



NEWSLETTER



CRMS passionately strives to be recognized by the communities we serve as Canada's leading provider in mental health software, committing to excellent customer service, continuously excelling to meet the needs of our agencies and the ever-changing needs of their diverse client populations.

CRMS Lite Released

Scaled down version of our CRMS Released

We are very excited about the official release of CRMS Lite, this scaled down version is perfect fit for smaller agencies. It is specifically designed to be easy to use and still provide the rock solid CDS/MIS reporting capabilities as our flagship product CRMS Case Management. CRMS Lite is also ready to receive the CMH

Common Assessment module should it become main stream as well as the consumer satisfaction survey.

Priced accordingly and with no interest payment plans available to suit any budget.

Keys to CDS

CRMS Lite uses the same reporting technology as it's big brother CRMS Case Management.

Our new automatic software patching system allows your agency to receive the latest CDS & MIS reports by simply clicking a button.

For more information please visit our web site www.crms-software.com or call us toll free 1.800.617.1767 extension 222

Marko Palikko
President CTSI
Incorporated



LEVEL I & LEVEL II CERTIFICATION DATES CONFIRMED

We will hosting our fourth series of CRMS Certification programs in January. Sessions will be hosted in Kingston at our training facility. Level I Certification will be January 21 & 22, 2009. Level II Certification will be January 28 & 29, 2009.

Our certification courses not only provide great insight into CRMS but CDS and MIS as well. The Level I Certification course is ideal not only for the

CRMS new comer but a nice refresher for the casual CRMS user. Level II Certification course is designed to make you a true CRMS power user. Both courses expose you features and forms within the application that your agency might not be currently aware of.

For further information please contact our support team 1.800.617.2767 Extension 221.



CRMS NEWSLETTER

Diamond Award Winner!

CRMS would like to congratulate the Diamond Award Winner Youth Services Bureau of Ottawa and the partnering agencies for their success in the Ontario Showcase 2008.

CRMS aimerais féliciter le récipiendaire du Prix Diamant à "Showcase Ontario 2008" au bureau des services à la jeunesse d'Ottawa et leurs agences partenaires.

Child, Youth and Family Crisis Line for Eastern Ontario.

This projects success was contributed to by the cooperation of the following agencies.

1. Centre psychosocial pour enfants et familles:
2. Crossroads Children's Centre:
3. Cornwall Community Hospital:
4. Équipe psychosociale pour enfants, adolescents et familles
5. Mohawk Council of Akwesasne:
6. Phoenix Centre for Children and Families:
7. Prescott-Russell Children and Adult Services:
8. Roberts/Smart Centre:
9. Youth Services Bureau of Ottawa:

This project chose Crisis Line software developed by CRMS in conjunction with our flagship product CRMS Case Management as their technology framework.

Showcase Ontario 2008 Diamond Winner

Child, Youth and Family Crisis Line for Eastern Ontario Submitted By:

Ministry of Community and Social Services

Contributors:

Children, Youth and Social Services I&IT Cluster

In Eastern Ontario nine agencies partnered to integrate existing services into one region-wide crisis response system for children, youth and families. Gone is the confusion about which organization to call in a time of crisis. Now, one bilingual crisis telephone line is available 24/7 with designated and trained staff to refer callers to the most appropriate agency. The first of its kind in Ontario, the Crisis Line improves service access for clients by expanding to rural areas, while improving co-ordination and reducing service duplication. In addition to significant administrative and communication efficiencies, unexpected cost savings were achieved as the region experienced 4% fewer calls to police and 6% fewer calls to hospitals. 89% of surveyed callers were satisfied or very satisfied with the service.



CRMS Holiday Hours

The CRMS Team would like to wish all our customers and their families a safe and happy holiday season.

Closed December 24, 25 and 26th

Closed January 1st 2009

Quick response email support will be offered to all agencies during the following holidays days

December 29,30,31

Friday January 2, 2009

LEARN TO EXPECT MORE FROM CRMS

Since CRMS first began creating solutions for community based Mental Health organizations across Ontario we have always pushed the envelope on technology, security, reporting specifications, training and consultation services. We have successfully completed five sessions of CRMS Certification training graduating over 50 participants in less than two years for both Level 1 & 2.

We have also introduced new interactive “on line” training sessions to highlight latest CRMS software and report logic changes. These sessions are conveniently scheduled in multiple sessions to maximize participation.

We are increasing our available consulting services teaching your teams “how to” buy into the importance of CDS / MIS accuracy and maintaining good clean data that looks great hosted in the MOHLTC Health Indicator Tool. We are instructing directors on how to interpret their many CRMS reports and understand the difference in MIS and CDS and the trends from the LHIN’s and what to expect in the upcoming months. We are assisting agencies through the reporting process, analyzing their reports, assisting to identify possible “hiccups” and fix these data points making their agency

accurately account for the efforts applied throughout the year.

CRMS Version II is well under development offering select web based modules. Version II will also include our “work flow” manager. CRMS is also continuously tweaking our current Case Management Software (CRMS Version I) as well as introducing many of you to our “hottest” item CRMS Crisis/ Central Intake Module that has bounded into Ontario agencies this past year at a rapid rate making it one of our most successful application developments to date.

A new patching application has been developed that will stream line our update process and make the transition for new application updates your agency smoother with less downtime.

We listen, we create, we re-visit, we solve and most importantly we strive to be the best. CRMS Software, we are more than just software, consult CRMS Support, ask about our services, speak to other agencies that have used our consulting and in-house training to improve your stats and assist you in attaining high data quality while maintaining excellent customer relations with your clients. Get to know CRMS and learn all we can do to make our products work for YOU outside of the Ministry requirements.

COMMUNITY MENTAL HEALTH COMMON ASSESSMENT

Earlier this year we told you about an exciting Pilot Project that was being hosted from the CMH CAP team introducing the former CAN C into what is now known as the Common Assessment (CA) Ten of our agencies participated across Ontario and we have concluded our commitment to the CMH CAP team and provided a tool that allowed our agencies to collect this assessment data electronically effortlessly and extract the data and share it within a Ministry stored data warehouse.

I am pleased to announce that CRMS exceeded our goal, being the only software company participating that met all deadlines from creation to data extraction.

We are excited to see where this pilot project goes across Ontario and prepared once again to bring you innovative solutions that meet or exceeds the Ministry requirements.

NEW REPORTS FOR MANAGERS

We have recently invested considerable time in “catch up mode” with the latest changes to the Ministry reporting requirements for both CDS and MIS that it has been a task in itself to find the time to not only create the software changes to accommodate new report logic but the reports themselves as well. None the less, true to our commitment we have to accommodate the latest manuals even with their release taking place one month before the reports season begins.

We recently tried something new and were overwhelmed with the response and feedback from our agencies that participated in our interactive “on line” in-service workshops to teach you about our new reports and where in CRMS changes were made to accommodate the data being collected. It was our first ever session and we have already set the stage to improve upon our training methods for the next session we will offer.

The CRMS Team!