



Softcare

Solutions for helping people

Softcare helps human service agencies increase their capacity and capability for helping people through the integration of information technology in service delivery. With Softcare Solutions, agencies achieve *measurable and sustainable gains* in face-to-face service time with their clients — gains that translate to hundreds of service hours and thousands of dollars for helping people.

What are Softcare Solutions?

Softcare Solutions are a unique combination of **software** tailored to suit agency requirements and **professional services** to ensure sustainability for long-term, measurable improvements in service delivery:

- a software application that works as a *client services management tool* for practitioners *and* an information tool for management at every level in the services system — case, service, program and agency managers and their funders.
- a *change management process* that helps agencies find new ways of delivering their services to clients through the transfer of case management knowledge and skills.

The philosophy of Softcare is that a service management information system which supports the work of practitioners providing services to clients will provide all the information supervisors, managers and funders require. Thus, the information that supervisors require for case and staff supervision and that managers require for program planning, evaluation and accountability, is generated as front-line practitioners record their day-to-day activities and time with and on behalf of their clients using Softcare CaseManager.

Who benefits from Softcare Solutions?

- **Clients** — who receive more and better services.
- **Staff** — who gain more time to deliver the services they were trained to provide.



- **Agencies** — who achieve, and can demonstrate, increases in services from their available funding.
- **Funders** — who see more services, improved quality of service and higher levels of accountability.

What kinds of service programs can Softcare Solutions help?

Softcare Solutions can help virtually any kind of service program that keeps individual case records for clients: health, mental health, home care, addictions, protection, vocational training, employment, counselling and support, shelter, corrections, income maintenance, education for students with special needs — and more.

To see the results of five community mental health agencies using Softcare Solutions over a three-year period as participants in the Solutions in Mental Health program, [click here](#).

What is Softcare?

Softcare, based in Toronto, is structured to best serve its diverse clientele of public, non-profit, charitable and for-profit human service agencies through the Softcare Corporation and its charitable partner, Softcare Institute. These two, independent corporations share the Softcare vision and participation in governance, as well as the development, ownership and delivery of Softcare Solutions.