

# KaleidaCare Solutions: Case Study

## PAK Project – Phoenix, AZ

Through the use of KaleidaCare Solutions, three emergency shelter organizations located in Phoenix, Arizona—Child Crisis Center-East Valley, Crisis Nursery, and West Valley Child Crisis Center—have dramatically improved the service delivery systems of their Portable Assessments for Kids (PAK) program. By implementing KaleidaCare Solution’s integrated case record system, PAK has eliminated duplication of case records, improved care coordination and reduced duplication of services dramatically.

Portable Assessments for Kids’ agencies provides the following services:

- Emergency Services
- Crisis Management
- Case Management
- Education
- Respite Care
- Parent Education

Portable Assessments for Kids’ three shelters serve children ages 10 and under who are removed from their home by child protective services or have been placed voluntarily by parents in crisis. Over the past twelve months, these shelters have served over 700 children.

KaleidaCare seamlessly rolled out the software solution, function by function, across the three PAK agencies. The nursing and administrative staff, case managers and volunteers now use KaleidaCare Solutions to record basic demographic information, medical and developmental assessments, **incident logs, case notes, client progress logs** and service activity.

Because KaleidaCare Solutions is a web-based solution, staff can enter or retrieve information from multiple locations—instantaneously. Additionally, the historical information of clients previously served by PAK agencies is easily retrievable, eliminating multiple client records. Most importantly, medical and developmental assessments are no longer being duplicated, providing additional time for staff to serve the children in care.

For more information about Portable Assessments for Kids or one of its member agencies, please contact:

**Child Crisis Center – East Valley**  
[www.childcrisis.org](http://www.childcrisis.org)

**Crisis Nursery**  
[www.crisisnurseryphx.com](http://www.crisisnurseryphx.com)

**West Valley Child Crisis Center**  
[www.wvccc.org](http://www.wvccc.org)

**“By using KaleidaCare Solutions, we are able to reduce duplication of evaluations, allowing us to save staff time and provide a higher quality of care to our children.”**

– Terry Hines, Chief Operating Officer of Child Crisis Center-East Valley

### KaleidaCare Management Solutions

3737 Executive Center Drive  
Suite 255  
Austin, Texas 78731

Toll Free 800-913-9883  
Phone 512-219-8025  
Fax 512-249-1258

Web [www.kaleidacare.com](http://www.kaleidacare.com)  
Email [info@kaleidacare.com](mailto:info@kaleidacare.com)