

Seek and You Shall Find...

JewishCare NSW Leverages Existing Solution to Realise Return on Investment



It's a common occurrence: you go through the process of evaluating, purchasing and implementing a new software solution to meet your current business needs, and life is good. But then a mandate changes and a requirement changes, and another, and another...With little time to review what to change, you quickly adopt a series of manual work-arounds. Frustrated by how inefficient your processes have become and the initial system implementation has outlived its purpose, you begin looking for a new integrated solution, and the time-consuming and expensive endeavour begins all over again. Sounds familiar?

Such was the case for JewishCare NSW, located in Woollahra, New South Wales, Australia. JewishCare first implemented GoldCare in 2008 to cater to the need of centralising clients related information and notes, in 2011 the organisation implemented the scheduling functionalities, followed by Consumer Directed Care (CDC) in 2015 to fulfill Government Legislation. However, adjustments and choices made to support Government requirements didn't always result in more automated practices. The anticipated introduction of the National Disability Insurance

Scheme (NDIS) as of July 1, 2017 meant a need for a Client Management System able to capture services and facilitate export to the NDIA Portal for automated claiming. That, coupled with the need for a wide range of configuration options to cater to Supported Employment, Supported Accommodation Services, invoicing to clients for *Self-Managed* packages, and claiming on behalf of non-NDIS accredited entities with subsequent reimbursement (i.e. Plan Management), were the major drivers in JewishCare's decision to 'go to market' for a new software solution in early 2016.

Included in their evaluation for a new solution was their incumbent solution, GoldCare. It was during this evaluation the team at JewishCare gained a better understanding of the capabilities of GoldCare and how they could meet the full range of JewishCare's requirements - in a single, integrated solution. This understanding, combined with a range of required functionalities expediently transitioned from 'Road Map' to Development and Testing phases, instilled a renewed confidence in GoldCare to meet their business requirements.

The evaluation committee supported the choice of remaining with GoldCare based on two other key factors: (1) Development of signature functionality for MobilityPlus would be able cater to Funders' requirement. This functionality would result in a re-allocation of an administration staff time to other tasks rather than processing paper-based timesheets; (2) GoldCare would support expedient claiming through the NDIA Portal. GoldCare's NDIS module would also facilitate the ability to report on and accurately monitor a comparison between old funding (e.g. Government and Community money) and NDIS funds received. This

functionality would prove pivotal to ensuring JewishCare could estimate potential financial variances between what previously were 'block funded' services and what would now be 'NDIS funded services.'

After evaluating other Vendors' products, JewishCare decided to remain with GoldCare and leverage their initial investment.

According to Elle Fleischmann, Project Manager – Corporate Services at JewishCare, “A nine-year positive partnership with GoldCare, together with the quality of CloudCare17 and the strong commitment demonstrated by GoldCare management in Australia and Canada, were key reasons JewishCare opted for upgrading the current client management system to CloudCare17, rather than enter an agreement with a new Vendor.”

JewishCare entered an Agreement with GoldCare for the implementation of CloudCare17 in early March 2017, and went Live with the core of CloudCare17, in August 2017. They are continuing the project with the addition of MobilityPlus, which goes Live early November 2017.

“While users at JewishCare are well impressed with the clean and intuitive design of CloudCare17 (even the more technically-challenged find the system easy to use), MobilityPlus is the feature they are most interested in,” adds Elle.

That's because the implementation of MobilityPlus will ease some of the manual processing for JewishCare, which along with the client and employee portals, will offer JewishCare a value-added feature for their customers and workers in a very competitive market.

Elle explains, “The Employee Portal will give JewishCare the opportunity to maintain engagement with our mobile workforce, who can sometimes feel disconnected from the office-based personnel. Thus far, when MobilityPlus has been discussed with fieldworkers, their feedback is positive and reflective of JewishCare being a 'up-with-the-times' kind of organisation, this benefits us as recruitment of support workers can be difficult at times, in very competitive sectors such as Aged Care and Disability Services.”

“Even prior to contract-signing, the GoldCare Project Team demonstrated a level of support and involvement beyond what other vendors would have provided. At no point did JewishCare feel the project was delivered by two teams (i.e. JewishCare/GoldCare) in parallel; rather, we were one team working in unison for a common goal: a successful implementation resulting in user satisfaction and business requirements being met.”

*~ Elle Fleischmann,
Project Manager*

Building on that, GoldCare's President, Paula Hucko says, "It is so rewarding for us to see a partner, like JewishCare, have re-invigorated excitement for the solution and its potential for the future of their organisation. We are honoured that JewishCare have placed their confidence in GoldCare. Face-to-face meaningful dialogue between both organisations allowed us to fully understand JewishCare's needs and their 'big picture' for the future. Likewise, we were able to showcase how the full capabilities of GoldCare could support their requirements, now and in the future. To be honest, the success of this project all comes down to partnership."

Elle agrees, "Even prior to contract-signing, the GoldCare Project Team demonstrated a level of support and involvement beyond what other vendors would have provided. At no point did JewishCare feel the project was delivered by two teams (i.e. JewishCare/GoldCare) in parallel; rather, we were one team working in unison for a common goal: a successful implementation resulting in user satisfaction and business requirements being met. That collaboration, combined with sound Change Management practices and adequate user training has resulted in a renewed positive attitude towards the product, increased confidence in staff, and greater focus on teamwork."

As the saying goes, "Seek and you shall find."

About JewishCare

JewishCare NSW is the major provider of non-residential services to the community in NSW, Australia. Each year JewishCare provides a wide range of services covering 25 different programs in response to the needs of the aged, people with a disability, families and youth in crisis and people with mental health issues.

<http://www.JewishCare.com.au>

About GoldCare

GoldCare is a leading healthcare technology software provider for community, home, and residential care sectors. An integrated approach to care management and support, and dedication to industry-advancing solutions are just some of the reasons why GoldCare is used by hundreds of organizations across Canada, Australia, and New Zealand. www.mygoldcare.com

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