



NEWSLETTER

Handel Information Technologies | www.handelit.com | December 2024



Hear from Handel's CEO

As we wrap up 2024, Handel IT celebrates a year of growth. With new tools and strong partnerships, we're ready to make 2025 even better. Thank you for joining us on this journey.

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A Note from the CEO

As we wrap up 2024, I am proud to reflect on a year filled with significant advancements at Handel IT. Together, we've reached new heights, expanded our services, and set the stage for an even more impactful 2025.

One of our proudest achievements this year has been the launch of the RiteTrack Client Portal. This new feature empowers clients with direct, streamlined access to manage their cases and track progress, marking a major step forward in accessibility and engagement. The Client Portal is a testament to our commitment to developing tools that simplify processes and enhance transparency.

Throughout the year, our team has been hard at work on many fronts. Our developers have continuously improved and innovated our products to meet the evolving needs of our clients. Meanwhile, our project managers have been busy training new customers and strengthening current relationships, ensuring seamless transitions and implementation across the board. And our sales and marketing team has focused on expanding partnerships and outreach, further solidifying Handel IT as a trusted industry leader.

Looking to 2025, we are excited to build upon this momentum. We have plans to roll out additional features and tools to help our clients achieve even more, driving meaningful results and creating lasting change. I am confident that the coming year will be one of continued growth and success.

Thank you for your continued support and trust in Handel IT. We're honored to work alongside each of you, and we look forward to achieving new goals together in 2025.

Warm regards,



A handwritten signature in black ink that reads "Josh Becker". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Josh Becker
CEO, Handel Information Technologies

Customer Spotlight:

Benton County, Arkansas

Since adopting RiteTrack in 2019, Benton County's Juvenile Probation Office has taken data-driven decision-making to new heights. Under the leadership of Chief Juvenile Probation Officer, Drew Shover, the county has transformed their data into meaningful information, enabling better outcomes for both the community and the youth they serve.

A standout example is Benton County's 2023 annual report, a comprehensive 41-page document filled with critical insights drawn from RiteTrack data. This report includes demographics, intake decisions, petitions, and in-depth analysis of key juvenile programs like Delinquency, Diversion, and Drug Court. This information isn't just for record-keeping—it helps Benton County map out strategies for the future, improving programs and services every year.



**Data is
a tool,
not a task.**

--Drew Shover,
Chief Juvenile Probation Officer
Benton County, Arkansas

Drew has been especially effective in using Excel to turn data into visual reports, allowing his team to analyze trends with pivot tables and charts. In addition, Benton County leveraged data from RiteTrack to secure over \$500,000 in grants to help convert part of their Juvenile Detention Center into an innovative alternative to detention, the first state-licensed facility of its kind. Drew's efforts also enabled the creation of a probation sub-station, providing easier access to services for families in the community.

As Drew puts it, "Data is a tool, not a task." His team's ability to turn data into valuable insights showcases the full potential of RiteTrack in juvenile justice programs. We commend Benton County for their innovative use of RiteTrack and their commitment to improving outcomes for their youth and community.

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What's New with RiteTrack?

In 2024, RiteTrack released its latest version,

focused on enhancing design, functionality, and usability. The new version supports mobile devices, allowing staff to access and update information on the go, and features a full API for seamless data sharing across different systems. Customizable dashboards enable users to manage tasks like appointments and outstanding fines with ease.



Administrators can now make adjustments to notifications, labels, and dashboards without external help. The "Notice Templates" feature also streamlines routine communications, automatically generating notices with client data, saving time and improving efficiency across organizations.

The AFCARS Addition to the Indian Child Welfare/Child Protective Services Modules has recently launched.



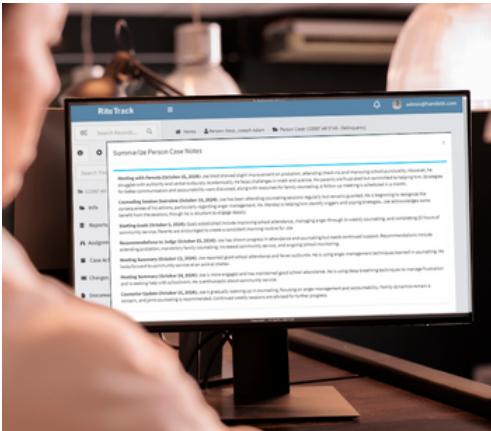
RiteTrack can now compile AFCARS reporting data in a single click with the AFCARS add-on to our popular Indian Child Welfare/ Child Protective Services Module. New functionality covers the entire continuum of a child's care, from removals to guardianship and adoption. the system tracks detailed client background information such as relationships, placements, assessments, mental and physical health including ongoing case management activities. Integrated with our ICW module, it also captures culturally relevant data for ICWA compliance. Handel continues to develop RiteTrack to support staff in making decisions that are informed and influence better outcomes for the families being served.



Case Note Summary Generator

by Tiffany Edmonds

Managing case information can be a complex and time-consuming task, especially when dealing with overwhelming case notes. RiteTrack's new Case Note Summary Generator addresses this challenge by utilizing artificial intelligence to create easy-to-read, comprehensive summaries of case notes. This optional tool is designed to save time and streamline case management by organizing case notes automatically based on your criteria.



In social services, detailed case notes are crucial for tracking client progress and making informed decisions. However, sifting through numerous entries can quickly become overwhelming. The Case Note Summary Generator simplifies this process by generating a clear, concise summary of all relevant notes, allowing case workers to access critical information in just a few clicks.

This tool seamlessly integrates with all RiteTrack modules, whether you're managing child welfare, treatment services, or other social service domains. It gathers case notes across all modules and compiles them into a single, organized report, giving you a holistic view of each case. The summary generator also enhances decision-making by providing a bird's-eye view of client histories, helping case workers and administrators identify patterns and make quicker, more informed interventions. Security is a top priority, and the Case Note Summary Generator ensures that all data processed is protected with end-to-end encryption. Additionally, clients can choose to opt out of data contributing to AI model improvements if they prefer.

If you're looking to optimize your workflow and reduce the time spent on paperwork, RiteTrack's Case Note Summary Generator is the ideal tool to boost efficiency and focus more on delivering services.



Danny Thomas Celebrating 25 Years

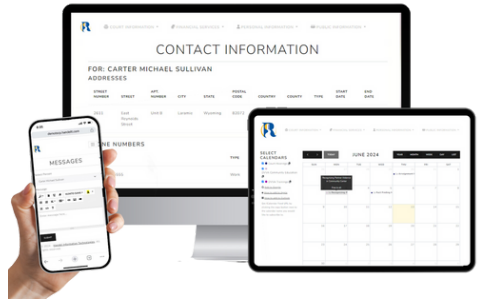
by Even Brande

Danny started full-time at Handel in August 1998. At the time, Handel was still a fledgling tech start-up, and I did not know if we would last another year. Taking her chance on an unproven start-up did not seem to bother Danny even if the future was uncertain. We have been very lucky to have her as part of our team here at Handel for all these years.

Once she started, she immediately became indispensable to our business, no job too big or too small. While Danny's official title is Operations Manager, she goes above and beyond that title, always lending a hand when people need help. She runs our accounting, including billing customers, and collecting payments. She is also a genius wordsmith always helping proof important documents. Thank you, Danny, for all you have contributed to Handel over these past 25 years.

RITETRACK CLIENT PORTAL *IS HERE*

In today's digital age, clients expect easy, online access to information and services. The RiteTrack Client Portal meets these needs by allowing users to securely access their records, track service applications, and view updates—all in one place. This self-service portal empowers clients while saving staff time, enabling a focus on service delivery. The portal offers clients the convenience of uploading forms, viewing enrollment statuses, and communicating with staff through two-way messaging. Public users can also access event details, download forms, and stay informed about community news and updates. Designed for flexibility, the Client Portal integrates with all RiteTrack modules, making it ideal for enrollment, financial services, case management, and court access. With features like a public calendar, document exchange, and news feed, the portal simplifies communication and modernizes client interactions—making information accessible while improving efficiency.



Handel IT's headquarters office crew, November 2024

**Thank you to
our customers
and friends for
another great
year!**

-The Handel IT Team