

Case Study

Using Data to Get the Whole Picture

About The Agency



Rehabilitation Support Services, Inc. (RSS)

- * **Services & Programs**
Substance Use Disorder, Mental Health
- * **Clients Served**
Over 3,000 annually
- * **Location**
Altamont, New York



Situation

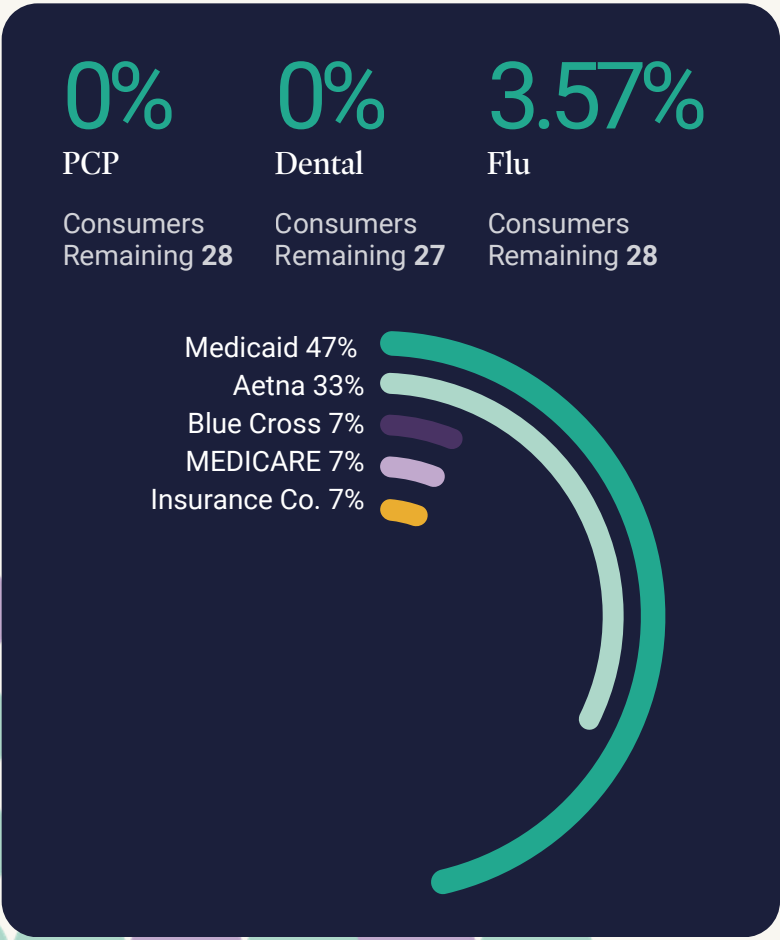
An External Analytics Platform

Rehabilitation Support Services is a New York organization providing rehabilitation and recovery-oriented services. RSS began their analytics journey with an external platform, spending time and energy transferring AWARDS data into that platform. Sometimes, data would get lost in the process. They needed the ability to connect their AWARDS data directly to an analytics tool, while also having more flexibility in their dashboards and a user-friendly experience.

Solution

Integrated Analytics

With InSights, their AWARDS data is now connected directly to their dashboards. By partnering with Foothold, RSS developed custom dashboards to target their agency’s specific needs. For example, their Gaps in Care dashboard enables them to see which clients have received primary care appointments, dental appointments, and flu shots. Our analytics expert helped RSS organize their data elements, giving them a more accurate, real-time picture of their clients’ care.



Benefits

Getting the Full Picture

InSights analytics gives RSS a full view of their programs and services. They are now able to accurately see services provided to clients eligible for both Medicaid and Medicare. Their dashboards also enable them to identify who hasn’t received important healthcare services. This actionable data helps them follow up with staff and ensure that each client gets the services they need.

RSS can also use InSights to demonstrate the impact of their programs to funders. Their Census Dashboard displays reasons for discharge, enabling them to show that clients are continually graduating to lower levels of care. In a world moving towards managed care, being able to easily report on the progress of clients will be crucial to RSS’s ongoing mission.



Foothold has been able to instantaneously work [data] into the backend, so that over time, *we’re getting the most accurate picture possible.*