

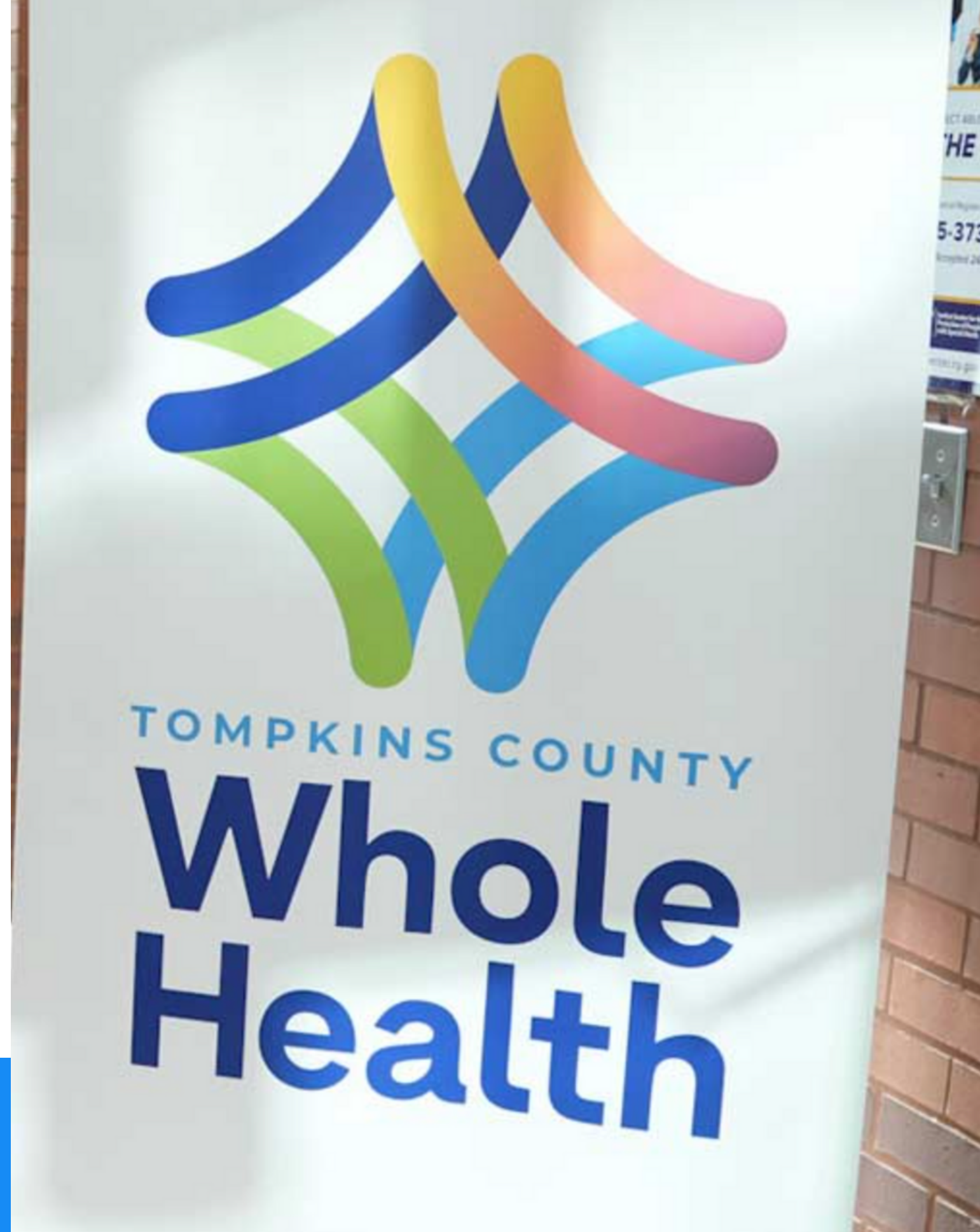
Tompkins County NY Case Study

With Deb Thomas

“Switching to iCentral was a game-changer for us. It transformed our workflow, cutting down on time-consuming paperwork and allowing us to focus on what truly matters—supporting children and families.”

– Deb Thomas, Director of EI Program, Tompkins County





Background on Tompkins County

Deb Thomas, Director of the Early Intervention (EI) program at the Tompkins County Public Health Department in NY, faced challenges managing a completely paper-based system. The Service Coordinators (SCs) spent excessive time handwriting state-required paperwork, printing forms, and managing large amounts of physical documents. This slowed administrative processes, reducing time available to support children and families.

Challenges and Objectives

Past Solutions

Attempts to streamline processes included assigning support staff to handle administrative tasks, but this only shifted inefficiencies to other areas. The team explored three other software solutions, but none met their needs for customization and workflow improvement.

Challenges

- SCs manually filled out the same information on multiple forms.
- Large volumes of paperwork complicated archiving and retrieval in the county's records management system.
- Service Coordinators repeatedly asked for software to simplify the process, reduce paperwork, and ensure compliance.

How iCentral Addressed the Challenges

iCentral provided a software solution that streamlined administrative workflows, reduced time spent on repetitive tasks, and enabled efficient data management through customizable reporting features.

Customization to Meet Specific Needs

- The solution eliminated paper forms, allowing Tompkins County to move to a paperless system.
- iCentral's checklist system helped ensure compliance with state regulations and provided a structured orientation for new SCs.
- Custom dashboards offered easy access to frequently used data and allowed for quick generation of performance reports.
- When the parent portal became available, it was seamlessly integrated, enabling digital signatures and reducing compliance delays during the pandemic.

What set iCentral Apart

- iCentral's platform included features like customizable templates, easy-to-build forms, and error-checking capabilities for billing.
- The system's flexibility allowed quick adaptation to new needs, such as the parent portal, which enabled remote documentation and compliance when in-person visits were not possible.

How We Implemented

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- **Initial Assessment:** Collaborated with the IT department to research EI software providers and worked with a consultant to develop a list of key needs.
- **Vendor Evaluation:** Reviewed demos from two providers, issued an RFP, and selected iCentral for its customizable solution tailored to therapy provider agencies.
- **Customization:** Developed custom checklists, forms, and dashboards. Configured templates for SC notes, billing codes, and reports.
- **Deployment:** Assigned a tech-savvy SC as the point person for customization and training. Conducted a phased rollout with a focus on gradual adoption.

Collaborative Onboarding and Support

- Provided weekly training sessions, allowing SCs to practice with mock cases.
- Supported staff with a dedicated SC and ongoing access to iCentral's support team.
- Worked closely with iCentral's CEO to make adjustments and fine-tune the system throughout the first year.

Results by the Numbers

Prep Time Cut: 75%

Reduced the time to prepare forms for an Individualized Family Service Plan (IFSP) by 75%, streamlining documentation and increasing efficiency.

Paperless Transition: 100%

Successfully transitioned to a completely paperless system, eliminating manual paperwork and simplifying document management and compliance.

Admin Time Reduced: 50%

Reduced overall preparation and processing time by 50% or more, thanks to automated form population and elimination of manual scanning and copying.

Results

iCentral's Impact

- Reduced chart preparation time for intakes from 1 hour to 30 minutes and IFSP preparation from 1 hour to just minutes.
- All forms now auto-populate key information, drastically reducing the time required for form completion.
- Achieved a fully paperless workflow, with the ability to upload and archive additional documents like medical records directly into the system.
- Billing processes are faster and more accurate, with a significant reduction in billing errors.
- New SCs find the onboarding process straightforward, with checklists ensuring all compliance steps are completed.