



WHAT WE DO

The CCI Value

What We Do

Comprehensive case management

Sophisticated tools for collaboration

Specialized consulting services

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Comprehensive Case Management

An Intuitive, Effective Approach.

Developed by social service professionals, CCI's case management system is based on a holistic and multi-disciplinary assessment of 14 areas of life.

Using CCI's case management system, human service providers build a roadmap of the necessary steps that an individual needs to take to move forward with positive life changes. All appropriate resources both inside and outside of the community are engaged to facilitate implementation. The plan is then monitored for progress on goals and outcomes, and periodically adjusted as necessary.



CCI's case management system offers:

- An intuitive, user-friendly approach
- The ability to transform data input into concrete service outcomes
- Organized collaboration
- Streamlined ability to focus on service specialties
- A community asset and resource database
- Extensive reporting capabilities
- Compliance with HIPAA, HUD and HMIS Security Regulations

Training

CCI offers a comfortable and user-friendly training environment. CCI's training team effectively teaches users how to use the CCI collaborative platform for case management. Our program is designed to guide and motivate your team of case managers to embrace exciting, next-generation methods for delivering human services.

We encourage the involvement of the human service providers who participate in our interactive training program – a very effective way to learn a new concept.

The first training session provides training on the case management component, a discussion of best practices, and includes practice time to enable users to become familiar with the system

The second session provides training on the collaborative component, provides a review of the security and privacy practices, and includes practice time for the participants to enact collaboration through the system

All training participants receive a training manual that includes the information from the training program, as well as access information for our partner support department.

Our system can be customized to combine your human service delivery requirements, processes, and caseload examples from your area of service with our best practices and methodologies. This comprehensive approach empowers your human service providers to offer effective services and easily coordinate service plans with your partnering agencies.

Best Practices & Supporting Processes

To expedite success with its solutions, CCI has developed best practices and effective processes for clients to follow. For example, CCI provides Q&A processes and a refined set of questions across each of the 14 areas in the CCI roadmap. By following this process, case workers can effectively establish goals in each area of need and identify step-by-step processes for attaining these goals.

The result is a comprehensive and holistic plan designed to promote self-sufficiency. The plan is then implemented through the utilization of direct services, resources, referrals, and advocacies, while being monitored and adjusted periodically as required.