



EARLY INTERVENTION PLATFORM

A COMPREHENSIVE PLATFORM FOR SUSTAINABLE EARLY
INTERVENTION FOR BIRTH TO THREE SERVICE DELIVERY



Powered by Casetivity and Strategic Solutions Group

solutions@ssg-llc.com

300 First Avenue, Suite 103

Needham, MA 02494

617-721-8845

1	Flexibility to Efficiently Enter, Track, Access and Report on Child Data	3
2	The Benefits of <i>Casetivity-EI</i>	4
3	Features of <i>Casetivity-EI</i> – Plan Broadly and Implement Incrementally.....	5
3.1	Record Management Module	5
3.2	Deduplication Module	6
3.3	Case Management Module.....	7
3.4	Dashboards Module	9
3.5	Reports Module	9
3.6	Enterprise Integration and Interoperability Module	9
3.7	Portal Module	10
3.8	Alerts and Notifications Module	10
3.9	Business Rules Engine	10
3.10	Correspondence Module	11
3.11	Management Utilities	11
3.12	Calendars and Appointments	11
3.13	Security	12
4	Empower Your Team with <i>Casetivity-EI</i>	13

1 Flexibility to Efficiently Enter, Track, Access and Report on Child Data

At SSG we understand that time and funding is precious within the Public Health Community. Throughout our 16 years in business, we have seen our public health partners struggle with inflexible fit-to-purpose solutions that are expensive to maintain, hard to customize and don't interoperate as needed for wholistic public health and education responses. That is why we created a dynamic and comprehensive Early Childhood system specifically for Public Health called *Casetivity-EI*. *Casetivity-EI* provides all the Early Childhood functionality you need, including robust data exchange, hyper-configurable case management functionality and strong security features.

- **Automate and Optimize Your Operations: Business Process First!** Your operations are driven by business processes. *Casetivity-EI* allows you to establish processes end-to-end, help your organization follow them, and then help make your processes smarter.
- **Unify your Data and Legacy Applications: Are You Spending Time and Money on a patch-work of Legacy Systems?** Do you have one system for Child data entry, another for Program Payments and yet another for connections with other relevant systems? So many organizations spend money maintaining and using legacy systems that trap their data in silos. With *Casetivity-EI* you will be able to easily migrate legacy applications into a secure and robust central system. The headache of your legacy applications will disappear and you'll have an actionable, single version of the truth regarding records within your enterprise. Since *Casetivity-EI* has the ability to support so many different program needs, you have the benefit of using a single system throughout your program.
- **Reduce Risk and Costs.** Leverage the Software as a Service to reduce risk and optimize costs. SSG is well-positioned to take care of your IT needs so you can focus on the more important work or serving your constituents.
- **Comprehensive Features for Childhood Lead Poisoning Prevention.** Out of the box, *Casetivity-EI* includes functionality in all of these areas to support your program:
 - Referral
 - Enrollment
 - Evaluation
 - Eligibility
 - IFSP Process
 - Service Delivery
 - Transfer/Transition
 - Discharge
 - Personnel Certification
 - Fiscal
 - Claim Submission
 - Adjudication
 - Claim Payments
 - Federal (IDEA) and State reports and dashboards
 - AI-based Deduplication Algorithm

Only SSG combines the power of a highly configurable platform with the Early Childhood subject matter knowledge to put your Digital Transformation on the fast track

2 The Benefits of *Casetivity-EI*

The following highlights some of the key features of *Casetivity-EI*.

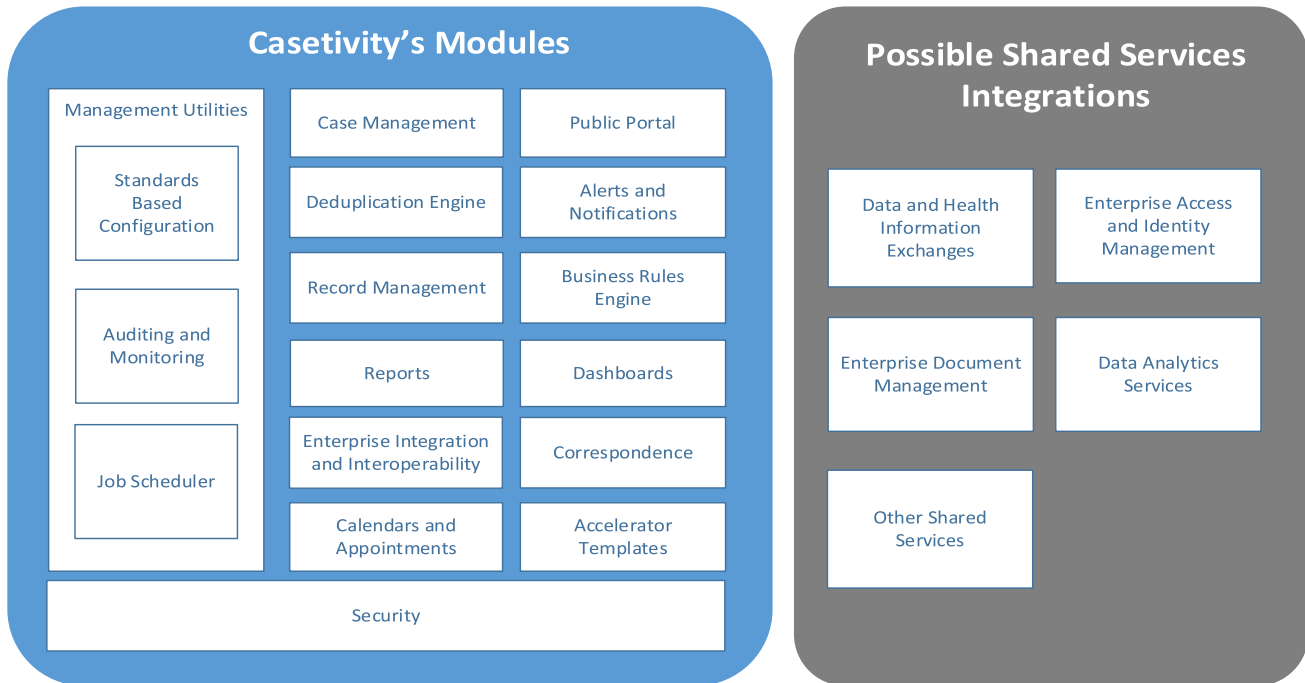
- **Easily Automate and Streamline Operations.** *Casetivity-EI* allows you to quickly automate any processes end-to-end without custom software code. With process automation, you free up your team's time to work on more important tasks.
- **Adaptability and Sustainability through Hyper Configurability.** *Casetivity-EI* allows our customers to build, adapt, and modify applications to meet the changing needs of their organizations. This approach guarantees long-term sustainability through scalability and enterprise re-use.
- **Shorten the Time to Solution.** Our model-driven Case Management Framework and application-authoring tools allow you to create custom solutions and make dynamic, ad-hoc adjustments without writing any software code!
- **Ensure Complete and Accurate Records through Sophisticated Deduplication.** Our AI-based deduplication algorithm ensures that your records are maintained correctly and completely.
- **Easily Access your Data.** Your data is your data. That's why *Casetivity-EI* can support any data model and architecture that you have. We don't require you to use our own proprietary data structure. So, your legacy data migrations will be faster and you will be able to much more easily generate ad-hoc reports and extracts, as needed.
- **Integration and Interoperability - Play Well within the Enterprise.** *Casetivity-EI* utilizes industry standards-based Application Programming Interfaces (API's) to easily integrate into Enterprise IT environments. When you use *Casetivity-EI*, you'll forget why you couldn't have all the integrations that you would like.
- **Protect your Data. Security is Number 1.** *Casetivity-EI* has all the protections for sensitive confidential data including a robust role-based security model.
- **Fully Mobile-Enabled.** *Casetivity-EI* is built for mobile devices, so your solutions will be instantly available via mobile devices.
- **Have Peace of Mind.** Don't feel like you have to become experts at hosting or application management. While *Casetivity-EI* can be hosted at your facilities it is also offered as a SaaS solution. Your SaaS solution is fully managed to reduce the burden on you and your long-term costs.

3 Features of *Casetivity-EI* – Plan Broadly and Implement Incrementally

Casetivity-EI enables teams to automate and streamline day-to-day business operations, dynamically adapt to changing needs, and manage service delivery and collaboration.

Casetivity-EI utilizes a modular design to bring our customers a comprehensive solution for their business needs. The diagram below illustrates the primary modules and shared integrations of the *Casetivity-EI* platform. This feature set allows Public Health organizations to plan broadly, but implement solutions for Public Health incrementally.

The Casetivity Platform



Each of the subsections below describes the features of the *Casetivity-EI* modules.

3.1 Record Management Module

Casetivity-EI's Records Management Module unifies your data in a secure centralized repository which ensures data security and accuracy. It is highly configurable, even down to the underlying database data model, so it can be used to collect any type of information - be it related to cases, claims, contacts, addresses, events or any other items. This centralized data system makes it easier for teams to communicate and streamline workflows regardless of the data structure and flows. In addition, *Casetivity-EI* has been designed with security in mind, so authorization to the Records Management Module data is highly configurable and role-based.

Early Intervention

Children

Personnel

Reports

Admin

Account

Child: Isabella Johnson (34 months)

Service Coordinator: Isabella Iemma

Enrollment Number: 0000F0057-01

Close Date:

Birth Date: 11/30/2016

IFSP Team:

Active Programs: Thom Neponset Valley Early Intervention Program

Enrollment Status: IFSP

Enrollment: Johnson, Isabella 11/30/2016

Save

Enrollment Number

0000F0057-01

Enrollment Status

IFSP

Child

Johnson, Isabella 11/30/2016

Program

Thom Neponset Valley Early Intervention Program

Initial Appointment

Click to View IFSP

Discharge Reason

3 Years: Referral to LEA

Initial Appointment on 10/23/2019

IFSP

Discharge Date

11/30/2019

First Referral Date

10/23/2019

Start Date

10/23/2019

Parents / Guardians

Last Name	First Name	Email	Guardian Type	Home Phone	Cell Phone
Johnson	Marcia		Mother	(781) 551-0405	

Referrals

Evaluations

Progress Notes

Service Logs

Waivers

Prior Notices

Diagnoses

Contacts

Communication Log

Documents

Service Coordinators

SSP Referrals

Prior Notices

Given Date	Reason	Notice Type
10/23/2019	Your child is eligible or continues to be eligible for EI services.	
10/23/2019	Your child is eligible or continues to be eligible for EI services.	
10/23/2019	IFSP: EI program is proposing a Transition Planning Conference.	

Create

3.2 Deduplication Module

Proper deduplication is critical to accurate and complete information. *Casetivity-EI* includes a sophisticated deduplication algorithm based on deep learning artificial intelligence concepts. This is a departure from traditional deduplication algorithms that often perform fixed statistical analysis on data points, such as expression-based comparisons or weighted algorithms. Instead, *Casetivity-EI's* deduplication algorithm teaches itself to address more nuanced matching situations and, thus, ensures that records are always accurate and complete.

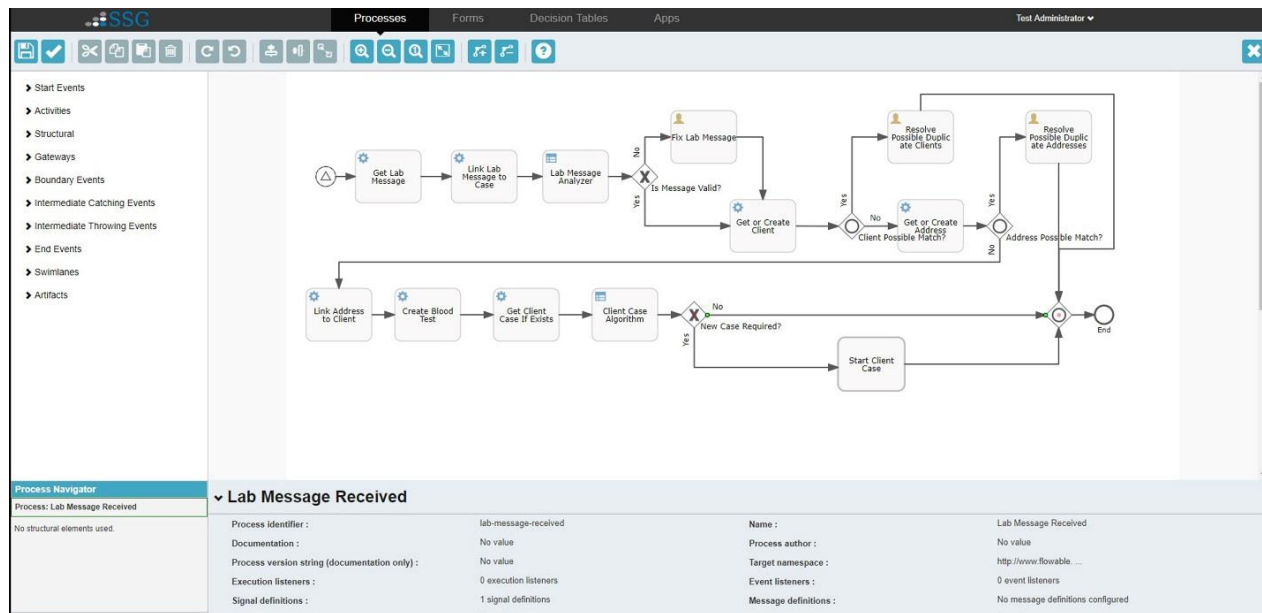
Early Intervention Children Personnel Reports Admin Account

Merging Records "Stlouis, Eva 08/24/2019" and "Stlout, Eva 08/24/2019"

Current Record	Matching Record	Merged record
First Name <input checked="" type="checkbox"/> Eva	First Name <input checked="" type="checkbox"/> Eva	First Name * Eva
Last Name <input checked="" type="checkbox"/> Stlouis	Last Name <input type="checkbox"/> Stlout	Last Name * Stlouis
Middle Name <input checked="" type="checkbox"/> M	Middle Name <input type="checkbox"/>	Middle Name M
Birth Date <input checked="" type="checkbox"/> 08/24/2019	Birth Date <input checked="" type="checkbox"/> 08/24/2019	Birth Date * 08/24/2019
Suffix <input checked="" type="checkbox"/>	Suffix <input checked="" type="checkbox"/>	Suffix None selected

3.3 Case Management Module

So much of service delivery and operations can be broken down into Business Processes Management. Whether your operations involve investigations, service delivery, incident management or decision support, we know that you need the right information to reach the right person at the right time in order to be successful. That is why Business Process and Case Management form the backbone of the *Casetivity-EI* System. *Casetivity-EI* contains a fully featured, highly configurable Case Management Framework, as shown below.



This Case Management Framework enables the following:

- Hyper-configurable business processes to allow dynamic adaptation.
- Robust security model to ensure tasks and data are only available to specific end users.
- Drag-and-drop workflow configuration manager that allows System Administrators to visually diagram their business process flows.

- Fully configurable case triggers that automate particular events within processes and provide top-down orchestration among them.

These configurable processes give you control to create structured Tasks to support end users through their daily work.

Early Intervention

Children

Personnel

Reports

Admin

Account

Child: Eva Stlouis (2 months)

Service Coordinator: Ted Hill

Enrollment Number: 0000F006H-01

Close Date:

Birth Date: 08/24/2019

IFSP Team:

Active Programs: DPH Early Intervention

Enrollment Status: Referred - No Services

Process Variables

Case

Close Case

Process Diagram

Notes

Task Summary

<

Create Task +

Close X

Task Status

Search

Task

Due Date On or After

Due Date On or Before

Search

Clear

Search Results

Task

Assignee

Result

Scheduled

Due Date

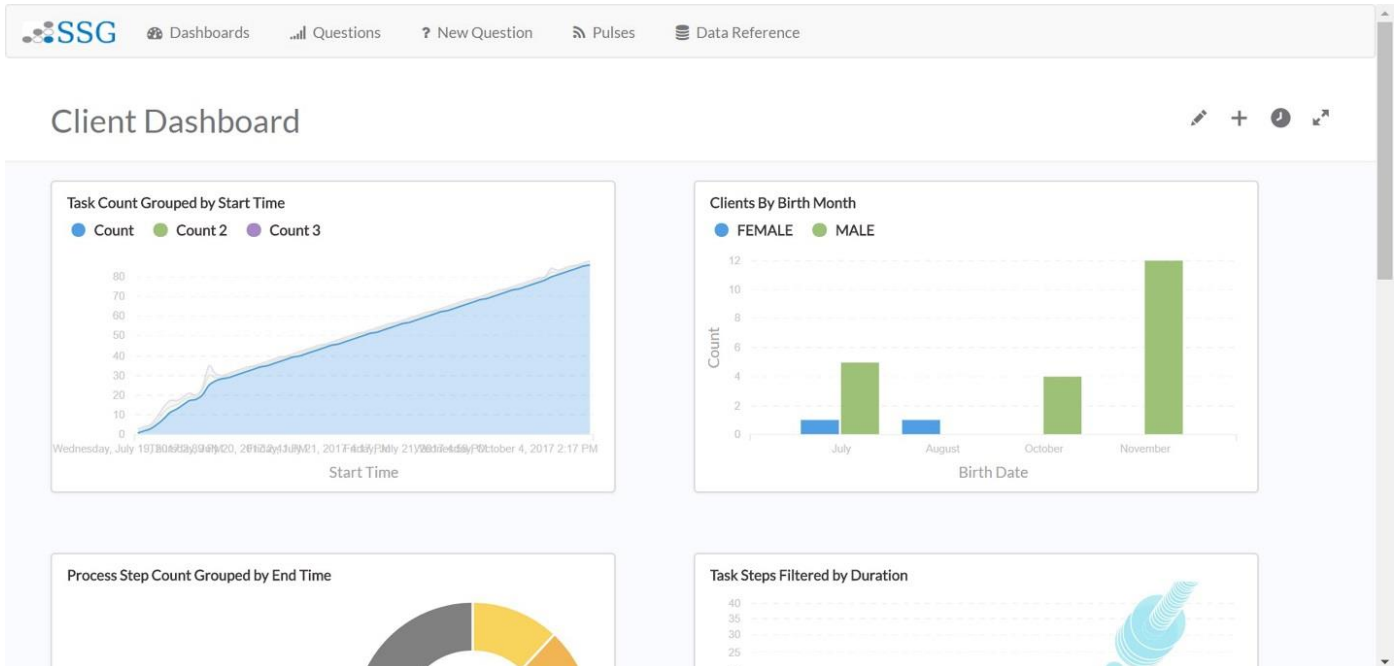
Completed

Task

Ted Hill

3.4 Dashboards Module

Dashboards give users critical insights to their assignments, task priority, and insight to the overall team's metrics. SSG understands the importance of creating dashboards for situational awareness, continuous process improvement, and incident management. Dashboards provide a simple, single-view of cases and information within the System, supporting both analytics for enterprise planning (e.g. throughput, measurement of progress against key performance milestones, etc.) and information related to automating daily operations (e.g. worklists and daily assignments).



3.5 Reports Module

In addition to dashboards, *Casetivity-El* includes wide-ranging report capabilities, including the ability to generate reports that contain tables and charts. Furthermore, since *Casetivity-El* does not have a set proprietary data structure, your reporting will be much easier since the data structure will be familiar to you and follow industry standard best-practices. The reporting features available are configurable, by role, and the data available in the report is filtered based on the end user's security permission. The System allows reports to be configured as exportable for offline processing.

Report features include:

- **Fully Integrated Security Framework.** The Reporting Module is fully-integrated with the security framework, so end users can only see data that they have security permission to see.
- **Real-time information.** Reports refresh in real-time to ensure that the most recent data is always displayed when the dashboard loads.
- **Drilling down or launching records.** End users can drill down on information or open case records directly from the dashboard to create a very easy to use and efficient system.

3.6 Enterprise Integration and Interoperability Module

As an enterprise-ready application built with Service Oriented Architectures in mind, *Casetivity-El* exposes service endpoints for use throughout the enterprise environment, including by any existing Enterprise Service

Bus (ESB). The *Casetivity-EI* application leverages configurable processes to optimize and orchestrate infrastructure re-use and reduce ongoing operational costs.

Casetivity-EI is fully compliant with industry standards and supports receiving data using Web Service (WS) standards (for example, JSON-WDP, SOAP, REST, UDDI, WS-Addressing, WSDL, WS-Security, WS-Trust, etc.). In particular, JSON over REST and XML over SOAP have seemed to be the most prevalent requests from the Enterprise Architects of our existing customers. All of the System's APIs utilize industry standard design patterns, including loose coupling, and sending acknowledgement for transactional integrity. *Casetivity-EI* is fully enabled for Integration and Interoperability.

3.7 Portal Module

Casetivity-EI enables the creation of Portals specific for particular roles of end users. Portals, such as a Provider Portal, for example, are crucial to the effective and safe communication and engagement of particular stakeholder groups. These Portals enable the exact functionality required by the particular set of end users. Through appropriately partitioning access to features and data in the System, the Portal Module enables the creation of public-facing or secured Portals to support functionality including:

- Ability to access necessary forms and complete electronically in real time or upload hard copies
- Provide a method to appropriately create and edit information, even for public non-authenticated end users
- Form validation and user notification
- Certification and re-certification functionality
- Credentialing and re-credentialing functionality
- Provide information on service delivery to clients and providers
- Perform Quality Control on service delivery, including the functionality to report issues
- Provide a public facing (e.g. no login required) portal for critical incident reporting including grievances and complaints.

3.8 Alerts and Notifications Module

Teams are busy, often juggling multiple priorities and projects. So, receiving alerts, notifications, and reminders are paramount for keeping teams reminded of and accountable to organizational goals. While Workflow and Business Process solutions are instrumental in setting expectations, timely alerts and reminders ensure teams are on track to meet deadlines.

In all cases, manual or automated alerts can be created for users. For manual alerts, typical functionality includes the ability to configure the audience, content, and schedule of the alert. For automated alerts, functionality includes the ability to configure the target audience, content, and trigger events (e.g. threshold values such as age, missed appointments or more sophisticated business logic). The configurable Alerting capability of *Casetivity-EI* ensures that you will not only establish your business processes for the team, but also help everyone follow them.

3.9 Business Rules Engine

Robust workflow processes require sophisticated Business Rules engines. Ensuring that your system can address complex business rules is critical to complying with all regulations and enhancing service delivery. *Casetivity-EI* includes two layers of business rule creation: decision tables to easily create a series of rules and more open-ended scripts for very complex business rules. The following screen shot is of a decision table implementation that allows for easy creation and editing of business rules.

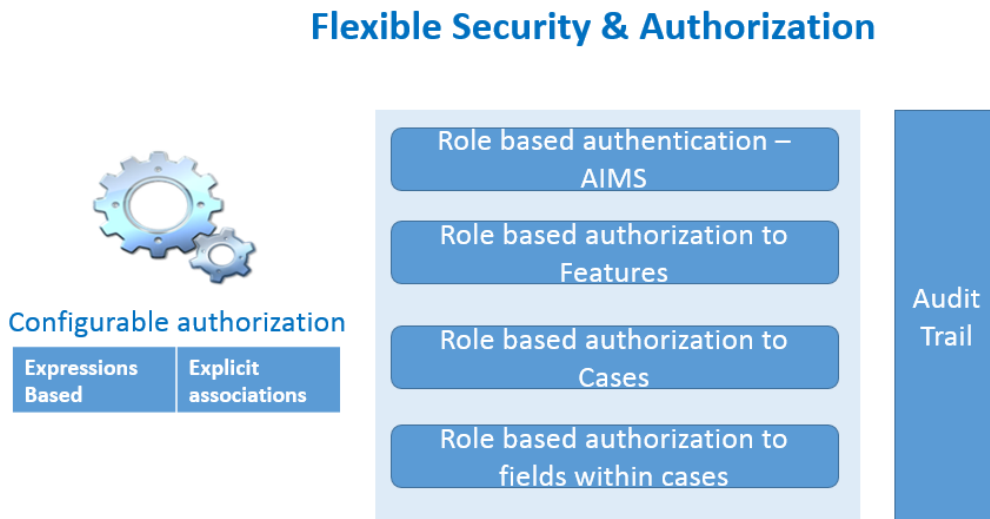
3.13 Security

Casetivity-El implements a highly configurable and robust security framework that is fully compliant with the National Institute of Standards and Technology (NIST) and other public sector regulations and security standards.

At a high level, there are three components to the role-based access:

1. Identity management and authentication
2. Authorization to data
3. Authorization to features within the System.

The following diagram illustrates this conceptual role-based security framework:



4 Empower Your Team with *Casetivity-EI*

In summary, *Casetivity-EI* allows teams to automate and enhance business operations by providing a unique package of short-term and long-term benefits including highly configurable functionality, a modular architecture, and flexible hosting options. Our team's steadfast work and subject matter expertise has created a product that we know your team will come to depend on and love. We believe that these benefits will positively impact your organization by improving your case management capability while offering greater flexibility and control in your hands. We would love the opportunity to partner with you in achieving your organization's goals.

To see a demo of our *Casetivity-EI* platform, please email us at solutions@ssg-llc.com.

