

# CaseFLO

WCG is a leader in developing and effectively using online case management technology. CaseFLO, WCG's proprietary case management application, was developed to record client and employer information that is available in real time. It provides accurate statistical data and effective, timely reports to our business partners' managers and program staff. WCG can account for every client, measure daily progress and track all outcomes, enabling efficient management of case information.

CaseFLO is a user-friendly web-based tool combined with a secure database to allow staff to input, retrieve and modify case information anytime, anywhere. CaseFLO's direct data entry by field staff means increased data entry accuracy, lower data entry costs and increased efficiency in information sharing. CaseFLO also allows customers

to gain operational efficiencies, manage finances and generate up-to-the-second management reporting, and it can be scaled to accommodate any number of users.

Our CaseFLO technology is currently used by WCG and our partners across Canada. WCG has implemented case management technology solutions for municipalities, nonprofit organizations, private sector companies and provincial and federal governments.

This highly secure and customizable system requires minimal IT support and training, and supports the delivery of small, community-specific employment programming as well as large national programs.



## Features

- links to external and customized online job banks
- call centre and help desk support
- matches job seeker's skills and goals to current employer job postings
- securely links to existing government case management systems
- fully auditable and meets federal government financial regulations
- easily customizable and scalable
- secure end-to-end coverage for every stage of interaction
- web-based with real time access and up-to-the-minute information
- unlimited storage capacity
- support for multiple users in multiple locations
- user reports created on demand
- electronic billing and integration with financial systems
- multilingual support

# Testimonials

Since 2001 WCG has developed and implemented hundreds of CaseFLO applications as easy-to-use solutions for human services programs, including:

- employment and case management services
- funding administration and enforcement
- income assistance management
- juvenile and youth services
- job readiness assessment and monitoring
- consumer services
- disability and vocational rehabilitation services
- corrections-based re-integration
- labour relations



“March of Dimes has been using CaseFLO case management system for a number of years. The system is adaptable which allows us to meet the needs of our organization and the requirements of our funding partners. The system ensures our client records are kept private and secure yet available to approved staff via internet access. System development/modification when necessary has been easy to accomplish. Support and service through the CaseFLO Help Desk or other technical staff is responsive.”

*Judy Quillin - March of Dimes Canada, Director, Employment Services*

“CaseFLO is an excellent tool that helps us to manage our clients’ information in an easy user friendly manner. We are able to easily enter day to day notes, interface referrals and upload documents with ease. It really is a cutting edge tool.”

*Elizabeth Farrell - City of Ottawa, Manager, Employment Services*

“When using CaseFLO, I can quickly and securely access client information, whether I am meeting with them in my office or at a location of their convenience in the community. CaseFLO is by far the most user-friendly and reliable case management application I have used.”

*Karen Reid Chupa - WCG VR Specialist*

“CaseFLO is a very useful case management tool. It makes the “flow” of my work as a VR Specialist much more efficient and streamlined. The ability to upload documents, add notes and review files online at a glance is a significant time saver.”

*Colleen McParland - CanVet VR Specialist*