

Felton Institute and Salesforce.com Partnership



Salesforce.com Partnership
Creates Innovative Use of Technology that
Improves Programs & Changes Lives

CIRCE: FSA's Electronic Charting System

In partnership with Salesforce.com, Family Service Agency's Felton Institute developed CIRCE, a cloud-based client record keeping system that significantly reduces the amount of time clinicians spend entering key client information and enables clients to use ADEPT to assess their quality of life and symptoms. For a story describing how ADEPT is used, see page 8. Together, use of CIRCE and ADEPT vastly increases FSA's capacity to track productivity and client progress. CIRCE won the coveted Salesforce.com's APPIE award in 2008, singled out from over 7,000 other non-profit applications.

The Use of CIRCE at Family Service Agency

Program managers review CIRCE dashboards every day. The dashboards summarize a range of program activity and will alert the manager if any of the program's clinicians is behind in entering notes or if there are any deviations in anticipated outcomes or productivity. During the first month of Joan's employment, the director noticed that her billable hours were far lower than the 88 billable hours required to be completed by each clinician. Achieving this level of billable hours ensures that FSA meets its contract responsibilities and also ensures that each client is engaged sufficiently.

When the program manager asked Joan about her low outcomes, Joan explained that many of her clients were missing appointments. In mid-April, the director enrolled Joan in Felton Institute's Motivational Interviewing training and began coaching her in how to implement this Evidence-Based-Practice that increases client engagement. Billable hours began increasing almost immediately, but jumped significantly after Joan was observed through a one-way mirror demonstrating her use of these interview techniques and then being coached by the team of clinical supervisors who had observed the demonstration. This illustration demonstrates how the use of technology, research-based practices and innovative approaches to staff development and clinical coaching translate into improved services to our clients. See page four for an illustration of how the one-way mirror and clinical consultation process is helping all FSA clinicians adopt new research-based practices.

