



An Evaluation and Sustainability Resource Brief

Summary of Case Management Systems Commonly Used By Reentry Programs

Introduction

This brief describes case management system (CMS) platforms that are commonly used by reentry programs to store information about the clients they serve. CMS, sometimes referred to as client management information systems (CMIS), are applications designed to support case flow and documentation related to individual reentry program participants or clients. CMS may store case screening data, intake forms, services received, and referrals provided. They may also document case managers' notes about clients, serve as a repository of training and professional development opportunities for staff, or track billing information for services delivered to clients.

Note: References in this brief to commercial products or services do not constitute endorsement or recommendation by the Department of Justice, ES TTA, or RTI International.

Benefits and Uses of CMS in Reentry Programs

Using a comprehensive system to manage caseloads and monitor client progress offers many benefits to reentry programs.

- It allows users access to information no matter where they are working and makes it easy to search for and find information.
- It facilitates team collaboration. If the CMS is accessible to all team members who support a client, they can access the same information and communicate with one another through a single interface. This arrangement facilitates information sharing and team collaboration, which can support work efficiency and case success.
- Many CMS allow for controlled access for external collaborators (for example, partner referral organizations or research partners), while using stringent security protocols to prevent unauthorized people from accessing clients' information.

Summary of Case Management Systems Commonly Used By Reentry Programs

Some CMS also have built-in features that can assist federally funded reentry programs with generating funder-required performance metrics and other metrics of interest to program staff and stakeholders.

- Many CMS contain features that allow for data downloads, data uploads, and creation of unique reports. These features eliminate the need to manually summarize data from case manager notes or other records.
- Some CMS offer data analysis and business intelligence tools, such as reporting dashboards, charts, maps, graphs, and more. These features can assist reentry programs in making sense of the metrics and data gathered.
- Built-in data analysis tools let programs track and display important program participation metrics to more easily identify trends or issues.
- Some CMS support using dosage data to bill for services, which can streamline funding allocations.

Importance of Measuring Service Dosage

Key metrics for measuring service dosage may include

- **amount** (time spent on a patient's care),
- **duration** (days followed),
- **frequency** (number of clients completing services),
- **breadth** (number of different types of services completed), and
- other valuable metrics like number of wraparound services received or number of referrals made (internal or external).

Many organizations use a custom Excel document to measure and track client service dosage and to produce reports. However, handling service data manually risks human error. While errors can still be present in the tracking phase, many CMS will offer automation of reports, limiting those errors. Furthermore, such manual formats—often maintained by individual staff—do not support full visibility of service data by staff across the organization and among individuals from other organizations who are working with clients. A CMS should allow organizations to securely keep digital records of client information, upcoming appointments, and service history, while also increasing service data accuracy and transparency for audits. An effective CMS should also centralize data management to allow organizations to track and analyze their program performance over time, allow for analyzing trends within a specific group of clients, and enable an organization to measure any inequalities related to demographic variables. Filtering for these groups can allow organizations to know whether their services are meeting the desired outcomes for all groups.

Summary of Case Management Systems Commonly Used By Reentry Programs

Importance of Sharing Data with Partners

A successful reentry can be facilitated by strong collaboration and information sharing among jail- or prison- and community-based partners (Warwick, Dodd, & Neusteter, 2012). Choosing a CMS program that allows for secure information sharing can support staff in delivering the services that clients need while also reducing costs and operation time. Sharing information with partners—once appropriate data sharing agreements and consents are in place with all partners, including other government agencies and community service providers—helps colleagues understand what kind of assessments and services a client has already received. This information reduces services duplication and supports continuity of care (Warwick, Doff, & Neusteter, 2012). Documenting referrals in a CMS is one way that providers can share information with partners to ensure that their clients get the services they need from a wide variety of specialists, while also enabling these organizations to track and report outcomes of these referrals.

Summary of CMS Used by Reentry Programs

Table 1 lists common CMS choices for reentry programs, grouped by the type of agency for which the system was intended or by which it is generally used. For each system listed below, it provides a list of functions each program offers, information on confidentiality certificates, details on cost (if available), and a URL to access more information. Costs will vary widely depending on the features selected by the purchaser, the size of the organization, the setup costs, and technical support expenses.

When evaluating CMS platforms for reentry programs, it is essential to engage in a collaborative and comprehensive discussion with all reentry stakeholders: case managers, program administrators, funding agencies, and clients themselves. The right CMS should align closely with the specific needs of the reentry program and its participants, while also being compatible with agency budgets and available funding sources. To make an informed choice, it is crucial to identify any systems that collaborative partners are already using (regardless of whether the systems are formally intended as CMS). These steps can uncover opportunities for expanding or enhancing existing systems to better meet the needs of all stakeholders and, most importantly, the clients who are being served. By fostering open and inclusive conversations, reentry programs can identify the CMS that offers the most effective and efficient means of documenting client information, tracking services, and supporting successful reintegration into society.

Summary of Case Management Systems Commonly Used By Reentry Programs

Table 1

Company Name	Software Name (Linked)	Functions	Data Confidentiality/Certificates	Price/Cost
Community-Based Organizations/Nonprofit Organizations				
Bonterra (previously Social Solutions)	Bonterra Case Management	<p>Fundamentals</p> <ul style="list-style-type: none"> • Best practice template library • Customizable forms and reports • Secure data environment • Caseload monitoring and management • Mobile compatibility • Data import and export <p>Professional: <i>All Fundamentals functions plus...</i></p> <ul style="list-style-type: none"> • Conditional logic-based forms • Workflow automation • Participant information portal • Participant communication tools • Remote participant intake <p>Enterprise: <i>All Professional and Fundamentals functions plus...</i></p> <ul style="list-style-type: none"> • Advanced reporting and analytics • Time and complex automation logic • Attendance insights • Self-serve participant scheduling • Data integrations 	<ul style="list-style-type: none"> • HUD Domestic Violence • Homeless Management Information System (HMIS) and Social Security Administration • Federal Educational Rights and Privacy Act (FERPA) and HIPAA standards 	Pricing is driven by individual usage and needs of the agency
	Penelope	<ul style="list-style-type: none"> • Case monitoring: Conveniently track each participant's or family's service history, notes, documents, and communications in a single file • Billing: Streamline efficiencies with the accounts receivable billing module • Scheduling: Easily schedule appointments and access a snapshot view of all staff and participants across multiple locations • Penelope mobile: Access your calendar and case data, take notes, and fill out documents, all from your mobile device 		

Summary of Case Management Systems Commonly Used By Reentry Programs

Table 1—Continued

Company Name	Software Name (Linked)	Functions	Data Confidentiality/Certificates	Price/Cost
CAP60	CAP60	<ul style="list-style-type: none"> • Centralized intake • Automated eligibility indicator • Electronic document management • Customized reporting • Online intake system • Internal and external referral management • Follow-ups synced with calendar • Unlimited case notes and data storage • Agency management dashboard 	Not specified	Annual flat fee plus additional fees for optional features
Clear Impact	Clear Impact	<ul style="list-style-type: none"> • Create custom participant data fields • Import mass data from CSV files • Organize participants into specific groups • Associate participants, programs, and survey responses • Track participant information and progress over time • Custom survey building, performance reporting, managing client referrals 	Privacy policy is available; no certifications listed	<ul style="list-style-type: none"> • Free scorecard: Test drive for those just getting started with data collection and performance management • Premium (\$250–\$400/month): Ideal for most nonprofit and government organizations • Unlimited (starting at \$25,000/year): Designed for grant-makers, funders, and multi-partner collaborations

Summary of Case Management Systems Commonly Used By Reentry Programs

Table 1—Continued

Company Name	Software Name (Linked)	Functions	Data Confidentiality/Certificates	Price/Cost
Munission	Munission	<ul style="list-style-type: none"> • Comprehensive client intake • Service tracking • Built-in assessments • Risk/needs toolkit • Case plans • Custom data reporting on any data fields and major growth metrics 	<ul style="list-style-type: none"> • HIPAA certified • Data encryption at rest and in motion • Secure authentication and authorization • Multifactor login • Hash key password encryption • TLS certificate URL protection 	All-inclusive \$99 per user per month <ul style="list-style-type: none"> • No start-up fees, maintenance fees, or additional charges
Salesforce	Launchpad CMS	<ul style="list-style-type: none"> • Tools to support financial counseling/coaching, including built-in and customizable action plans • Comprehensive time-tracking and grant management 	HUD-certified CMS with streamlined 9902 reporting functionality	Tier-based (per month): <ul style="list-style-type: none"> • 1 user: \$50 • 2 users: \$75 • 3–5 users: \$105 • Each additional user: \$17
Criminal Justice Organizations				
Catalis (previously AutoMon)	Community Justice Case Management	<ul style="list-style-type: none"> • Automated workflows • Case oversight • Seamless communication (automated reminders, notifications, and reports) • Secure data environment 	HIPAA compliance	Consultation required
	Court Case Management	<ul style="list-style-type: none"> • Multifaceted court case management system • Comprehensive platform used to oversee documents, accounting, and schedules • Operational efficiency in revising case information in real time and supporting an improved workflow of case backlogs • Case batch processing • Secure data environment 		



Summary of Case Management Systems Commonly Used By Reentry Programs

Table 1—Continued

Company Name	Software Name (Linked)	Functions	Data Confidentiality/Certificates	Price/Cost
Corrections Partners, Inc. Black Creek	Applied Correctional Transition Strategy Software (ACTS) 	<ul style="list-style-type: none"> • Population triage for risk to reoffend • Assessment of inmate needs • Matching of needs to local resources • Case management and progress tracking • Outcome monitoring • System performance metrics 	Not specified	Not specified
Marquis Software	Electronic Offender Management System (eOMIS) 	<ul style="list-style-type: none"> • Community supervision case management • Electronic health record (EHR) • Sentence, commitment, case, and mittimus tracking • Biometric identification • Integrated risk and needs assessment • Prison Rape Elimination Act (PREA) • Security Threat Group (STG) assessment, incident, and intelligence • Incident reporting • Offender grievance tracking • Holds, warrants, and detainers • Internal affairs • Pentaho business intelligence • Geospatial solutions • Intouch suite • Infrastructure 	Certificate of EHR Compliance	<p>Pricing is based on average daily population of inmates in the facilities:</p> <p>Option 1: A fixed software license fee in addition to one-time payments for implementation, configuration, training, and data conversion</p> <p>Option 2: A subscription model in which clients license eOMIS at a negotiated per inmate per day (PIPD) rate; payments are calculated and invoiced each month</p>

Summary of Case Management Systems Commonly Used By Reentry Programs

Table 1—Continued

Company Name	Software Name (Linked)	Functions	Data Confidentiality/Certificates	Price/Cost
Tyler Technologies	Enterprise Case Manager Software (Odyssey) 	<ul style="list-style-type: none"> Track, organize, and manage caseload with efficiency and share information with justice partners with Enterprise Attorney Manager for Prosecutors and Public Defenders Track inmate movements and automated alerts when security-related issues exist; manage threat groups Track inmate booking and release to ensure all steps are properly carried out and recorded Share information and workflow between courts, jails, and law enforcement so jail personnel have the critical information (warrant, hearing, sentencing, etc.) they need Customize operations by automating tasks and workflows and improve staff efficiency 	Criminal Justice Information Services (CJIS), General Data Protection Regulation (GDPR), Payment Card Industry Data Security Standard (PCI), Security Operations Center (SOC)	Not specified
Electronic Health Records (EHRs) Used as CMS				
Lauris Online	LaurisOnline 	<ul style="list-style-type: none"> Electronic prescription and medication management Scheduling: Automatic email notifications Employee timesheets: Automate time and expense tracking of staff, tracks billable and non-billable activities and units of service Electronic billing Outcomes tracking: Validating treatment processes, tracking client results, providing accreditation, licensing to funding agencies Customize standard surveys, questionnaires, and batteries Offline capabilities: Users can complete documents offline, and sync and update the system when internet is available Approvals: Forms that need approval from recipients will be sent directly to them Graphs and charts: Data visualization Document integration: Integration specialists replicate current documents into system and build custom forms for organization 	Not specified	Consultation required

Summary of Case Management Systems Commonly Used By Reentry Programs

Table 1—Continued

Company Name	Software Name (Linked)	Functions	Data Confidentiality/Certificates	Price/Cost	
Qualifacts	Credible	<ul style="list-style-type: none"> • Assessments • Billing • Business intelligence • Certified Community Behavioral Health Clinic (CCBHC) • Clinical • Data analysis • eLabs • Electronic medication administration record (eMAR) • e-prescribing/Electronic prescriptions for controlled substances (eRx/EPCS) 	<ul style="list-style-type: none"> • Financial • Form builder • Inpatient/residential • Integrated care • Promoting interoperability • Messaging • Mobile • Notifications • State reporting • Training • Treatment planning 	<ul style="list-style-type: none"> • SSL encryption • Two-factor authentication • HIPAA compliant 	Consultation required
	CareLogic	<ul style="list-style-type: none"> • Scheduling • Intake • Planning • Service documentation 	<ul style="list-style-type: none"> • Electronic prescribing • Consumer engagement • Billing • Reporting 	Certified by the Office of the National Coordinator for Health Information Technology (ONC)	

Note: CMS = case management system; HIPAA = Health Insurance Portability and Accountability Act; HUD = U.S. Department of Housing and Urban Development.

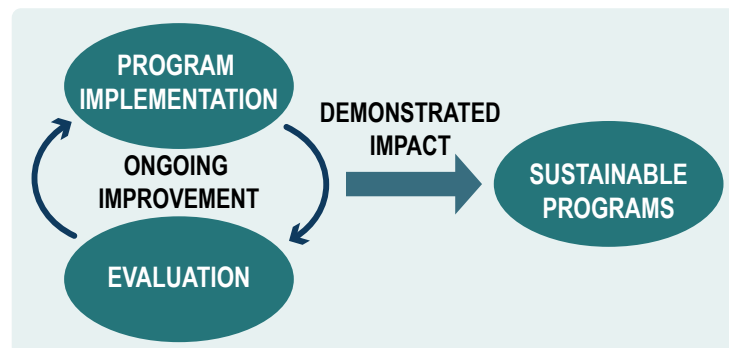
Summary of Case Management Systems Commonly Used By Reentry Programs

Additional Resources

- Clear Impact. (2021, May). *Case management software vendor analysis: A resource to aid nonprofits, foundations, government agencies, and service providers in their search*. Available from <https://clearimpact.com/resources/publications/case-management-vendor-analysis/>
- Warwick, K., Dodd, H., & Neusteter, S. R. (2012, September). *Case management strategies for successful jail reentry* [Transition from Jail to Community Initiative Practice Brief]. National Institute of Corrections; Urban Institute. https://www.neomed.edu/wp-content/uploads/CJCCOE_14_CaseManagement.pdf
- Weaver, K. (n.d.). *The 9 essential components of a case management system*. Clear Impact. <https://clearimpact.com/the-9-essential-components-of-a-case-management-system/>

The Evaluation and Sustainability Training and Technical Assistance Project

The Evaluation and Sustainability Training and Technical Assistance (ES TTA) Project supports Second Chance Act (SCA) grantees in conducting more rigorous evaluations that lead to data-driven program improvement and demonstrated impact and that support programs' long-term sustainability. For more information about the project, contact ESTTA@rti.org.



The ES TTA Project is conducted by RTI

International and the Center for Justice Innovation with funding from Grant No. 2019-MU-BX-K041 awarded by the Bureau of Justice Assistance. The Bureau of Justice Assistance is a component of the Department of Justice's Office of Justice Programs, which also includes the Bureau of Justice Statistics, the National Institute of Justice, the Office of Juvenile Justice and Delinquency Prevention, the Office for Victims of Crime, and the SMART Office. Points of view or opinions in this document are those of the author and do not necessarily represent the official position or policies of the U.S. Department of Justice.



Suggested citation: Cortina, H., Nyce, M., & Zablocka, R. (2023). Summary of Case Management Systems Commonly Used by Reentry Programs. U.S. Department of Justice, Bureau of Justice Assistance.