

CASE BRIEF

An Affordable, Secure Solution Saving Time and Money

Family Partnerships of CT is a Windsor, CT-based community service provider that facilitates access to support resources for people with special needs. The organization was established in 2001 to address a service delivery gap between families, state agencies and communities.

Administratively, most aspects of running Family Partnerships used to involve paper-intensive processes. Very little was automated, resulting in unnecessary costs, frustrated employees, multiple compliance challenges, trouble taking on new clients and too much focus on non-mission related activity.

Executive Director Susan Miller felt it had become necessary to invest in an automation solution that would at least tackle the most pressing of their administrative burdens. She called on Triple Helix to come up with an affordable answer for automating caseworker time entry, documenting progress notes, invoicing and reporting, where the need to have the right information available for CT DDS and financial audits was paramount.

The solution developed was a secure web portal through which employees can enter their time, with logic built in to ensure the hours entered are valid for what the contract allows. Too often, employees had been working and reporting more hours than contracts stipulated, resulting in Family Partnerships not being able to bill for that time.

more on reverse side...



“Initially, I was just hoping to improve time tracking for employees and be in a position to pass an audit from the state or a financial audit.

But what Triple Helix built gave us a lot more than that, and the flexibility to automate other processes on a pay-as-you-go basis, which is very important for a budget-strapped organization like ours.

I have much more peace of mind with this system in place and support from Triple Helix just a phone call away. They’ve been great to work with – a partner we needed.”

*- Susan Miller, Executive Director,
Family Partnerships of Connecticut*



We develop custom web applications that drive bottom-line impact for our customers.

Applications are designed to reduce or eliminate repetitive processes and automate the data-flow so that ‘time wasted’ turns into ‘time saved’.

Triple Helix Corporation
Real Solutions to Improve Your Business

Through accurate recording of time worked and the progress notes for each client, the structure was in place to then automate invoicing and the organizing of case notes to satisfy audit requirements. Also, because of the flexibility inherent in the open source design for this solution, accommodating requirement changes such as a recent new state reporting mandate can be done quickly and inexpensively.

It is a system built to be modular and adaptable, allowing organizations like Family Partnerships to pay for exactly what they need now and then add functionality over time.

The result for Family Partnerships has been a transformational improvement in their business operations and an ability to successfully prepare for and maneuver through the audit process.

- Time entry is simple and accurate. Hours worked that can't be billed for have been eliminated.
- Employees love the convenience of entering time and progress notes from any device.
- Reporting for state purposes is now automated on the back-end, greatly reducing human error and the time required to manually aggregate and prepare the data.

In addition, integration "hooks" are part of the modular design, meaning that additional functionality can be implemented easily, i.e. seamlessly connecting to ADP's web-based payroll system.

That sums up the Triple Helix difference. Real solutions to improve your business.



We help businesses improve how their data is managed – streamlining inefficient workflow processes, providing real-time visibility to information that's hard to access, integrating systems that don't talk to each other, or analyzing data to uncover the possibilities that produce smarter, quicker decision making.

As data grows exponentially in your business, the sheer volume can be unbearable and unproductive. Managed effectively, data can add value to your business processes. Information overload can be redefined as information opportunity.



Real Solutions to Improve Your Business.

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