



# Harnessing Technology to End Child Abuse

Presented by Molly O'Neill  
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# What We Will Cover Today

- **Introduction**
- **First Call Technology**
- **Why use Technology**
- **Children's CareLink Demonstration**
- **Outcomes Reporting**
- **Our Approach**



# Introduction

## Molly O'Neill

- Career in Social Services
- Identified inner-geek in 2004
- President & CEO of First Call



# Introduction

## Ken Ortvals

- Career as a Technology Consultant
- Non-profit Industry since 2002
- Vice President of Technology at First Call



# Introduction



- **Serving individuals, families and the community since 1958**
- **Clinical and Technology Innovators**
- **Experts in Collaboration**



# First Call Technology

## Community CareLink

- Developed in 2005
- Electronic behavioral health record
- Collaborative projects in Jackson and Randolph Counties



# First Call Technology

## Kansas University Application Management System



- Developed in 2007
- Medical Professional Continuing Education
- KU Area Health Education Centers



# First Call Technology

## Levy Reporting System

- Developed in 2008
- Community-wide mental health provider reporting system
- Grant tracking and accountability



JACKSON COUNTY  
COMMUNITY MENTAL HEALTH FUND  
EXCELLENCE • ACCOUNTABILITY • COMPASSION





# First Call Technology

## Children's CareLink

- Collaboration with 12 Missouri Child Advocacy Centers
- Began design in 2009
- Went live in 2010

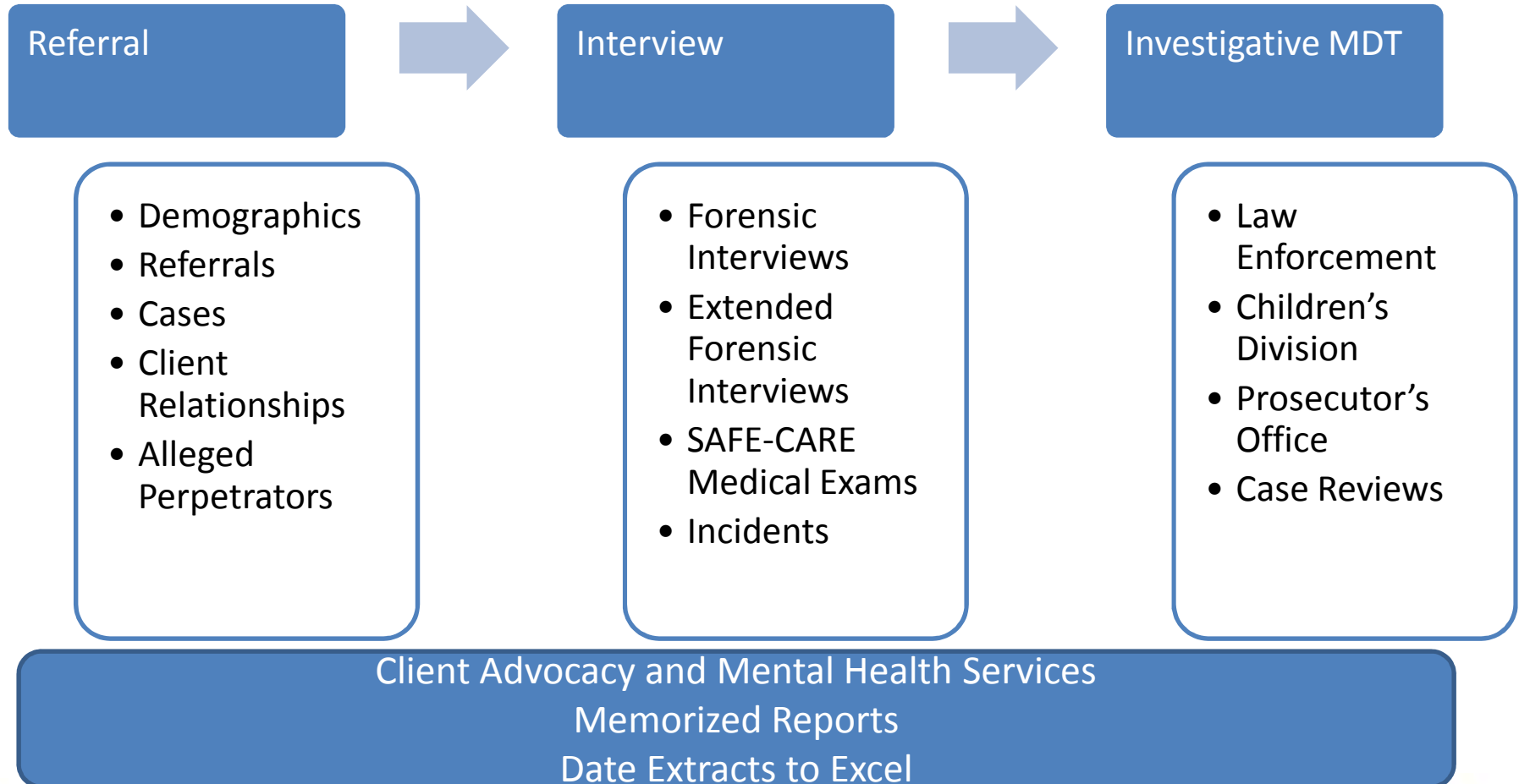
## Collaboration shares basic client information across the state

- Client Demographics
- Referrals
- Alleged Perpetrator and Caregiver Information

## Implementing projects in North Carolina and Oklahoma

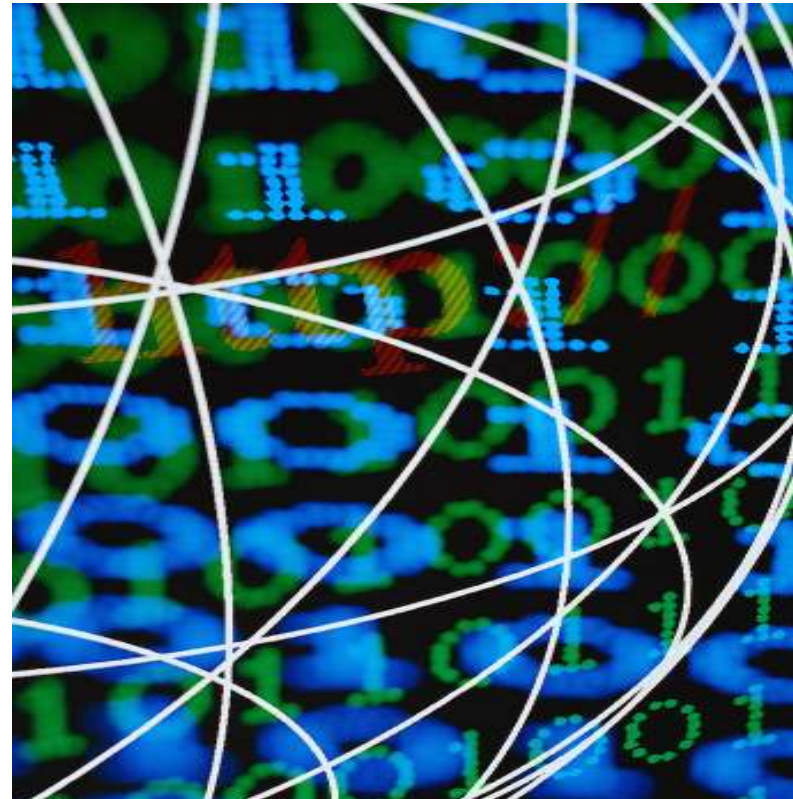


# Case Tracking Components



# Advantages of Electronic Case Tracking

- Information is easily shared and updated
- Client history is tracked with multiple referrals and cases
- Can easily generate reports



# What Data is Being Collected?

- **Client**

- Demographics
- Referrals
- Interviews and Exams
- Family Members and Alleged Perpetrators



- **Investigative MDT**

- Children's Division, Law Enforcement & Prosecutor's Office
- Case Tracking

- **Client Advocacy and Mental Health**

- Supportive services provided to client and family members

# Outcomes Reporting

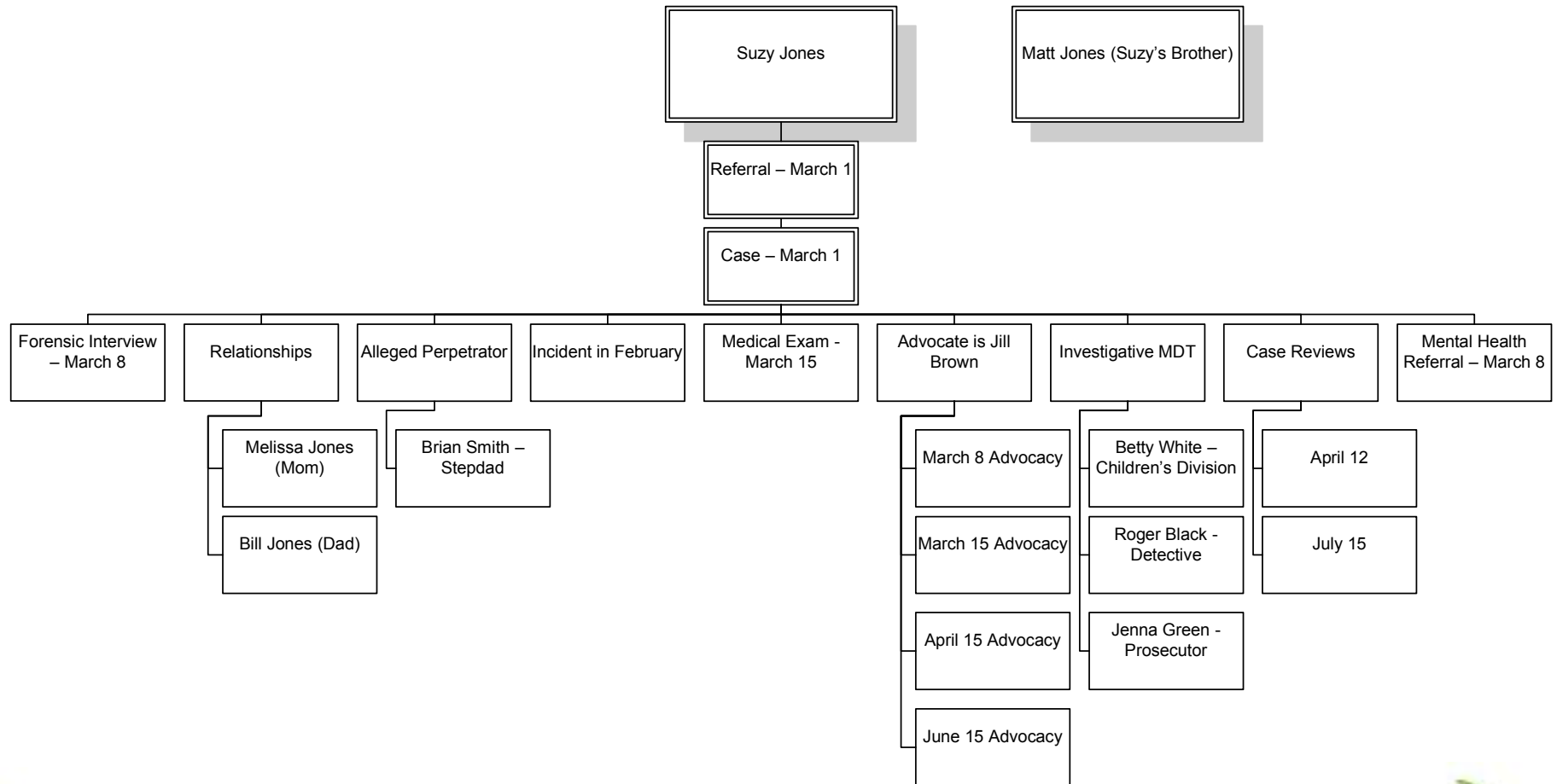
## What is Outcomes Reporting

The ability to use the data collected when serving clients to communicate the success of your organization. Key stakeholders typically include:

- **Board of Directors**
- **Funders (Individual and Foundations)**
- **Certifying Organizations**



# Children's CareLink Demonstration



# Outcomes Reporting

A Single Report Can be Used for Multiple Reporting Purposes

- **Board of Directors Reports**
  - Case Statistics Reports
  - Center Services Provided Report
  - Investigative MDT Report
- **Funders (Individual and Foundations)**
  - VOCA Time Report
  - SSVF Time Report
- **Certifying Organizations**
  - CAC Outcomes Report
  - NCA Statistical Report



# Outcomes Reporting

## Linking Excel to Your Database

- **Current Feature within Excel**
- **Provides Updated Information**
- **No Additional Software to Purchase**





# Our Approach

**First and foremost: WE LISTEN**

**Children's CareLink is flexible**

**We can convert your data**



# Typical Cost

## Organization under \$250k annual budget

- \$250 one-time setup fee for installation and training
- \$100 per month per organization
- Conversion and custom enhancements



# Steps to Move Forward

**Start using an electronic system**

**Understand the reporting that is available to you**

**Use technology to increase capacity**



# Contact Information

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