When Step, Inc. needed a software solution that would enable them to easily collect clients, track services, provide referrals and produce more accurate reports they turned to the Outcome Results System. ORS has allowed STEP, Inc. to take control of their data.

BACKGROUND

STEP, Inc., is a non-profit community action agency located in Rocky Mount, VA. Chartered in September 1966 as Franklin County Community Action, the name was changed to Support to Eliminate Poverty (STEP) in 1990.

Today, STEP, Inc. provides its services throughout Franklin and Patrick Counties in VA. STEP, Inc. served 1,554 people with programs such as Head Start, Housing & Weatherization, Education Services, Senior Meals and Supportive Services in the fiscal year 2005-2006.

STEP, Inc. continues to provide exceptional services for people seeking to improve their quality of life through community, economic, personal, and family development.

CHALLENGE

STEP, Inc., was struggling with an existing software system that was not user-friendly, unable to capture client information across all programs and services offered and was unable to produce the reports they needed. STEP, Inc. was determined to find a system that was flexible enough to handle all the programs and services they provided, yet was intuitive and extremely user-friendly. The new system would have to be a complete database of all client information, referrals and services that STEP, Inc. had been providing. In addition, Reporting had to be robust , flexible and customizable to meet their specific needs.

SOLUTION

The Outcome Results System (ORS)!

ORS allowed STEP, Inc. to take back control of their data. STEP, Inc. now has the ability to produce a large variety of reports for program managers, case management, and executive agency management. In addition, CSBG, ROMA, H.S. and other external government and private funding source reports can be generated with ease. STEP, Inc. can now track all client related information across all the programs and services they offer and much more!

With over 230 standard and customizable reports, ORS allows administrators at STEP, Inc. to analyze information collected and more accurately demonstrate the impact they are having on their community.

BENEFITS

ORS has the power to incorporate your entire organization's programs and services within a user-friendly interface. The ORS software was designed to make moving throughout the system simple, even for the most novice computer user.

With ORS, STEP, Inc. has the ability to produce actual outcomes across a variety of demographic indicators and present them to congressmen, senators, and local officials across the towns and counties that they serve.

"ORS had made our staff accountable for the information they are collecting and the outcomes they are achieving."

"You can tell the difference between a support staff that is just is there to do their job and one that really wants to help you."

- Amanda Dammann
STEP, Inc.

TIME For Change

In early September, 2007 STEP, Inc., a Virginia based Community Action Agency, began researching for human service software. According to Amanda Dammann, STEP, Inc's. Executive Administrative Assistant:

"The current software we were using was not user friendly. We needed better reporting to show our results, a complete database of clients, referrals, and services that we had been providing"

STEP, Inc. began the software selection process by examining the various painponts they were experiencing within their current software solution. STEP, Inc. put together a list of criteria they were looking for in their new software:

"We were looking for a system that was very user friendly. We needed versatility in reporting and appropriate options for our clients."

The Recommendation

After receiving a recommendation from a nearby human service organization, STEP, Inc. contacted ORS to schedule a live remote demo. After the demo

Amanda stated:

"The appropriate questions were asked, and I think that the initial demo was awesome."

Following the initial demo, ORS was invited onsite to STEP, Inc's, Rocky Mount, VA location to provide a detailed demonstration of how ORS would fit within their existing organization. After several vendors were reviewed ORS, was selected as the software of choice for STEP, Inc.

"Second to None"

In addition to offering great software, ORS understands the importance of providing unmatched software support.

"Every time we call, we get immediate assistance. We get guys with great attitudes, literally, great attitudes. You can tell the difference between a support staff that just is there to do their job and one that really wants to help you."

In late 2007 ORS began offering remote web support to provide enhanced support for our customers.

"The ability to have a tech hop right on and show you where you made the mistake and how to fix it in the future is awesome and so is the fact that your support guys will actually do that."

Reaping the Benefits

Administrators as well as end users are already experiencing the many benefits of ORS...

Administrative Benefits:

"The ability to take actual numbers to a specific congressman, delegate, or senator, even the towns and counties that we serve. This will be one of the most powerful tools we can use to increase our funding. With the continued cuts to human service agencies federally, this is a huge advantage to have."

End User Benefits:

"It has made our staff accountable for the information they are getting and the reports that we can pull keeps them on their toes to increase the amount of [information] we can gather effectively and correctly."

"It is a great feeling knowing that you guys really have your client's best interest in mind."