METROPOLITAN ALLIANCE of CONNECTED COMMUNITIES

Courageously Collaborative

Together we can access expertise, talent, and leverage resources to achieve quality none of us could achieve on our own.

Collaborative Nonprofit Client Data Services

State of the Art Software for Demanding Nonprofit Needs

Our client data system offers you DSI's industry-leading ClientTrack software along with comprehensive implementation and support services, all at one, affordable monthly cost.

A Team that Adds Capacity & Support to Drive Your Success

MACC staff have extensive experience in nonprofit data systems, program evaluation, and management. The combination of our experience and ClientTrack software can't be beat!

- Access to our web-based client management software
- Pre-configured solutions for a wide range of programs
- Design, configuration, training and on-going local support
- Assistance with reporting and data management

A Collaborative Response to Our Members' Needs

Several years ago, a number of our members asked if we could help them find a new solution to replace the failed data systems they had been using in the past. We worked directly with their leadership to analyze their needs in depth, develop a comprehensive requirements documents, and conduct a North American search for solution providers. That process yielded an un-matched data solution and substantial volume pricing benefits to our members.

Why ClientTrack?

ClientTrack offered four compelling benefits that were unmatched by their competitors

- Ease of use that would enable successful implementation by staff with limited technology experience—including new Americans
- An extraordinarily flexible set of "building blocks" supporting highly customized and tailored implementations—all without having to customize the underlying product
- A data design that could accommodate all the complexity we could throw at it
- Reporting and inquiry tools that truly simplified access to data and reporting to our various stakeholders.

A strategic investment in your organization's data, reporting, and program success

- Improved reporting and analysis through a dynamic , scalable database that can grow alongside your organization with a fixed annual cost- no large financial investments needed for implementation, upgrades, or maintenance
- Comprehensive web-based system that truly integrates collecting data with your organization's real-time activities
- Robust, real-time options for querying and reporting on data, with multiple options for reporting—including "drill down" support, export to Excel, and an intuitive, visual interface to all of your data.
- Advanced integration of and specialized support for your organization's reporting requirements (including United Way)

Leading edge online platform designed for ease of use and alignment with your day-to-day reality

- Access to industry-leading ClientTrack software along with comprehensive implementation and support services, all at one, affordable monthly cost.
- Complete support for the true complexity of your agency's data, including individual and family registration, tracking families versus individuals, registration across multiple programs, duplicated versus unduplicated counts, multiple and complex evaluation requirements.
- Case management tools that simplify work for your staff including task tracking and scheduling for both clients and staff
- Outstanding ease-of-use supports successful adoption by all staff, including staff with limited computer skills
- The industry's highest standard in data security
- Specialized configurations for a growing list of special program needs, including housing, employment, food shelf, etc.
- Pre-configured solutions for a wide range of programs

Local support, implementation, & development

- Access to experts in nonprofit data systems, program evaluation, and program management
- Monthly local user group of MACC data administrators– the group develops shared tools, training, and resources among MACC members
- Assistance with reporting and data management
- Comprehensive support through all phases of the implementation process
- Support for one-time events, classes, and other initiatives