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Partnerships & Coordinated Care

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Partnerships and Coordinated Care

Visionlink's new Community Operating System is designed from the ground up to support both multi-agency partnerships and coordinated care delivery models.

Partnerships and care models are different sides of the same coin. Each require specific solutions. Woven together, they improve outcomes and leverage better options for every stakeholder.

Building Partnerships

Partnerships between agencies and organizations can be created and sustained when the *differences* between partners are respected and supported.

Whoa. What? Aren't partnerships about working together? Yes. But *not* when partners are forced to use the same tools in the same way, to do what is actually different work.

Think back to the successful partnerships you have known. They work because different partners bring *different* capacities and skills to the same table to leverage each other's assets and services.

This is the core of Visionlink's Community Operating System™. *Each partner can do their work, as they want and need to do it, as they leverage and coordinate their impacts together.*

This is done with a nearly magical degree of hyperflexible, configurable tools—an advanced toolkit if you will—that supports what each partner needs and wants to do separately and collaboratively.

Making this work is the art and science and Visionlink's professional staff.

Coordinating Care

Coordinated care models are created and sustained when a system can precisely control what information is, and is not shared, with specific workflows and sequences, across an entire matrix of staffing levels and partners.

Simple? Not really. Different agencies have legal, regulatory, policy, programmatic, and competitive reasons to manage their client's information in certain ways. And yet, they also know that they need to work together.

To make coordinated care models work, the software platform must be able to control access to the field level, across and between different sharing relationships, and among an entire network of staffing teams and partners.

We do this with the most advanced access control systems in this market, that are also designed to be continuously re-configured in real-time, to match the dynamic needs of your partnership.

The benefits? Care providers and case managers can finally do what they have always aspired to accomplish.

We provide the tech to make it possible.

Core Components

Here are quick summaries of the major components of CommunityOS™.

Identity & Brand

Deploy a common brand for the entire partnership, or different brands, identities, web sites and landing pages for each different partner. Or integrate with your own existing web sites.

Public & Private Systems

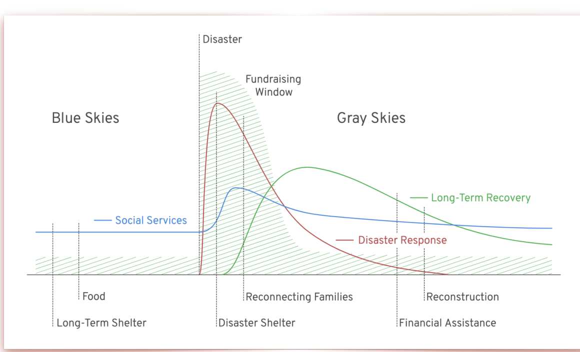
Deploy a private system for staff only, a system for the public, or a combination of both.

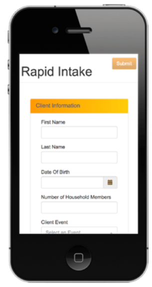
Blue & Gray Skies

These systems are explicitly designed to be used for both day-to-day community services during "blue skies" and during disaster operations when crises strike under "gray skies."

Why? Because the systems used day-to-day are most effective during disasters, and every population you serve will be impacted by a crisis sometime in the future.

The only question: Are you ready?





Mobile Responsive

Compliant with a wide range of regulatory and technical standards, the entire platform uses advanced, stable, and secure open-source components.

Multi-Lingual

The entire system is multi-lingual.

The proprietary data dictionary system automatically builds the fields and forms from your translations.

Workflows for Each Partner

Each partner agency can capture anonymous or identified data, from basic to detailed information—with any field in any layout—as each partner needs for their internal workflow and business processes.

Use sequences, next steps, follow up dates, action logic, and other tools to create specific workflows—and as data is entered, the workflows can dynamically change.

Field Types

With more than 50 field types, we can capture, secure, analyze, report, and exchange the specific types of data for every staff team and partner.

Each field has its own wizard to make creating and deploying fields quick and easy. Or our solution engineers can do it for you.

No longer will you need to contaminate certain kinds of data by co-mingling it with other inappropriate field types.

With proper field types we can keep data integrity intact, reports coherent, and data exchange efficient and effective.

Client Records

Client records can focus on individuals or households. Individuals can belong to more than one household and relationships can be instantly changed.

Client data can be entered by the client and then managed by your staff or be restricted to your staff only.

Information can be tracked from a point in time, or historical records can every interaction with the client—and keep that data over time for review and reporting.

Case managers can be assigned individually or by groups, can be changed and transferred, and share or restrict their notes and follow-ups.

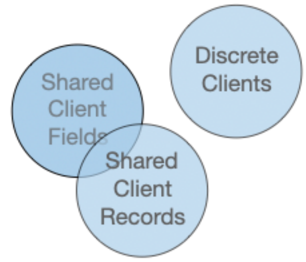
Each staff team or partner agency can use client records designed for their purposes and will have access only to the information pertinent to their work.

Data Sharing

As each staff team or partner agency does their work, in their way, records can be shared in whole, in part—or not at all—with other users.

This means you can support single-agency programs and multi-agency initiatives at the same time on the same software platform. Privacy where required, collaboration where possible.

And the key point—you can evolve this overtime with tools you control. No custom programming required.



Care Team

Organize your work and sequence assistance for every client. Determine who has access to which records for each program or initiative.

With our timeline and sequence charts you can see upcoming objectives for each client, and who is responsible for helping the client with that next step.

You determine which agency has access to which client or sets of clients. Share all or parts of client records. Share all or some of your case notes, next steps, follow-ups, and outcomes.

Working together you can leverage and sequence packages of assistance that cannot otherwise be provided.

One customer for example, has met the federal guidelines for zero resident homelessness and zero veteran's homelessness—by working together across some 40 different agencies.

Roles & Permissions

The permission matrix itself is configurable—to match how each partner agency organizes its staff and management structure.

Perhaps you have access to every record, but only certain fields. Or perhaps every field, but only certain sets of records. Or any combination of these across an entire matrix of partners.

Control access by other factors too, such as location, event, level of need, status, partner agency, assessment outcome, disaster relief operation, and so forth.

In fact, virtually any field(s) can be used to filter access. Income level, size of household, medical condition, priority of case—how do you like to work today? How might it change tomorrow?

Case Notes

Different partners can manage their own notes privately, or can share their case notes with other partners, or different sets of partners.

Notepads can be deployed in many different places across a complex set of forms and fields, or in a centralized location.

Notes can track only text, or with chronological time, date, and user stamps.

Notes can be part of more complex repeating sets of fields to capture important sets of information on a regular basis.

Documents

Documents (and photos, videos, etc.) can be managed for each partner, as a collaborative library, or some combination of both.

Multi-Channel Communications

We offer pre-built connections with industry leading providers of email, chat, telephony and texting solutions.

We can configure these communication channels for the entire partnership to share, or individually for a specific staff group or partner.

Dynamic Messaging

Different actions on the platform can automatically generate a wide variety of messages to inform, or to collect additional information, or to help sequence next steps or follow-ups, and to support open and closed loop referrals.

These dynamic messaging tools are configurable to meet your needs.

Task Lists & Handoffs

To help partners work together efficiently, the system can be configured with task lists to help sequence client assistance, as support moves from one staffing group or agency to another.

These tasks lists are configured to your operations, so we match how you work, not the other way around. And you can change these at any time.

Assessments

You can use pre-built assessments or create your own.

Include many different assessments that activate only when certain criteria are met or at certain points in time.

Launch additional assessments based on the results of previous assessments.

Keep histories of every assessment for every client.

With the Assessment Builder, refine your assessments to match changing program standards, best practice, or to remain compliant with grant guidelines and contracts—without incurring development costs.

Dynamic Logic & Data Validation

Build your own conditional logic. These can be single, multiple, or hierarchical conditions for simple or complex tools and forms that adjust as you enter information. Use different logic for different programs, phases, and populations.

Data validation tools are also available to check that data is accurate on entry, to improve data quality.

Service Directories

Every partner can share a common directory of agencies, programs and services.

Some of the nation's best 2-1-1s and information and referral services use the Visionlink platform to manage, vet, and update extensive collections of community services, eliminating duplication and reducing costs.

You can also deploy what appear to be *separate* directories of services for specific programs, health issues, populations, geographic areas, disaster events and so forth—to narrow the range of services in a helpful way.

All of this is managed, however, from one core directory system with special resource update dashboards, taxonomy management systems, and every aspect of AIRS compliance.

You gain the best of both worlds—independently deployable directories for the populations you serve, all managed from one coherent system.

Referrals & Provided Services

Use the directory of services to provide referrals to other agencies and to track provided services, units and values.

We support open referrals, met and unmet needs, closed loop referrals, provided services, and unit and dollar value tracking.

More than just closed loop referrals we support direct integration with service providers so you can capture updates and outcomes from these critical partners.

Social Determinants

While the entire platform is designed to leverage social determinants, we also offer specific tools to map social and medical services to one another, for more efficient work.

We support the integration of community and medical service records, and / or the integration of protected client records as well.

Funds Allocations

If you have specified amounts of funds to support specific kinds of services, you can track the distribution of those resources, being sure to not give more than is available.

We support any number of named funds across any number of partners.

Multiple Kinds of Assistance

You can also manage and provide other kinds of assistance from Visionlink's platform.

As examples: volunteers, goods and services donations, shelter services, and financial assistance (more than $1 billion dollars has been delivered across this platform).

Specific Features: Specific Uses

Because CommunityOS is used in many different ways, we have built a number of specific modules for special purposes.

A few examples of these (many) modules would include:

For Resource Managers: Update Dashboards, so every agency can see and update their listings of services.

For case managers: Bulk assignment tools so staff can be assigned to sets of clients with a click.

For disaster case managers: FEMA compliant disaster reporting tools.

For volunteer coordinators: Seamlessly integrated background checks.

For in-kind donation managers: A warehouse mode for large operations.

For Relief Agency Directors: Situational awareness, for response coordination.

For Shelter Managers: Capacity planning to analyze different levels of demand.

For CommunityOS Administrators: an entire suite of tools to manage users, roles, permissions, fields, forms, menus, pages, conditional logic, and much more.

Platform Management

Typically, Visionlink's coordinated care and partnership building systems are deployed by a host organization that agrees to act as the central, organizing hub.

We often refer to this organization as the Managing Partner. The managing partner often staffs the work of the partnership, exchange, or collaborative.

Coordinating Partners are other lead agencies and organizations who choose to work together in substantial ways, and often share system costs and charges, and who work closely around key groups of clients and households.

Funding Partners are typically philanthropic organizations, or private businesses, community banks, healthcare providers and other similar enterprises who contribute resources to the overall effort.

Contracting Partners are those organizations contracting for specific levels of service and support.

Participating Partners are typically the large range of service providers and all manner of nonprofit, for profit and governmental agencies and departments—including school districts, healthcare providers, employment agencies, aging agencies, and many more—to whom clients may be referred for assistance, and who may participate in smaller coordinated care agreements for specific sub-sets of clients.

Prospective Partners are those organizations who are not yet active in the partnership, but have indicated an interest, and are proceeding to learn more as they prepare to engage.

Any scale

Our smallest customer is a pair of food pantries working together to ensure non-duplicative assistance.

Our largest customer supports millions of client records across the United States.

We architect our solutions and deploy from the cloud to support virtually any scale.

Integrations with Other Systems

With our data exchange capacities, we can partner with other leading solution providers.

This would include integrations with scheduling software, billing software, transportation brokers, identity checks, and telephony providers.

These solutions live in their own competitive marketplaces, and with this approach we can integrate with the solution that best meets your needs, and ensure you are using the most advanced solutions available.

Our proprietary API Builder makes these connections quick and inexpensive.

Connections with Other Systems

With our API *Builder* we can connect with other software systems for 80% less time and money than required by other technology solutions.

We move 100's of millions of fields of data between different systems every week, so we have some practice at this.

We believe in systems of systems and have dedicated tremendous resources to make this possible, quick, and inexpensive for your organization to be the hub, or part of a network of care teams and partner agencies.

Connecting Visionlink Systems

We can also deploy multiple instances of the Visionlink Community Operating System, designed to work together as a seamless whole.

This works when certain information must be managed entirely separately, but when partners are still focused on working together.

Expert Staff Support

Our staff are focused on your success, of course, to do so they offer decades of experience designing, implementing, operating, and sustaining programs in health and human services, disaster relief, education, workforce and other domains.

You will be supported by business analysts, project managers, domain experts, trainers, help desk—and engineers and Q&A teams.

Custom Engineering

For those times when you need something we do not already provide, we offer a team of extraordinary engineers who can design extensions to current tools, script new operations, or build new features as you need.

We typically contribute to part of the costs so that your solution can be used by our other customers as well, and in this way the entire network of

Visionlink customers builds together better.

Building the Platform Together

Many of our customers contribute to the platform—and each of these upgrades is made available to every other customer at no charge.

Recent examples? A bulk case manager assignment tool; an integration with EPIC software; support for another telephony provider; fields and forms for Kinship programs. We release new tools and features every month.

Customer Network

Our customers regularly work with one another, sharing ideas, suggestions, and experience—and helping Visionlink design the next feature or function.

It's a truly amazing set of customers who are forward leaning, proactive, and visionary.

Cost Effective

When we rebuilt our platform, we gained a tremendous level of technical efficiency, which translates into lower operational costs.

Old technology simply costs more to run, to maintain, and to secure.

In addition, we have one code base, designed to be configured for many uses, and one product line—CommunityOS, so we are not supporting many different versions of many different products.

We have no investors, no debt, and have benefited from significant contributions from our customers over the years.

Thus, we can deploy the most advanced technologies at significantly lower costs than others in this field.

And some of this is simply well designed—our API Builder saves our customers approximately $25,000 with every data exchange.

Future Cost Savings

This is where the savings really add up.

Think about what hyper-flexible means. You can change pages, content and menus; fields and layouts; workflows and sequences; assessments and evaluations; searches and search results; logic and dynamic scripts—and so much more—*all without any development costs or engineering support*.

You can literally launch new tools for new programs, care teams, or partners on the fly, in real time.

And, as you might expect we provide staging instances to support your work, experimentation, and training needs.

Standards

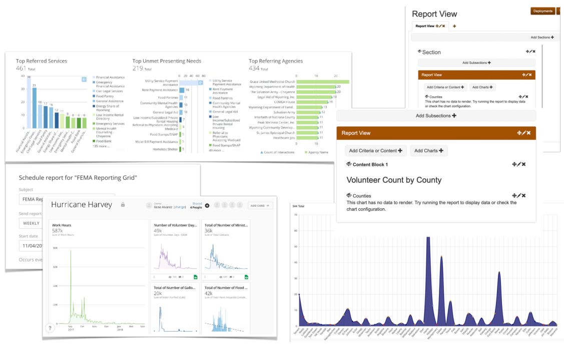
We support a wide range of standards including AIRS, FERPA, HIPAA, PCI, PII, SOC2, SAML, and JSON RESTful standards.

We work with third party consultants and auditors to support our compliance, and we use sophisticated tracking tools to manage our security posture for internal controls and external auditors.

Reporting

Gaining visibility into the trends, challenges, and resources related to your work is critical.

All of our tools are built from the ground up with three simple concepts: 1) data should be validated upon entry; 2) no data should ever be trapped on-system; and 3) data structures should be industry-compliant for both .CSV and API-based data exchange.



The Community Operating System includes our on-platform reporting solution, ResultsOS. You can make reporting objects and dashboards as easily as you can build fields and forms, and the solution operates in real-time for up to the minute accuracy.

We also partner with Domo business intelligence—what we consider the most advanced analytics solution in the market. Our pre-built API to Domo is included in our Advanced and Enterprise platforms.

Please ask to our documents about ResultsOS and Domo.

For More Information

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Let's discuss how we may be of assistance to your partnership building efforts.

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