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OPRA Preferred Vendor Webinar Series with Intellinetics:

Webinar Title

Tales from the Road: ARC Industries New Incident Case Management Platform - Goals, Impact and Lesson's Learned

Webinar Date / Time: **March 20th, 10-10:30AM**

Registration Link: <https://attendee.gotowebinar.com/register/2560844342082545931>

Lead Presenter: [Melissa Skaggs](#), Chief Innovation Officer at ARC Industries

Session Description

January 2nd, 2019 was a significant milestone in ARC Industries' history as it began its first day of operations as a stand-alone Provider wholly separate from the Franklin County Board of Developmental Disabilities. This change provided ARC with an unprecedented opportunity to evaluate innovations of any nature that support its new mission, goals, and service models as a stand-alone organization Provider.

Given that ARC has 350 employees, serves approximately 1500 individuals and generates 1,800 reportable incidents annually, Incident Case Management was a top priority given its importance, risks and evolving I/UI/MUI requirements from the State.

This session will be led by Melissa Skaggs who will share their story bringing to life its next-generation Incident Case Management Platform (ICMS), including:

- Core MUI Challenges and Goals
- Critical ICMS system requirements and capabilities sought
- Brief solution review and narrative
- Impact, Lesson's Learned, Ideas to consider

The webinar will be presented in a case-study format and, time permitting, questions will be taken as well. A copy of the session and sample ICMS output will be sent to all registered attendees and will include Melissa's contact information for any direct follow as well.