

Configurability, Complexity, and Impact: Designing Solutions Around Programs Needs

The Arc Southern Maryland

INDUSTRIES SERVED:

Intellectual and Developmental Disabilities (IDD), Care Management



Background

The Arc Southern Maryland is a nonprofit organization dedicated to supporting individuals with intellectual and developmental disabilities (IDD) to live meaningful, self-directed lives. The organization operates a wide range of programs, including residential services across 28 homes, day habilitation, supported employment, and behavioral supports—their largest and most complex program.

The Arc currently serves just under 1,000 individuals with IDD across nine programs throughout nine counties in Southern Maryland. The Residential program supports 84 full-time residents, including eight individuals who have been with the organization for 19 years. The Behavioral Supports program is their largest, currently serving 710 individuals. The Arc employs 400 staff members, including 35 clients who participate in supported employment programs.

Navigating State System Change and Internal Challenges

The Arc Southern Maryland first implemented CaseWorthy in 2015. At the time, the organization faced operational and documentation challenges, compounded by Maryland's transition to a new Long-Term Services and Supports (LTSS) system for service authorization, funding approval, and person-centered planning.

To align with the new state system and manage increasing complexity, The Arc created Allie Himler's role to oversee CaseWorthy, system integrations, and ongoing optimization. Many staff had limited computer skills and were accustomed to manual processes, spreadsheets, and historical workflows. This made consistent documentation, centralized data tracking, and compliance especially difficult.

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As we move toward acquiring responsibility for an additional region in Maryland, CaseWorthy has been a valuable tool for onboarding programs, migrating and validating data, and providing reporting that supported the application and approval process for acquisition. Overall, the system has certainly helped better position us to approach this growth in a more organized and sustainable way.

— Alexandra Himler

Learning and Case Management Systems Manager

A Customized, Integrated CaseWorthy Environment

The Arc has transformed CaseWorthy into a centralized operational hub, integrating with internal tools and external state systems. Key elements of their CaseWorthy environment include:

State LTSS Integration

A robust API transmits service records to Maryland's LTSS system and **generates weekly billing files.**

Budget and Attendance

Attendance cannot be recorded unless sufficient funding is available, **ensuring accuracy and compliance.**

eMAR Integration

CaseWorthy is tightly integrated with CaraSolva for electronic medication administration (eMAR). Staff can launch directly into the eMAR from a widget on the CaseWorthy dashboard using single sign-on (SSO). The integration synchronizes key demographic and participant data between systems. **This improves medication safety, reduces documentation errors, and supports compliance** by maintaining a clear, auditable connection between service records, care plans, and medication administration.

Power BI Reporting

Nightly exports feed Power BI dashboards, providing near real-time insights that support operational decision-making, funder accountability, quality improvement, and long-term planning.

Impact

Automated Billing and Workflow Optimization

With CaseWorthy's API and configurable business logic, **all service records are automatically validated against billing rules before entering the billing queue.** The Arc reduced billing staffing needs by the equivalent of one full-time position while improving accuracy, consistency, and turnaround time. Staff are now able to focus on higher-value exception handling and analysis rather than routine validation.

Streamlined Admissions and Intake Redesign through the Portal

Using CaseWorthy, The Arc built an online admissions portal that allows individuals and families to submit applications and required documentation directly into the system. Upon submission, records are automatically created and routed to admissions staff, with document checklists and status indicators guiding next steps. This redesign significantly reduced intake turnaround time, minimized lost or incomplete documentation, and improved communication with families. Internal data shows a clear improvement in admissions turnaround times over the past several years, measured as the total days from application submission to the internal decision on whether The Arc can support an individual—a **drop from 78 days to 44.**

Person-Centered Plan (PCP) Tracking

The Arc streamlined its annual Person-Centered Plan (PCP) process by tracking the entire lifecycle in CaseWorthy, from staff alerts and documentation collection through submission and Maryland Developmental Disabilities Administration (DDA) approval. Key dates and timelines are monitored to prevent missed deadlines or funding gaps, and all required PCP documents are generated directly in the system, allowing LTSS coordinators to quickly export complete packets.

