

Apricot Software

we help people transform lives

Case Management and Outcomes



Dropping Dropbox & Exceeding Excel

A New Software Solution for Workforce Development Collaboration

In 2012, five community-based organizations in Greenville, South Carolina were faced a major challenge: Working together as a workforce development collaboration. They had received a National Fund for Workforce Solutions grant—an exciting opportunity. However, the collaborative members had been using an Excel spreadsheet in Dropbox to track client records and services—definitely not a HIPAA-compliant, flexible, or outcomes-friendly method of collecting data.

The United Way of Greenville assembled a list of the critical data management components needed by the collaborative partners: duplicate-check at intake, family and household linking, appointment scheduling, release forms, service referrals, goal planning and implementation, as well as program enrollment. The ability to quickly and easily support progress evaluation and outcomes reporting was also a must. In addition, all the basic requirements of a web-based, hosted database were non-negotiable: flexibility, the highest level of security, record-level access to ensure that all staff and volunteers saw only necessary client data, secure login from any Internet location, workflow automations, and excellent customer service. Apricot software delivered!

“Apricot Software has really worked well for the Greenville Workforce Development Collaborative. Reporting is easy and the funders are pleased with the results that we can prove. The reaction among users has been very positive. Several collaboration agencies, such as our local Urban League, have made the choice to move all of their agency-wide service tracking and reporting to Apricot Software! Apricot has made it possible for our United Way to bring the optimum level of support to this very important project.”

— Tracy Waters, Database Manager, UW of Greenville



From Thousands of Excel Records

Apricot for tracking and reporting on direct client services

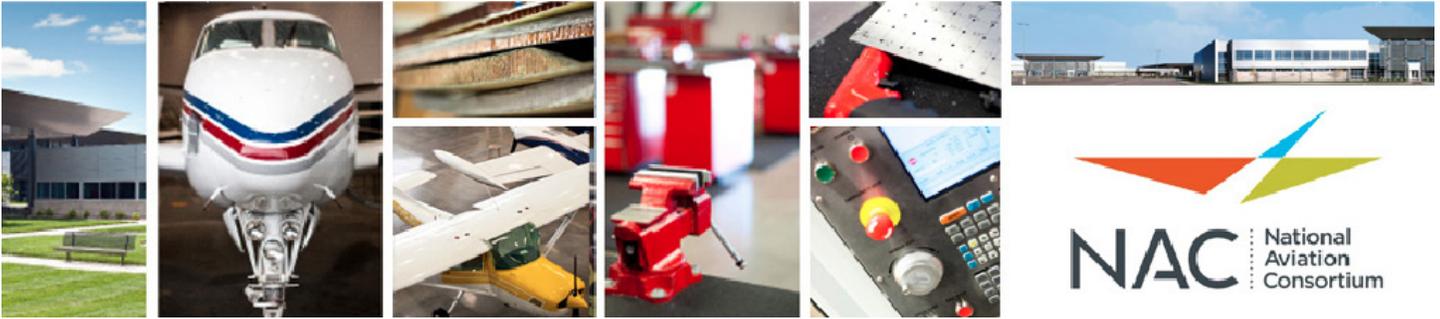
My Sisters' Place provides critical domestic violence counseling services, emergency housing and healthy-relationship education to more than 13,000 women and children each year. Now picture this: you manage all information about clients, services, case planning and evaluation, as well as program and organizational outcome reporting, on paper and Excel spreadsheets. Participant records were all over the place, there was no consistency in how the records were being taken, and there was no central storage system or database to keep track of the records. It was a chaotic and frustrating time, but sadly enough too many nonprofits manage their data in the same way that My Sister's Place used to before switching to Apricot software.

My Sister's Place was determined to find a flexible, secure, and affordable solution, something that could ease the burden of data collection while keeping the organization focused on outcomes. They needed timely reports, accurate data, and buy-in from all of the staff.

After careful review, the My Sisters' Place team selected Apricot Software as the system that would best support the information management needs.

“One department of My Sisters' Place spends one week, each and every month (that's all 7 staff members), creating the monthly reports for Child Protective Services from their paper records. Because they can use Apricot with handhelds, in the field, each of these staff members can spend that week with client families in desperate need of legal assistance, and their reports are available at the click of a mouse.”

— Gabrielle Sasson, Database Manager, My Sisters' Place



Turning Aviation into Education

The Right Software Solution for an Education Collaboration

The National Aviation Consortium (NAC) was launched with an award of \$14.9 million, over four years, and a mission to create a world-class aviation workforce utilizing industry standards, accelerated training and best-in-class technology. The consortium partners included Wichita Area Technical College (WATC) in Kansas as the grant lead, with Edmonds Community College in Washington, Guilford Technical Community College in North Carolina, Ivy Tech Community College in Indiana, and Tulsa Community College in Oklahoma as key collaborators.

The project needed a database that would fulfill all of the NAC's tracking and reporting needs, while providing the flexibility to respond to regular Department of Labor requests for reporting changes. They needed a software solution that could bring together data from five different consortium partners in one single location, while still remaining budget-friendly.

After the careful review and evaluation of five potential software vendors, NAC decided to chose Apricot software.

“Looking back, I wanted a miracle solution. I felt I had to have a database I could customize, all the way to the field level, on my own, and that would provide the ability to easily change as our reporting requirements changed – without additional cost. An important must-have was also the ability to provide a Dashboard for each college, in order to provide quick and easy access to a wide variety of critical information – including reports, reminders, bulletins, individualized navigation menus, calendars and more. An essential work flow tool, we really needed Dashboards that could be designed for individualized display, on the user level. I immediately saw that Apricot could provide this special feature, as well as fulfill all of our other key requirements.”

— Christy Harmon, Project Coordinator, National Aviation Consortium



From an Excel Maze to Holistic Healthy Tracking

Making the Move to Apricot Software

PASOs, founded in 2005, is a ground-breaking health outreach program operating across the state of South Carolina. Housed at the University of South Carolina Arnold School of Public Health, PASOs reduces barriers to healthcare access for hundreds of Latino women across 15 counties.

PASOs administrators desperately needed collaborative record-keeping and immediate, accurate outputs and outcomes reporting. Advocates and caseworkers in the PASOs communities, known as “promotores,” needed to collect client data in both English and Spanish, with a blend of bilingual forms. Meanwhile, funders were increasingly pressuring the organization to demonstrate short- and long-term impact reporting in order to maintain their grant awards. Within the organization itself, PASOs professionals, partner physicians, and policy makers were clamoring for accurate, comprehensive data that would provide a picture of best practices.

After a careful search, the PASOs team selected Apricot software as their collaborative case management database. The goal was to support PASOs’ important ongoing work, as well as lay the foundation for expansion.

“One year into Apricot Software, we’ve accomplished a great deal. The database is built to reflect all of our many data collection needs. Apricot’s advanced access permissions tools ensure that both staff and volunteers see only the records and reports they are assigned to view or edit. I think that I can safely say that everyone likes Apricot and uses it as a critical support tool in their case management and service provision. I now have the remarkable ability, through Apricot, to provide ad hoc, up-to-the-minute stats to both staff and funders in answer to their immediate needs for information.”

— Lucy Williams, LMSW, Program Director, PASOs