
Family and Children First Customer Relations Management (CRM) System

February 23, 2022



Purpose

- Support Consistency
- Advance Reporting
 - Opportunity to tell the story
- Improve Efficiency
- Cost Effective

What did we select?

- .NET is the developer platform
- Fit within our timeline and budget
- User-Friendly
- ODJFS/OFCF owned product

Projected Timeline

- February 2022:
 - Design Sessions begin
 - Feedback on draft referral template
 - Plan of Care template

- March 2022:
 - Volunteer solicitation for Phase 1 testing
 - Start discussing FidelityEHR data transfer

Projected Timeline (continued)

- April 2022:
 - Continue development and testing
 - Finalize the name of the system
- May 2022:
 - OFCF will provide training on the new system.
 - Users receive access to the system
- June 2022:
 - System goes live.

So what's next?

- Feedback on documents/forms/functionality
- Open Communication
- Volunteers to test

Questions?

