

2019 Paul H. Kusuda Special Projects Fund Grant

Final Report: NewBridge

Amount Awarded: \$5,646

NewBridge Madison applied for grant funding of \$5,646 to upgrade the desktop computers used by our case management staff. At the time of the merger of the four Madison Senior Coalitions, there was a disparity among the computer systems at each location. Many of our case managers were using Windows 7 and experiencing long wait times when opening the NewBridge database or case management files.

In January 2019, NewBridge Madison combined our four case management programs into one program. Case managers were assigned clients throughout the city of Madison and needed to work out of more than one office location. This required us to provide uniformly efficient computer service with the appropriate computer technology in place at each office.

The funding NewBridge Madison received from the 2019 Paul H. Kusuda Special Projects Fund Grant allowed us to replace 10 old desktop computers, used by our case managers, with new lap top computers. The grant monies also allowed us to upgrade our case managers to Windows 10. DANenet helped with the installation and training of staff. All of our 14 case managers now have a lap top computer and Windows 10. Staff were trained and using their new computers by the end of August.

By integrating our administrative and programming functions and with new computers in place, we saw a reduction in duplication of work, increased efficiencies in data collection and reporting, and a higher quality of service during the last quarter of 2019. Staff are now better connected to the NewBridge database, have quicker access to this information and other information resources, are better able to share information, and more able to move between the various office locations.

Due to factors related to the merger process, we did not achieve our goal for the number of case management clients served in 2019. However, we fully expect to see an increase in numbers for 2020 as a result of having a more efficient and uniform computer service in place. We anticipate these new computers will be in place for three to five years.

Prepared by Jim Krueger, NewBridge Executive Director (1/22/20)