



## Discover Improved U.S. Immigration Efficiency & Effectiveness Through Advanced Case Management Technology

### Current Challenges

- 22 Million Immigrants with Backlogged Status Hearing Trials
- A Record 67,000 Unaccompanied Alien Children (UAC) Detained from January to September 2019
- Media Coverage of Children Separated from their Families
- 170 Care Provider Facilities Filled to Capacity
- Congressional Pressure to Provide Better Care for Each Child
- Need for Technology Connecting Efforts between the Departments of Justice, Health & Human Services, and Homeland Security as well as the Office of Refugee & Resettlement and Immigration & Customs Enforcement
- And a Great Need to Adopt Modern Technology that Provides a Cloud-Powered Real-Time Case Management Solution




## VitalClient

Modernize Case Management,  
Do More, Save Cost & Time!



VitalClient is the next iteration of the VitalChild Solution developed for child welfare by Multi-Dimensional Education Inc. (MDed). Working with some of the largest Systems Integrators and IT companies, VitalClient can be configured within numerous rules engines and built on most major cloud platforms.

### Past Case Management Success & Savings

For a period of time prior to June 2017, a case manager heavy not so technologically advanced Family Case Management Program (FCMP) was operational in five large metropolitan locations. This program was coordinated through Immigration and Customs Enforcement (ICE) with success. For families enrolled in FCMP, 99.3% attended immigration court hearings, 99.4% attended ICE appointments, and FCMP also was effective in securing final removals.

*Compared to \$19,200 for a 20 day stay in an ICE family detention center, 20 days for a family enrolled in a previous case management program cost \$760.*

Specifically, FCMP cost approximately \$38 each day per family unit. By contrast, ICE family detention costs nearly \$320 per person each day. For a family of one parent and two children enrolled in FCMP, the cost was only 4% of what family detention cost.

## Experience Mobile Cloud-Powered Case Management in Real-Time

Every year, tens of thousands of immigrants come to the United States. Many have experienced traumatic conditions along their journey. These conditions may result in mental health or medical crises as they arrive at our border. Meanwhile, their path most likely will involve detainment and management of processes and services provided by the Departments of Homeland Security, Health and Human Services and Justice.

Their arrival sets in motion a series of required court dates to establish their candidacy for an immigration status, or the determination that they must leave. The complexities of their medical and mental health, legal status, and location while they are awaiting their court date create immense pressure on a system that needs support to manage these issues on a daily basis. Hiring more case managers is not enough. Efficient and quality data collection is essential to monitoring individuals and families, and managing their cases requires the most advanced technology.

*VitalClient provides an advanced modular, mobile friendly cloud-powered case management solution to address the wide ranging needs of the immigration*

- ✓ Case Management & Monitoring of Adults, Children & Families
- ✓ Medical & Psychological Treatment
- ✓ Telehealth & Family Video Communication
- ✓ Judge's Planning Guides & Legal Collaboration
- ✓ Secure Cloud Platform
- ✓ Comprehensive Reliable & Valid Data Collection
- ✓ Real-Time Reporting & Outcome Analytics
- ✓ Portable Electronic Immigrant Portfolios
- ✓ Integrated Care Passports







A Case Management Technology Solution that offers the flexibility to build on the most popular cloud platforms

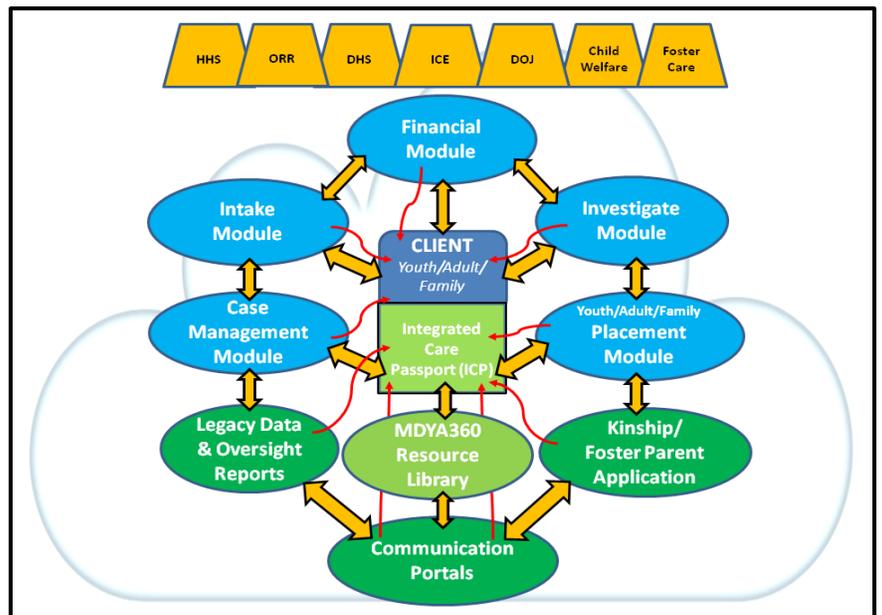
VitalChild  
VitalClient

## From Intake to Resolution

From the initial contact with an individual or family, to managing and monitoring the services, legal requirements and care needed as, VitalClient connects all departments and offices managing immigration processes. Empowering collection of reliable and valid data, VitalClient ensures efficient and effective utilization of resources to address the myriad of required procedures that immigrants and staff encounter.

## We Can Help!

VitalClient's effective analytical strategies provide the essential platform to manage data from the individual, family, regional, and national perspectives. From offering oversight of clinical and care services, documenting unusual incidents, and analyzing overall performance on key indicators across immigration facilities, VitalClient's advanced technologies provide a solution to immigration challenges.



Specializing in evidence-driven evaluation, MDED has worked with more than 150 government agencies and child/family focused organizations, and managed \$20 million in federally funded research on children and adults.