



### Client Example

The New York City Department of Health and Mental Hygiene, Office of Mental and Behavioral Health (NYC-MBH) currently uses Maven to efficiently manage several of their mental health programs ranging from crisis and emergency management, to housing services, to the new NYC START program. Maven not only provides a private facing UI for NYC-MBH employees, but also a public facing UI to hospitals and housing authorities allowing direct data entry of relevant information into Maven. The NYC START program provides clients who have recently experienced their first psychosis episode with community resources and timely follow-up. The NYC START program uses Maven as a comprehensive case management platform that efficiently implements their program processes and workflows, collects program data, and provides case management, decision support and analytic reporting.

## Maven Mental Health Case Management System

Mental health and substance abuse are an increasing public health concern. Public health professionals work diligently to implement effective programs within their communities to ensure that individuals can access effective prevention and treatment services for mental and substance abuse disorders.

However, finding a comprehensive, flexible system that can handle everything from case management, to billing, to reporting, and be able to adapt as programs change, was near to impossible- until now. Conduent Public Health Solutions has designed a system, with deep insight into the needs and daily tasks health departments undertake to ensure the advancement of public health. Maven is a highly flexible, comprehensive, web-based case management solution that streamlines program processes, provides decision support, integrates data systems, and delivers advanced data analytics.

### Configure the following Maven functionalities to fit your program needs:

- **Data Collection Modules:** Prompt applicable fields that are relevant to a program or condition
- **Business Rules/Decision Support:** Allow for real-time data quality control measures and intelligent business processes that reduce the burden of overall program resources. Maven automatically identifies cases that meet a defined yet configurable criteria based off of data fields then assigns the case to the respective workflow and/or task.
- **Tasks:** Assign of a task or case to the right users
- **Workflows:** Route information to the right users which enables efficient program processes and decision-support.
- **Reports:** Create custom and ad-hoc reports, line lists, crosstabs, and de-normalized tables with configurable report parameters allowing for effective program and process evaluation.
- **Print Templates:** Leverage intuitive and configurable mail-merge and print template functionality that is directly accessible from the web-browser.
- **Security:** Ensure HIPAA compliant security; jurisdiction and program area restrictions (both role and group based security) in addition to data field level security and audit control.
- **Integration:** Automate data imports and exports via XML, SOAP/Web-Service and text-based formats
- **De-duplication:** Enforce intelligent de-duplication based on similarity scores using fuzzy names and configurable weights
- **GIS:** Leverage built-in GIS functionality – including geo-coding, network mapping, static and animated maps and choropleth maps.