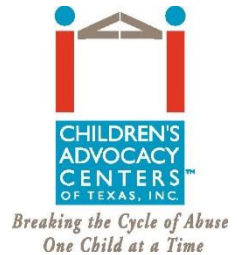


CLIENT CASE STUDY



Client Profile

Children's Advocacy Centers of Texas (CACTX), a state sponsored non-profit governmental organization maintains the mission to provide a professional, compassionate and coordinated approach to the treatment of sexually abused children and their families and to serve as an advocate for all children throughout the state of Texas. "CACTX is a shining light for all Texas Congressional Districts. We should be proud of both the government and non-profit entities that have come together to work collectively in the best interest of children." Ken Bentsen, United States Congressman. CACTX operates 57 facilities throughout the state of Texas and serves 90% of all Texas counties in the state today.



Challenge

CACTX engaged the services of DYONYX to develop best practices and streamline operations in order to improve compliancy and required reporting at the state level. The state ultimately determines the qualification for Grant Funding of the individual Assessment Centers based on their ability to accurately report counties served, cases worked and regulatory compliance. Using the current tools and processes the centers had in place, CACTX faced a number of issues in meeting these requirements.

Solution

The DYONYX team documented and traced all major workflows and applications currently in place as the first step towards optimizing the workflow processes. This provided the business rules, best practices and repeatable processes that were used to develop an application to track child abuse cases on a statewide scale. Prior to this best practice study and resulting application development, information access to child abuse cases was very limited. This effort facilitated the much needed, concurrent access to child abuse cases needed by the ten governmental agencies working in tandem in the diagnosis, interview, judicial (prosecution) and ongoing therapy processes for the children and case workers. Equally important, the improved processes and case tracking system increased the accuracy and efficiency of the monthly reporting required at the state level for the much-needed Grant Funding.

DYONYX staff consultants interviewed over 25 CACTX facilities to analyze and document process and procedure in the use of core systems, creation of state compliance policies and procedures, information sharing requirements, reporting and regulatory compliance requirements. We analyzed tracking and management needs of over 1,200 discrete pieces of data per case and the accessibility requirements by multiple agencies.

The needs analysis methodology provided the blueprint of the current procedures utilized as well as a design goals document and project plan.

Once all optimized processes and workflows were documented, DYONYX created a custom application suite that took into consideration the current technology and architecture available for optimized connectivity and

DYONYX

Email: solutions@dyonyx.com

Phone Number: 1.855.749.6758

Website: www.dyonyx.com

DYONYX LP, is an award winning information technology consulting, outsourcing and IT services firm dedicated to helping clients across the globe. Consulting services include regulatory compliance, security assessments, risk assessments, gap analysis, business process optimization and high level IT strategy. Managed Services include Virtual Cloud Services, ITILv3-aligned Service Desk (Help Desk), managed network and security, disaster recovery, and hosted Exchange. Learn more: www.DYONYX.com

CLIENT CASE STUDY



interoperability. All policy and procedure compliance criteria were incorporated into the system to ensure accurate compliance and reporting. We then implemented the new system customized to the optimized workflows and provided connectivity and integration among all of the 57 CACTX agencies as well as integration with related state agencies and legacy systems. This application is now being moved into an ASP model for provision of service on a national level. DYONYX successfully designed a centrally managed, web-based application that now handles all CAC Texas case files. XML, XML Schema, and XSL technologies were used to build the web portal. Each case file includes multiple clients with each client requiring more than 1,200 pieces of information to be tracked. DYONYX facilitated the transition from a barely functioning system to a state-of-the-art system, which has allowed the state facilities to focus its efforts on helping children rather than trying to utilize poorly developed software.

Significant Project Achievements

DYONYX received the state agency “Best Value Contractor” award for outstanding delivery of services performed in meeting 100 percent of the requirements in producing the Medical Care Delivery and Case Management System. DYONYX gained great insight into the design and deployment of complex web-based systems as a result of this project. These new insights are now included in our standard development methodology.

DYONYX

Email: solutions@dyonyx.com

Phone Number: 1.855.749.6758

Website: www.dyonyx.com

DYONYX LP, is an award winning information technology consulting, outsourcing and IT services firm dedicated to helping clients across the globe. Consulting services include regulatory compliance, security assessments, risk assessments, gap analysis, business process optimization and high level IT strategy. Managed Services include Virtual Cloud Services, ITILv3-aligned Service Desk (Help Desk), managed network and security, disaster recovery, and hosted Exchange. Learn more: www.DYONYX.com