unqork

Health and Human Services Case Management

Streamline case management processes into a centralized digital hub to drive improved outcomes for clients, while lowering your agency's administrative burden—without writing a single line of code.

Today, many health and human services providers are overly reliant on manual and paper-based processes, which leads to a high administrative burden, slow turnarounds, limited controls & oversight, and a disjointed client experience.

Digital technologies can help agencies efficiently deliver assistance to those in need, but to be effective, they must seamlessly integrate with legacy systems and provide an intuitive omnichannel experience for all clients. Using a traditional code-based approach, it would be difficult and time-consuming to build a custom case management solution, which is why agencies are hesitant to invest the resources. This is where Unqork's ability to accelerate the development of robust case management solutions can be a game-changer.

Unqork's enterprise no-code platform comes "out-of-the-box" with all the toolsets and industry-specific elements necessary to build and manage a robust application (e.g., front-end UX, workflow, rules engine, analytics, integrations, and maintenance). Since they're all components of the same unified platform, everything works together in harmony, accelerating the development of solutions. Using Unqork, government agencies and healthcare organizations can completely virtualize complex workflows in just weeks, instead of months that it would take using a traditional code-based approach.

With Unqork, public agencies can rapidly build—and effectively manage—a case management solution that allows a client to connect with services through various channels, including phone, web, mobile, and more. The custom solution empowers agencies to streamline processes that previously required in-person transactions, including evaluations, intake, and referrals. Unqork-built solutions easily integrate with existing systems and third-party services to allow agencies to easily collect, collate, and leverage client data. The solution can be used to build administrator- and case-manager-facing hubs that can provide them with a useful overview of an individual case—and easily connect clients with relevant agencies or services.

With robust digitization and virtualization, agencies can increase operational efficiencies, which allows them to provide a renewed focus on helping clients quickly and accurately.

Key Benefits

- ✓ **Seamless end-to-end digital experience:** Leverage modular, configurable components that cover all parts of an in-person process, including intake, scheduling, case management, and video-conference meetings

- ✓ **Improved service:** Provide direct access to flexible applications for tracking and managing clients, volunteers, employees, and case managers

- ✓ **Increased client satisfaction**: Safely—and remotely—connect individuals in need with a wide range of services and assistance

- ✓ **Enhanced public health and support:** Ensure that clients do not endanger themselves and others by seeking out critical information and services

- ✓ **Omnichannel access:** Provide clients with easy access to information and services via the channel that works best for them, be it phone, web, mobile, or more

Key Capabilities

Digital Front Door

Responsive client-facing omnichannel digital portals that offer predictable, organized workflows with smart tools to maximize assistance and prioritize resources

Frictionless Handoffs

Seamless integrations allow case managers to seamlessly hand-off a client to a relevant agency or employee, even within a single session

Tailored Internal Dashboards

Provide administrators and case managers with tailored experiences and access to relevant information, demonstrating case manager or agency-wide performance data as well as individual client outcomes across agencies

About Unqork

Unqork is the industry pioneer no-code enterprise application platform that helps large companies build, deploy, and manage complex applications without writing a single line of code. Organizations like Goldman Sachs, Liberty Mutual, the Cities of New York and Washington, DC and Maimonides Medical Center are using Unqork's drag-and-drop interface to build enterprise applications faster, with higher quality, and lower costs than conventional approaches.

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