



Diversion Center Case Management

BUILT ON TYLER'S APPLICATION PLATFORM

Diversion centers offer a holistic and forward-thinking approach to addressing the interconnected factors of mental health, homelessness, addiction, and criminal behavior. By focusing on reducing recidivism and promoting rehabilitation, diversion centers are able to alleviate overcrowded jails and prisons, lower costs associated with traditional incarceration, and make the community safer. With so much at stake for program participants, residents, and communities, program administrators, law enforcement officers, and health workers cannot afford to waste time shuffling through paper files or entering duplicate data into the system to manage incoming participant details, authorizations, and other critical information.

With over 40 years of experience serving criminal justice, corrections, and health systems, Tyler Technologies understands the challenges related to managing diversion center programs and the participants in these programs. The Diversion Center Case Management software application is designed to efficiently manage all aspects of program administration, from intake and assessment through referral and discharge.

WORKFLOWS TAILORED TO MEET YOUR NEEDS

The Tyler Diversion Center Case Management application is continuously configurable to meet the evolving needs of participating organizations. Using customized business rules and workflow management, this modernized, FedRAMP and HIPAA-compliant system automates processes to streamline workloads and tasks. The configurability of the system support centers in staying compliant with any new or changing program, funding, or regulatory requirements.

SUPPORT FOR PARTICIPANT ORGANIZATIONS

- Collaborative case development and management
- Increase efficiency with streamlined processes
- Role-based permissions and access
- Automate document handling
- Maintain FedRAMP and HIPAA compliance
- Integration capabilities with partner organizations

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This allows administrators, law enforcement officers, and health workers the freedom to collaboratively focus on referring in-need individuals to meaningful services and diverting them away from the criminal justice system.

WORKLOAD AND DOCUMENT MANAGEMENT

By automating processes, the application supports collaborative case development to better manage workloads. Configurable features like task lists, email templates and notifications, case notes, and built-in alerts allow participant organizations to spend less time on administrative work and more time focused on program participants. Participant-specific information, such as consent, assessments, and referrals, is attached to a profile and can be associated to multiple cases, while case-specific documents, like an encounter, are associated with a specific case. The end result is that participant-specific information can be tracked separately from each of their cases (active or inactive). This allows for a more organized way to manage, store, and retrieve information.

ROLE AND PERMISSION-BASED ACCESS

Roles and permissions are carefully delineated, granting case managers, health workers, and administrators distinct access levels, down to the field level on forms and web pages. Law enforcement officers will have access to input basic participant data upon drop off, without ever logging into the system. A user-friendly web-based portal facilitates electronic filing of data and provides real-time status updates on encounters. To ensure transparency and accountability, audit logs will meticulously track all changes made to records and cases.

DATA-DRIVEN INSIGHTS

With Tyler's Diversion Center Case Management application, administrators can analyze collected data from records and cases, as well as arrest and charge data from jails. Reporting capabilities allow for the generation of comprehensive reports to demonstrate program success for funding partners and auditing purposes.

HANDLES ALL YOUR REPORTING NEEDS:

- Dashboard-style reporting
- Standards and indicators
- Management and performance reports
- Fiscal reporting
- Ad-hoc report
- Standard and advanced searching

PROVIDING IMPLEMENTATION FLEXIBILITY

The Diversion Center Case Management application is built on Tyler's Application Platform. It is designed using open standards, open architecture, and platform independence, offering extensibility, interoperability, and portability to organizations of all sizes. In-house developers can fine tune the Diversion Center Case Management application to accommodate unique requirements, dramatically reducing both implementation time and cost.

To learn more or to request a demo, contact our sales team at 833.895.3783 or via email at info@tylertech.com.