






Software for Nonprofit Evaluation and Case Management

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Many systems exist to manage the wealth of data nonprofits collect. As part of our evaluation consulting work, Innovation Network team members are often asked to recommend systems to our nonprofit clients. The purpose of this document is to share with the field our most recent scan of existing software. We hope this information is helpful to you, and we encourage you to contact us with feedback (info [at] innonet [dot] org).

Company / Software	Focus	Recommendation
Community TechKnowledge Online Data Manager (ODM) www.communitytech.net	The ODM is a HIPAA compliant, web-based data management system that can be used by any human service organization to track clients – by individuals, households or groups, or by staff, volunteers and overall agency/collaborative activities. The ODM provides real-time reports on consumers, demographics, service provision, outputs/outcomes and more.	
VistaShare Outcome Tracker www.vistashare.com	Outcome Tracker provides a full range of features for measuring client demographics, services, and outcomes, including: <ul style="list-style-type: none"> • Client and Family intake data • Multiple roles/programs per client • Client outcomes • Case management, including unlimited fields and notes • Referrals • One-to-one services • Unlimited fields and notes for each service • Follow-up tasks for staff • Ability to report on any data • Standard reports, including outcome changes over time • Flexible options for assigning security / permissions to users • Import data from a spreadsheet 	

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Design Data www.ddco.com Outcomes Results System www.outcomeresults.com	The Outcome Results System (ORS) is a complete software application that provides human service organizations the ability to collect, track, analyze and report all of the data that is critical to their operations. No matter what types of services your organization provides, ORS has the tools and features to make data collection and reporting seamless. ORS is designed to run in both a single and multi program environment, which enables both large and small organizations the ability to more effectively run their operations.	
CitySpan Cityspan Provider™ www.cityspan.com	Cityspan Provider™ tracks services to clients. Comprised of customizable components, the module helps direct service providers monitor, manage and report on their services. With the software users are able to manage their data with greater efficiency, streamlining tedious administrative tasks and increasing productivity.	
Social Solutions Efforts to Outcomes www.socialsolutions.com	Social Solutions is the leading provider of performance management software and services for nonprofit organizations. The core value of ETO Software® lies within its reporting capabilities. These capabilities provide you with fast, secure access to information that will empower you to: <ul style="list-style-type: none"> • Identify which of your efforts, services, staff and programs are most effective at achieving desired outcomes • Identify and track key trends • Monitor participant attendance • Manage and analyze participant demographic data • Analyze assessment results • Manage referrals • Maintain a comprehensive history of participant information • Address multi-funder reporting obligations - in minutes 	

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<p>Athena Case Management</p> <p>Penelope www.athenasoftware.net</p>	<p>Meet Penelope, a client management solution that is feature rich, and designed specifically for mental health, social and community services, with a flexibility and scalability to suit your unique needs.</p> <p>Penelope has been successfully deployed in a diversity of organizations, institutions and government departments providing a broad range of services. Penelope Highlights:</p> <ul style="list-style-type: none"> • Available as a Secure Online Hosted Service or for Installation on your Server • Extensive Client Demographic and User-Configurable Information • Streamlined and Customizable Intake / Client Registration Process • Custom Document Creation / Form Building Tools • Custom Outcomes Instrument / Survey Building Tools • Complete Accounts Receivables including x837/ EDI and CMS-1500 • Wait-listing, Alerts and Reminders • Custom Staff Home Pages • Powerful Scheduling / Calendaring Features • Custom Service Configuration • Custom Staff Security Configurability • Over 150 Reports with Data Export • Enables HIPAA Compliance • Data Export Capabilities via ODBC (to Excel, Access, Crystal. SAS, SPSS etc) 	

Additional systems that were reviewed:

- Luther Consulting; EvalWeb (www.evaluationweb.com)
- MemberTrack (www.member-track.com)
- Shah Software; Client Tracking Software System (www.shahsoftware.com)
- CMA Technologies; cmTools (www.cmatechnologies.com)
- nFocus Software; Trax (www.traxsolution.com)
- Canadian Outcomes Research Institute; HOMES (www.cori.ca)
- Results Technologies Solutions, Inc.; ResultsOnline 2 (www.resultsonline2.net)
- JABR Software; Client Case Management System (www.jabr.com)
- Agency Systems (www.agency-sys.com)