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| Accountability Court Case Management Software “ACCM” |
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# Accountability Court Case Management (ACCM)

FivePoint Solutions offers a configurable, full-featured, web-based case management solution known as “ACCM.” The main focus of ACCM is to streamline data entry for all team members. Our solution eliminates duplicate data by integrating disparate systems and automating various parts of these systems to increase workflow and efficiency in each court’s program. Using ACCM for preparation of staffing sessions can eliminate the back and forth emailing and redundant editing of court documents each week. All of this allows for less time entering data, and more time for your team members to help rehabilitate your participants, leading to a more proactive program. Embedded in the software are our unique reporting options and various grant reports, which allow courts to extract necessary data for grant applications and future funding. FivePoint Solutions is consistently enhancing ACCM to ensure we meet the needs of our customers as best as possible.

**System Highlights:**

*Participant Tracking:*

Participant tracking in ACCM can start as soon as the participant is referred to your program. Participants are currently tracked using the following methods: demographic information and personal information (Ex. Employment, contact info, military history, aliases, etc.), assessment and medical needs, drug screens, criminal history, field visits, court sessions, treatment sessions, a history of violations, sanctions, and incentives, phase advancement, case notes, financials, and much more.

*Dependent Tracking:*

For Family Courts, ACCM works to monitor not only the status of the parents but also their dependents. Further, ACCM can track parent and child outside services, evidence based programs, as well as, tracking the reunification of each child and their parents. The total time frame of a participant being in Family Drug Court can be tracked using ACCM. It can also provide reporting metrics on the number of reunifications, drug free babies born, services received, maltreatment, and time until reunification occurred.

*Customization:*

Part of the benefits for ACCM include the ability for customization on a program by program basis. FivePoint Solutions works closely with each court on determining the best layout for each user group in the system. This allows for quick data entry and navigation around a court established workflow. Data Panels can be renamed, reorganized, or hidden from each site. In addition, most drop down lists available in ACCM are customizable to include the terminology already established by each program.

*Document Management:*

A document management system is contained in ACCM which allows users to scan or import documents directly into ACCM’s “Document Library.” From the *Initial Assessment Form* to *Court Orders* to *Community Service Timesheets*, paper files are abundant for courts to manage. The Document Library allows the Court to manage the paper files through:

• Retrieving scanned and/or uploaded images where system data is maintained

• Retrieving scanned and/or uploaded images through a separate Document Library

• Allows searches by pre-determined indexes and files

The Document Library can have an unlimited number of document groups and types. Documents are scanned or uploaded and indexed into the Document Library, and in some cases, linked to specific records. If a document is linked, then it can be viewed either at the Document Library level or the event level within the Participant’s file.

Lastly, courts can store documents at the programmatic level. This may be reference manuals, plea-in packages, or court compliance documents for each participant to have once they enter your program.

*System Generated Documents:*

ACCM can autogenerate imbedded forms, such as, Field Visit forms, Community Service Forms, and Plea-In Packages. Each court can imbed their specific court forms into ACCM as part of this capability. The forms will automatically fill in specified elements of the document (ex. Date of Birth, Name, Case Number) and are barcoded for each participant to easily store back into the document library and participant’s file.

*Alert Notification Engine:*

ACCM workflow solutions include the automation of reminders for Team Members and alerting staff to a participant’s non-compliance within ACCM. An alert email will be generated and sent to specified team members when an alert has been triggered. In addition, an automatic violation will be created in ACCM for team members to view. Courts have the option to allow the automatic creation of a violation or to only receive the email without creating a violation.

*Violation alerts include*:

* Drug Screen Violations – Send an alert if one of the following drug screen violation occurs
  + No Show, Positive, Not Producing Sample, Diluted Screening, Refused Drug Screen, and Admitted Drug Screening
* Contraband Found – Sends an alert for any contraband found during a compliance visit
* Curfew Violation – Sends an alert if a participant misses a curfew check
* Attendance Violation – Sends an alert if a participant is a No Show, Late, or Kicked out of a treatment session and/or a Court appearance
* Financial Balance Overdue – Sends an alert if a participant’s financial balance is past due and/or a participant reaches an outstanding balance that is too high for the court, allowing the court to work with the participant if a payment plan is needed.

*Team Member Alerts:*

* Individual Session – Sends an alert out to a team on specified individual sessions for a participant. Examples include: participant requests Leave Request, Probation and/or Office Meeting Scheduled.
* Phase Movement – Sends an alert out for a participant that has changed phases in your court including participants who have graduated, terminated, and dismissed from the program
* Assessment Alert – this alert will remind team members when an updated assessment needs to entered/conducted for a participant
* Individual Tasks – Sends an alert to notify team members of a task for their team and/or participant that is a set number days out from the due date

*Payment Processing:*

ACCM has a built-in portal to accept debit/credit card payments from participants called WebPay. The portal integrates with the outstanding balance of the participant and automatically creates a payment record for the participant when a payment is made. In addition, participants have the ability to make payments through a web based portal separate from ACCM that will automatically update the participant’s financial account within ACCM.

*Integrations:*

FivePoint Solutions is willing to work with any organization or company to help integrate data from their system into ACCM to help streamline data entry. We have had many successful integrations with multiple drug screen labs, treatment provider systems, Call In Systems for randomized drug screens, and more.

*Reports:*

ACCM has a suite of reports built into the system to obtain data from all parts of data entry. Currently, there are over 50 different reports housed in our solution. The system will feature a customizable staffing document which will include, among other elements, a participant snapshot for court. This report can be customized by each court from within ACCM to display the information pertinent to your court’s specific program. In addition, ACCM follows the guidelines of the National Association of Drug Court Professionals (NADCP) 10 Best Practices and generates reports to provide information on key metrics. The utilization of these reports has helped current customers obtain additional grants and funding through the ease of ACCM reporting. FivePoint Solutions is always developing new reports and releasing them to their current clients.

*Quick Enrollment:*

ACCM features a quick enrollment panel for new participants. This panel allows for users to quickly add basic information for a participant to auto populate various parts of the system. Examples of the quick enrollment fields are Contact Information, Place of Employment, Assessment Scores, Criminal History, Drug Use History, Mentors, Sponsors, Marital History, Demographics, Family Contacts, and Education.

*Security:*

Through Administrative Rights, user names and passwords are issued to every User. Original passwords will be provided by the System Administrator when the user account is set up. Passwords can be reset by designated Team Members with Administrative rights. Individual users can manage their own login and password information.

Users are identified by Roles. Roles have a unique profile that allows Users to perform system functions specific to their rights of access. Security is of paramount importance when dealing with Participant personal data and progress notes. Security for User Roles is assigned data panel by data panel. Through analysis FivePoint Solutions will work with each court to determine which Roles should access certain data, view certain data, or have it hidden from their settings.

*ACCM Dashboard:*

ACCM courts will have the option to enable widgets on a dashboard customized by each user. These widgets will include calendars, alerts, announcements from FivePoint and Court Administrators, different ways to display various reporting metrics (graphs, charts, numerical values, etc.), the ability to run your favorite reports, and direct links to clients assigned to you. The dashboard will give users an easy way to view different pieces of information that is being pulled from within the ACCM software.

*Scheduler*:

FivePoint is in the process of developing a new feature called *Scheduler*. S*cheduler* will display a user’s assigned tasks, meetings, and events they must conduct that day or week. The *Scheduler* will also display a calendar of events in the system for each participant to see assigned sessions and any meetings a participant may have notified staff about which would cause them to miss a previously assigned session. The *Scheduler* will also allow for an Email or SMS message to be sent to each participant notifying them they are scheduled for a new appointment. FivePoint believes this feature will not only help Court Users be aware of their tasks and the participants, but believes a real-time calendar notifying participants of their assigned groups will increase Participant Compliance and increase graduation rates.

*Ad-Hoc Court Calendar*:

The new Calendar will allow users to customize what they want to appear week to week on the Court Calendar. Courts can build templates for different court hearing types. For example, a termination hearing calendar can be generated for a participant to display a complete history of the participant’s drug screens, sanctions, incentives, and community service. Courts can customize each template to display any data from ACCM to appear on the new Ad-Hoc Court Calendar.