

## ERIE COUNTY

### An iDashboards Case Study

“With the use of iDashboards, staff and supervisors are able to access real-time information whenever they need it, and can quickly implement new dashboards. As a result, we are able to administer and monitor behavioral health funding more effectively.

—Shelby Karns, Operations Specialist

## Centralized Dashboards Help Accurately Manage Mental Health Data

### CUSTOMER

The Office of Mental Health/Mental Retardation, under the Department of Human Services in Erie County, Pennsylvania, administers funds for behavioral health services for people managing mental illness and/or substance abuse in order to promote those individuals' treatment and recovery. The Office also administers funds for Early Intervention services for children ages 0 to 3.

### CHALLENGE

The software previously used by the Office of MH/MR was not flexible enough to meet the needs of the office in that it did not allow for new or customized reporting. The organization found itself spending excessive time manually manipulating data in order to produce information needed for service planning, resource allocation, and provider contracting. In light of various complex programs funded by multiple sources, a flexible reporting system was necessary that could generate ad hoc reports, modify and manipulate existing reports, and easily consolidate disparate data sources.

### IMPLEMENTATION

The Office of MH/MR was first introduced to the iDashboards software through one of their provider agencies. The office was impressed with iDashboards' intuitive visual capabilities, value, accessible account management, and strong support staff. By implementing iDashboards, they could easily manipulate all their data sources in one centralized platform, run analytic reports, and quickly change parameters within any dashboard or report.

### RESULTS

With the implementation of iDashboards, both supervisors and staff are able to access real-time information from all of their data sources, including behavioral health, Early Intervention, and pharmacy data from the Managed Care Organization (MCO) and from the state. The centralized dashboards are helping the office more accurately manage data including client information, behavioral health and Early Intervention claims, service authorizations, client eligibility, provider information, pharmacy/prescription claims, compliance, and fiscal lag reporting. Now the department can quickly implement new dashboards and review them at-a-glance to reveal timely insight resulting in more confident administrative planning and impact simulation, resource allocation and contracting.