

KaleidaCare Solutions: Case Study

Compass Youth Services—Norfolk, VA

Compass Youth Services has experienced exceptional growth due to the efficiencies created by KaleidaCare Solutions. Located in Norfolk, Virginia, Compass Youth provides community support services and intensive in-home family preservation services to at-risk individuals.

For Compass Youth, KaleidaCare Solutions is the primary means of communication among its staff and referral sources, allowing for remote supervision of a worker's documentation by management 24 hours a day, 7 days a week. In addition, referring agencies have access to real-time reports to identify and use available resources more efficiently.

Because KaleidaCare Solutions provides referral sources with access to real-time reports, Compass Youth Services has developed very strong relationships with them. This enhanced communication between Compass Youth's staff and their referral sources, combined with KaleidaCare Solutions efficient reporting system, has resulted in an increased number of referrals and immediate billing capabilities. Overall, KaleidaCare Solutions has facilitated Compass Youth's rapid growth while allowing its staff to maintain a high level of care.

As part of their core services, Compass Youth provides clients with intensive therapeutic and support services to increase family functioning and prevent out-of-home placement of clients. To facilitate this, Compass Youth's clinical and administrative staff members use KaleidaCare Solutions to create and monitor **treatment plans**, record **case notes** and document services provided. Because KaleidaCare Solutions provides the agency with access to real-time reports on service activity, Compass Youth is able to allocate resources efficiently and rapidly bill for services delivered.

KaleidaCare Solutions helps Compass Youth's staff focus the majority of their time on families in care, ensuring the most positive outcomes possible. In the event of staff turnover, the family's historical information is available to staff who are newly-assigned to the case, so they are able to quickly find critical information to better serve client needs—from day one.

Because the staff at Compass Youth Services work remotely, effective communication among the clinicians and the management staff is critical to the success of the company. KaleidaCare Solutions has helped Compass Youth establish a virtual workplace through open communication and shared work processes.

For more information about Compass Youth Services, visit their website at www.compassyouthservices.com.

Compass Youth Services provides the following services:

- Intensive In-Home Services
- Community Support Services
- Case Management
- Counseling
- Crisis Management

"KaleidaCare Solutions is a tool that can grow with Compass Youth Services as our company, its staff and its partners continue to help youth and families find direction in their lives."

– David Owen, Executive Director of Compass Youth Services

KaleidaCare Management Solutions

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