



Safe Horizon



"ClientTrack helps us a lot.
With one data analysis...
of agency-wide stats, we can
create reports really quickly.
And it helps us address
data entry problems. If, for
example, a user is entering
cases, but not referring
victims for services, we can
see that."

VICKY ROYTER
Director of Data Systems Architecture
for Safe Horizon

Angelica's Story

In 1996 Safe Horizon, which was founded in 1978, became the first child advocacy center in the country to have a multi-disciplinary team of experts all co-located in one child-friendly setting. For victims such as Angelica, a nine-year-old who was sexually abused, a co-located response meant that every service—from enforcement and prosecution to healing—was coordinated in one place. Of immediate benefit to Angelica, she only had to tell her story of abuse once, rather than an average of eight times for children in traditional, siloed agencies. Angelica and her father received a swift and comprehensive response and treatment to help them recover.

Protecting the Most Vulnerable

Today, Safe Horizon is the go-to expert for child abuse in all five boroughs of New York City. As of 2018, the agency served over 9,000 children and their families. Each borough of New York City has a Child Advocacy Center (CAC) where children who have experienced sexual abuse or severe physical abuse can get the care and resources they need. The CAC's multi-disciplinary team includes law enforcement, child protective specialists, prosecutors, medical professionals, counselors, and victim advocates. CACs are not walk-in facilities; all children receiving services through the Child Advocacy Center must be referred through either the NYPD or the NYC's Administration for Children's Services.

In addition to the Child Advocacy Centers, Safe Horizon's other comprehensive, cross-agency services are:

1. Legal, Court, and Precinct programs: Includes Family Justice Centers, family and criminal courts, supervised visitation, Crime Victim Assistance Program, Domestic Violence Law Project, Immigration Law Project, Anti-Trafficking Program and Restitution
2. Shelter and Hotline Programs: Domestic violence shelters, Streetwork Project for homeless youth, domestic violence and crime victims hotlines, Project SAFE lock replacement
3. Counseling, Community Programs, Child Trauma Response Team, and SafeWay Forward, providing services to the entire family

To integrate these programs effectively, Safe Horizon has relied on Eccovia's ClientTrack Platform since 2009. Utilizing the ClientTrack Design Tools, Safe Horizon's dedicated team can customize workflows, intake forms, and even interfaces, allowing each agency service to be tailored to meet each client's unique needs.

Safe Horizon resources are built on the belief that clients are the experts about their own lives. Programs should provide the tools they individually need to choose how they want to move forward with their lives. The care and service are designed around victims and their families.

This is easy to say and hard to do. Each case of child abuse is dynamic, complex, and fluid. Sometimes multiple children in the same family are involved, yet each child's case can be different. Cases can follow children into

adulthood, which may necessitate tracking the individual as part of multiple cases. Though they are the same client, it is important for advocates to be able to track each legal case individually. For the Child Advocacy Center project, Safe Horizon used the ClientTrack Design Tools to build a custom workspace where they track clients and their family members and dynamically assign whether they are the client or a family member in the case.

According to Vicky Royter, the Director of Data Systems Architecture for Safe Horizon, ClientTrack offers several benefits. These include:

- » The ability to share data with external partners
- » A common data platform enables powerful reporting and analytics for individual agencies
- » Tight security controls maintain client confidentiality while providing users access to required information as needed
- » Flexibility to continue expanding the solution as our programs expand or new ones are added.

Because the workspace in ClientTrack is tailored to the victim, it creates flexibility to create a sophisticated, client-centered program to help children.

Looking Forward

As Safe Horizon continues to expand their program offerings in order to help more individuals overcome trauma and move on with their lives, ClientTrack will continue to play a key role in serving their clients.

To learn more about how your organization can benefit from partnering with Eccovia and our industry-leading ClientTrack software, visit eccovia.com or call **888.449.6328** to speak with one of our experienced Solution Experts.



Eccovia provides an industry-leading, care coordination platform for state and county Medicaid waiver programs, refugee resettlement programs, accountable care organizations (ACO), and community-based provider coalitions. Our platform helps agencies collaborate to address the physical, behavioral, and economic factors that improve the overall well-being of individuals and communities.