a new report is needed. Programs who use Eaglesun will also have access to report formats that have been written for other Programs.

Technical support is available, depending on the need, with additional fees.

Eaglesun is used strictly by Native American tribes and is currently serves over seventy tribes across the country.

EmpowerDB



EmpowerDB

www.empowerdb.com

800-868-0260 | info@empowerdb.com

Initial access to EmpowerDB costs \$2,000 with an annual fee of \$500. Technical consulting time, or the amount of time needed to setup the system for your organization costs \$70/hour. The more types of services offered, the more set up time is needed. The website includes a calculator to estimate how many hours your organization may need (navigate to the “Pricing” section of the website). Data conversion is priced at \$500 for the first table, and \$300 for each additional table. EmpowerDB also includes various automated funder reports including OVW, FVPSA, VOCA, and others, that cost \$200-\$600 each as a one-time fee.

EMpowerDB is a web-based system that works on any web browser. EmpowerDB can run data conversions on existing spreadsheets currently being used to track clients and services and can convert that data into the system. EmpowerDB has a number of automated reports available for purchase as mentioned above. The system also offers a variety of custom reporting tools for agencies to create, add, and edit reports and database fields. The system offers four types of permission levels for users and there is no limit to the number of administrator accounts. Full back-ups are run on a nightly basis.

Technical support is available twenty-four hours a day, 7 days a week. Technical support (outside of the initial set up) costs \$70/hour. This rate is charged at quarterly increments. EmpowerDB does not charge a rate if the issues are related to coding or a technical error on their end.

EmpowerDB lets users try the software through a live, real-time demonstration. Navigate to the “Demo” section of the website.

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OneTribe



www.intertribalsoftware.com/onetribe
580-931-3061 | info@intertribalsoftware.com

The cost to purchase OneTribe is based on the size of the program. Typically, the price starts at around \$30,000 to \$40,000 for smaller programs. This includes licensing, onsite training, and professional fees.

OneTribe is a software that Intertribal Software Consultants install on-site. The software allows for various permission levels, allowing or preventing the sharing of information with other programs. There is no limit to the number of users that can use OneTribe.

OneTribe includes pre-built (out of the box) forms and reports. It also has a query builder that transfers ad hoc results into Excel for easy one-off reports.

There is an annual support fee of 20% of the cost of the license fees. This fee covers unlimited phone and remote connected support, as well as any updates that are released throughout the year.

OneTribe has worked with Tribal services directors, case workers, and Tribal leadership for over twenty years.

Osnum



www.osnum.com/os-soft
888-676-4861 | osnum.com/contact

An Osnum software license costs \$8,999. Once purchased, the software is fully owned and can be used on an unlimited number of computers. Implementation, depending on the level of customization needed, averages around \$5,000. Osnum software is compatible with Windows 7 or higher.

There are no restrictions on the number or users and the system provides the ability to set permission levels. Osnum can build forms and reports for your Program during the implementation stage. Some “flex” reports come included and can be filtered for relevant data.

Annual technical support costs an additional \$1,500. There is also an option to pay an hourly rate starting at \$195 per hour. A demonstration of Osnum is provided at no cost.

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S.O.A.R.



www.gray-oak.com

207-590-5814 | dgout@gray-oak.com

S.O.A.R. (Services – Outcomes – Analysis – Resources) is a database that was created for, and is available specifically to Tribal programs. The database was designed by Diane Gout, PhD, at Gray O.A.K., LLC, a woman-owned, tribally-owned business. She has worked in the field of violence against women for over 30 years and oversaw the data reporting for OVW grantees, including tribal grantees for 15 years. She has worked specifically on data collection efforts with tribal domestic violence and sexual assault programs across the country for over 20 years.

There are two versions of the database available, a desktop and web-based version. The database was developed in consultation with 24 tribal domestic violence and sexual assault programs across the Country. The web-based version was released in November 2019. There is an initial cost for the web-based version and an annual fee. The desktop version is free for tribal programs. The desktop version of SOAR allows for only one log-in and one user at a time. The web-based version allows for multiple users at a time. It also allows for permission levels. SOAR has pre-built reports for OVW, FVPSA, and OVC/VOCA. The system currently collects data for victim services, legal services, emergency shelters, and transitional housing. Additional modules for other programs, as well as custom reports, can be built for an additional fee. Currently, the module for the OVW Rural program as well as modules for training, TA, public awareness, and community education (OVW, OVC, and FVPSA) are in development. There are 15 hours of technical assistance support at no cost. S.O.A.R. technicians (NeoTech Designs) will provide web and computer technical assistance for an additional fee, although this fee is reduced for Tribal programs. Programs may also choose to contract with Gray O.A.K.,LLC to help with additional analysis to prepare for grant writing or other consultations. A demonstration of SOAR can be provided at no cost.

Thyme CDS



thepcl.net/thyme

513-891-4016 x 333 | thymecds@thepcl.net

Thyme CDS requires a one-time set-up fee of, on average, \$3,800. This includes setting up the server, customizing the software and training. There is an annual license fee of, on average, \$3,500 to continue using Thyme CDS. This cost includes annual software updates and ongoing support. Additional costs are required for custom report development, additional configurations, additional training and additional phone support after 10 hours per year.

Thyme is a web-based application that can be accessed through any web browser. Thyme requires each agency to assign one staff member as a “Thyme Specialist” who will receive extended training and support (some IT knowledge recommended). Thyme supports various user-levels from supervisor to read-only. Thyme technical support staff can set up access and permission levels for other agencies for the purpose of information-sharing. There is no per-user fee and each user has their own password.

Thyme comes with standard reports built into the system and can customize reports for a fee. There is an opportunity for staff member training for certification to build custom reports for your program. Thyme has standard reports for VOCA, VAWA STOP grant, and FVPSA built in, with other VAWA grants to be added soon.

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