

eCare Framework V.2

Case Management & Reporting Solution for Fostering Services

Anytime. Anywhere.





eCare Framework - An Overview

The eCare Framework application offers a comprehensive, integrated set of tools to effectively manage all fostering processes in an organization. It is a sophisticated case management system, as well as a wide-ranging and effective management information and reporting system.

The eCare Framework for Fostering Services is accessed on-line, which makes it ideal for working-from-home, multiple office locations and remote Internet access. eCare Framework supports organisations with multiple locations by maintaining centre-wise data. It can be installed on one's own server or via the one hosted by Social eCare.

The eCare Framework is attractively designed with maximum ease of usage. Social Workers, Administrators, Finance Officers, Managers, Foster Carers and even Local Authorities can begin to input and retrieve information immediately. All important and critical activities are notified by email, well in advance, to all concerned persons, including due dates for Statutory and Health Checks, LAC and Carer Annual Reviews. The full customer support system helps in managing the user's questions and issues related to training and business processes.

The application is divided into eight different modules - Child, Carer, Duty, Recruitment, Administration, Finance, HR and Support. All modules are integrated with each other to reduce data duplication. Through the relevant modules, the following core activities can be managed.

- Referral, matching and placement of children
- Application, assessment, approval and supervision of foster carers
- Case recording by social workers and foster carers
- Invoicing, receipt and generation of payments
- Production of regular management information reports, and Ofsted and local authority monitoring forms
- Management of user access and rights on a flexible basis
- Management of employee records

The Core Advantages

With eCare Framework, the user can gain a wide range of benefits for their investment.

Best Service with Enhanced Productivity & Insight

- Offer better care by having access to the right information at the right time.
- Proactively perform activities on time, as the system sends out reminders for all major actions, e.g. Statutory Checks Renewals, Annual Reviews, etc.
- Social workers can focus on quality of care rather than struggling with paper work to locate the required information.

Lower Cost

- Minimise expensive human resource time by making management of information easier and clear-cut.
- Save day-to-day operational costs by spending less on office stationary, files, folders and postages.
- Save on IT as eCare Framework requires minimal IT infrastructure and training.



The Structured Reports

eCare Framework generates a range of management and performance information reports, which can be emailed or printed very easily. Statistical reports can be produced in an attractive graphical format, covering patterns and trends in activity, as well as outcomes for children and carers. A unique feature of the eCare Framework application is the regular child's progress report against the **Every Child Matters** outcomes, which provides an evidenced record of how the child/young person is developing in his/her placement.

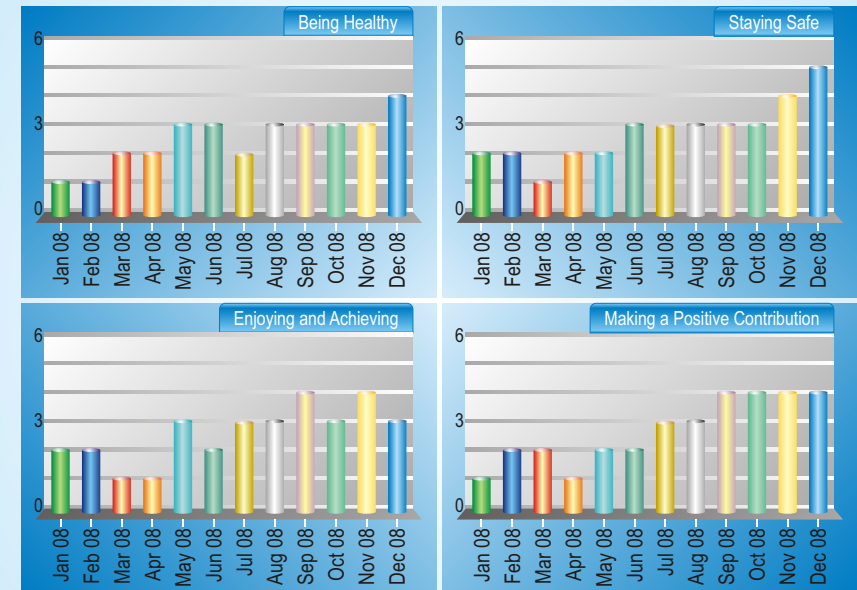


Figure: Child's Progress against ECM Outcomes



The Recruitment & Carer Modules


The Recruitment Module incorporates all the key activities such as submission of online initial interest application form, recording of prospective carer information and processing of the application to the next stage. The system provides easy tracking of status as the applicant is visited at home, moves on to become a prospective carer, undergoes assessment and then is approved as a foster carer. The core data needs to be entered once only, and then it automatically populates subsequent forms thus saving time and reducing clerical errors.

The Recruitment Module is fully integrated with the Carer Module. The Carer Module records recurring data and events, such as health and safety assessments, safe care strategies, supervisory home visits, annual reviews, training profiles, feedback from local authorities, decision sheets, seeking chair's approval, nominated carer details and statutory check lists. It has a tool to upload photographs and scanned documents. It can be used to deregister an approved carer, with the former carer's record remaining on the system.

The Duty & Child Modules

The Duty Module records a child/ young person's referral, matches the most suitable foster carer against specific criteria such as age range, makes the placement, and assigns the case to agency and local authority social workers. A fee rate can be set for the placement, and this links to the Finance Module. In the event that a suitable match is not available, a child/ young person can be transferred to NFA (No Further Action). Their record will remain on the system.

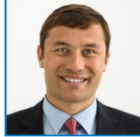

The Duty Module is fully integrated with the Child Module. The Child Module of eCare Framework can handle all the young person information such as referral details, family and siblings, placement and discharge, educational,

Child									
	<table border="1"> <tr><td>Child Code</td><td>CHC-1</td></tr> <tr><td>Full Name</td><td>HILTON, ANNE</td></tr> <tr><td>D.O.B.</td><td>27/01/2004</td></tr> <tr><td>Gender</td><td>FEMALE</td></tr> </table>	Child Code	CHC-1	Full Name	HILTON, ANNE	D.O.B.	27/01/2004	Gender	FEMALE
Child Code	CHC-1								
Full Name	HILTON, ANNE								
D.O.B.	27/01/2004								
Gender	FEMALE								

Personal Details	Last Update	Health and Education Details	Due Dates	Placement Details
Nationality	BRITISH	Referral Date	11/10/2006	
Religion	CHRISTIAN - C of E	Local Authority	BRENT	
Ethnicity	WHITE BRITISH	LA Telephone	0208757422	
Immigration	BRITISH CITIZEN	LA Social Worker	MIKE ANTHONY	
Disability (if any)	NONE	Area Team	SOUTH	

Figure: Child/Young Person Record

medical, employment, incidents, sanctions, out-of-hour events and monthly progress. It can upload important documents and store them with the child/ young person's other information.

First Applicant		Second Applicant																	
	<table border="1"> <tr><td>Full Name</td><td>THOMAS, CRAIG</td></tr> <tr><td>D.O.B.</td><td>09/10/1975</td></tr> <tr><td>Ethnicity</td><td>WHITE BRITISH</td></tr> <tr><td>Religion</td><td>CHRISTIAN - R C</td></tr> </table>	Full Name	THOMAS, CRAIG	D.O.B.	09/10/1975	Ethnicity	WHITE BRITISH	Religion	CHRISTIAN - R C		<table border="1"> <tr><td>Full Name</td><td>THOMAS, CARLA</td></tr> <tr><td>D.O.B.</td><td>04/04/1978</td></tr> <tr><td>Ethnicity</td><td>WHITE BRITISH</td></tr> <tr><td>Religion</td><td>CHRISTIAN - R C</td></tr> </table>	Full Name	THOMAS, CARLA	D.O.B.	04/04/1978	Ethnicity	WHITE BRITISH	Religion	CHRISTIAN - R C
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Ethnicity	WHITE BRITISH																		
Religion	CHRISTIAN - R C																		

Personal Details	Last Update	Style Check	Current Placement Details
Care Code	FCC-1	Email	Craig@socialcare.com
Address	10 Church Court 58 Station Road	Date of Approval	01/02/2009
Telephone	0208878723	Total Vacancies	2
Allocated SW	Mike, John	Review Date	28/04/2008
Mobile	0770254324	Next Review Date	28/04/2009
Fax	0207445464	Category of Approval	00-18 EITHER GENDER

Figure: Foster Carer Record

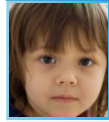
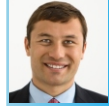

General Placement of a Child													
	Child Name (Code)	HILTON, ANNE (CHC-1)											
	Age	5 Year(s)	Gender	FEMALE									
	Ethnicity	WHITE BRITISH	Religion	CHRISTIAN- C of E									
	Disability	NONE	Immigration Status	BRITISH CITIZEN									
Back Next		Select a Carer: THOMAS, CRAIG (FCC-1)											
First Carer	Date of Approval	01/02/2009	No of Vacancies	2									
	Bedroom Available	2	Fostering Interests	None									
	Address	10 Churchill Court 58 Station Road, North Harrow, MIDDLESEX HA2 7SA											
Second Carer		Phone: 0208878723 Mobile: 0770234324 Email: craig@socialcare.com											
	Current Placement	<table border="1"> <tr> <th>Child Name (Code)</th> <th>Local Authority</th> </tr> <tr> <td>GALLANT, CONOR (CHC-23)</td> <td>Brighton</td> </tr> </table>	Child Name (Code)	Local Authority	GALLANT, CONOR (CHC-23)	Brighton							
Child Name (Code)	Local Authority												
GALLANT, CONOR (CHC-23)	Brighton												
	Carer Birth Children	<table border="1"> <thead> <tr> <th>Name</th> <th>Date of Birth</th> <th>Relationship</th> </tr> </thead> <tbody> <tr> <td>John Thomas</td> <td>07/02/1998</td> <td>SON</td> </tr> <tr> <td>Steve Thomas</td> <td>02/09/1998</td> <td>SON</td> </tr> </tbody> </table>	Name	Date of Birth	Relationship	John Thomas	07/02/1998	SON	Steve Thomas	02/09/1998	SON		
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John Thomas	07/02/1998	SON											
Steve Thomas	02/09/1998	SON											

Figure: Matching Child to Foster Carer



The Finance Module

The Finance Module is linked to the data entered elsewhere in the application, and will take care of invoicing and payments, both regular and one-off. Since activity in this module is integrated with the fostering data, for e.g. placements and movements of children, there is no room for human error. There is no need to manually add figures, as the Finance Module will automatically process invoices, payments received and payments to foster carers.

CRAIG THOMAS
10 Churchill Court
58 Station Road,
North Harrow,
Middlesex HA2 7SA

Social eCare Solutions (UK) LLP
10 Churchill Court
58 Station Road
North Harrow
Middlesex HA2 7SA

Foster Carer/s Payments
Billing Period: 01/02/2009 to 28/02/2009

Allowance No.: 578	Date: 01/02/2009	Account Name: CARIG THOMAS				
Child's Name	D.O.B	Admission Date	Leaving Date	No. of Days	Unit Price (£)	Net Amount (£)
ANNE HILTON	27/01/2000	08/01/2009	20/20/2009	20	320.00	914.20
CONOR GALLANT	13/07/19975	15/12/2008	N/A	28	342.00	1368.08

Any queries please call John: 0800-123-456

Total	
Net Amount	2282.28
Additional Amount	140.00
Deduction	-50.00
Child Savings	-68.64
Previous Balance	0.00
Allowance Total	2303.64

Figure: Foster Carer Payments

The Administration Module

A user's access to the application depends upon the level of access they have been assigned and this is usually dependent upon their role in the fostering process. One can create roles with specific access rights to various parts of the system such as Foster Carers, Local Authority Social Workers, Independent Assessors, Supervising Social Workers and Finance Officers. The Administration Module does not require any particular IT skills. In Dropdown Management, many data menus, which are used frequently across the application, are maintained - such as Country, County, Religion, Ethnicity, and category of approval. These can be added to or adapted to suit local requirements.

Figure: Role Management

Select Privileges

Role: Administrator << Back

Select row	Module	Function	View All	Add All	Edit All	Delete All	Email All
<input type="checkbox"/>	Foster Carer	Carer Famil Details	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete	<input checked="" type="checkbox"/> Email
<input type="checkbox"/>	Foster Carer	Day Long/Journal Entries	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete	<input checked="" type="checkbox"/> Email
<input type="checkbox"/>	Foster Carer	Decision Sheet	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete	<input checked="" type="checkbox"/> Email
<input type="checkbox"/>	Foster Carer	Equipment Inventory	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete	<input checked="" type="checkbox"/> Email

The Scheduler & E-mail Notifications

E-mail about specific events such as new placements or movements of children can be automatically sent to any designated user. Scheduler informs users about important jobs to be done in near future. It helps users to plan their activities well in advance.

The Support Module

Support is an in-built case registration tool to report issues and bugs to our development team.

Our Valued Clientele

- Families for Children
- Progress Children's Services
- Sankofa Care
- FosterCare UK
- Swan Fostering
- 24Seven Fostering
- Anchor FosterCare
- Rainbow Fostering Services

The HR Module

Employee

Employee No.	EMC-1
Title	Mr.
Full Name	SMITH, KEANE
D.O.B.	01/11/1980
Gender	MALE

eCare Framework provides a fully integrated HR Module. The HR Module maintains organisational and employee records. One can keep track of each employee's job details, emergency contacts, supervision records, etc. The employees can also access their own records in the HR module and keep it updated.

Personal Details		Job Detail		Emergency Contact		Other Details	
Nationality	BRITISH	House Number	10 Churchill Court	Street	58 Station Road	City	North Harrow,
Religion	CHRISTIAN - C of E	County	MIDDLESEX	Country	UNITED KINGDOM	Postal Code	HA2 7SA
Ethnicity	WHITE BRITISH	Home Phone	0208454646	Personal Mobile	0794534544	Personal Email	keane@socialecare.com
Marital Status	SINGLE						
Maiden Name	KEANE						

Figure: Employee Record



Social eCare Solutions (UK) LLP

10 Churchill Court, 58 Station Road, North Harrow, Middlesex HA2 7SA
Tel. 0800 634 7565, Fax. 0845 310 6890. sales@socialecare.com

www.socialecare.com