

Monitoring and evaluation software

Summary guide to IT systems

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What is it?	What are its main features?	Which sector or sub-sector does it target?	How many organisations are using it? What type of organisation are they?	Is it web-based or held on PCs?	Can it be customised?	Any other key features?	What does it cost?		
AdvicePro									
Online case management system for advice sector	records and supports active case management/casework/keyworking	√	Advice / Legal Advice Centres	Approximately 50 current agencies - LSC, Generalist and Specialist advice providers.	Web-based	Can be customised by organisation as and when needed.	Also provides automatic address finder, client/agency Letter Creation Word Processor, Financial Statement & AIMS data migration. The Support Manual and an agency specific modification are currently in development.	Cost per user	Average £80 per user
	contacts management	x						Average set-up costs	£1,500+VAT for 11-20 users
	can link different members of groups	x						Average annual licence costs	£1,400+VAT for 11-20 users
	monitoring and reporting	√							
	membership management	x							
	grant/funding management	√							
	event management	x							
	diary function	√							
Caseworker Connect									
Caseworker Connect is a database that helps organisations run casework and advice services.	records and supports active case management/casework/keyworking	√	Advice and advocacy services	Approximately 15 current sites - casework, drop in advice/advocacy services.	System is stored in-house on PCs or server	Can be customised by organisation as and when needed; customisation also provided by system-provider at additional cost.	Currently developing a handheld PDA version that outreach staff can use out of the office.	Cost per user	c.£400. Priced per PC
	contacts management	√						Average set-up costs	£400 x number of users
	can link different members of groups	x						Average annual licence costs	18% of purchase price
	monitoring and reporting	√							
	membership management	x							
	grant/funding management	√							
	event management	x							
	diary function	√							
CharityLog									
CharityLog is a web based Contact Management System for the client facing charity organisation; it captures client contacts and outcomes, deals with volunteers, carers and other organisations and provides statistics and reports.	records and supports active case management/casework/keyworking	√	Mainly organisations where staff or volunteers work with clients.	About 30 users - 75% are Age Concern offices of all sizes. Others: MIND, carer organisations.	Web-based	Can be customised as and when needed at additional cost. Organisations can add extra tables where information is required which is not already held in the system. This can be linked to people or to referrals and reported upon.		Cost per user	£375 per concurrent user
	contacts management	√						Average set-up costs	Training on-site at £350 per day
	can link different members of groups	√						Average annual licence costs	30% of total concurrent user licence cost
	monitoring and reporting	√							
	membership management	x							
	grant/funding management	√							
	event management	√							
	diary function	√							

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ContactLINK								
Contact, membership and event management - includes mailshots, activity logging and reporting	records and supports active case management/casework/keyworking	√	General voluntary sector	14 agencies - large number of CVSs and 2nd tier organisations plus some advice/referral organisations	System is stored in-house on PCs or server	Can be customised by organisation as and when needed; customisation also provided by system-provider at additional cost.	Cost per user	£100 to £350
	contacts management	√					Average set-up costs	Included
	can link different members of groups	x					Average annual licence costs	£150
	monitoring and reporting	√						
	membership management	√						
	grant/funding management	x						
	event management	√						
	diary function	√						
eMonitoring@								
eMonitoring@ enables organisations to collate, track and evaluate their data. It helps them to see who took part, in what activities, where it was, and why it was done.	records and supports active case management/casework/keyworking	√	Third Sector (Community & Voluntary)	About 20 Community & Voluntary agencies.	System is stored in-house on PCs or server	Some customisation can be done by organisation as and when needed; customisation can also be done by service provider at extra cost.	Cost per user	£235 (but 5-user minimum)
	contacts management	√					Average set-up costs	Options for download or remote installs. Contact the system-provider for more details
	can link different members of groups	√					Average annual licence costs	£220.00 + VAT
	monitoring and reporting	√						
	membership management	√						
	grant/funding management	√						
	event management	√						
	diary function	√						

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GEMS (Grant Evaluation and Management)									
GEMS is a software system for evaluating and managing complex multi-site initiatives that adapts to an organisation's evaluation logic to simplify project monitoring, client tracking, service delivery, outcomes management and the reporting of results.	records and supports active case management/casework/keyworking	√	Non-profit public/private sector	600 agencies predominantly spread across the United States and others in 20 countries - all involved in providing direct/indirect services for the betterment of families.	System can be used over the Internet, or can be used on an organisation's in-house server or held on PCs.	Some customisation can be done by organisation as and when needed; customisation can also be done by service provider at extra cost.	Mozaic provide evaluation and monitoring services that can be purchased separately. However, they believe that the software and the evaluation services are closely tied to each other and hence evaluation consultants are an integral part of their customisation process. They provide a range of services that can be bundled in many different ways depending on the need of the organisation.	Cost per user	\$975 per license
	contacts management	√						Average set-up costs	\$25,000.00
	can link different members of groups	√						Average annual licence costs	\$24,375.00
	monitoring and reporting	√							
	membership management	√							
	grant/funding management	√							
	event management	√							
	diary function	√							

Lamplight									
Lamplight is a web-based case management and monitoring database designed specifically for small to medium-sized charities and voluntary organisations.	records and supports active case management/casework/keyworking	√	Charity and Voluntary Sector	About 40 agencies that cover a wide range of services from Mental Health to Youth Work, Church Projects to Skills and Training Projects.	Web-based	Customisation can be done by the system-provider as and when needed at extra cost.	Additional features include staff monitoring, curriculum monitoring, referrals recording, text messaging and communications module. Organisations pay a hosting fee of between £10 and £20 per site per month depending on the features they have requested. There is no set-up fee, additional charges are only made for training, customisation and support packages but these are all optional. Organisations sign up to a 3 month rolling contract.	Cost per user	N/A
	contacts management	√						Average set-up costs	£0
	can link different members of groups	√						Average annual licence costs	£180
	monitoring and reporting	√							
	membership management	√							
	grant/funding management	√							
	event management	x							
	diary function	√							

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Link									
A web-based client recording system with reporting and outcomes management tools.	records and supports active case management/casework/keyworking	√	All types of homelessness and housing services	120 homelessness/housing agencies and local authorities in UK and Ireland	Web-based	Customisation can be done by the system-provider as and when needed at extra cost.	Cost per user	N/A. Cost determined by no. projects/services using system	
	contacts management	x					Average set-up costs	Licence and implementation from £9000.	
	can link different members of groups	x					Average annual licence costs	N/A. Support and hosting costs from £3800 pa	
	monitoring and reporting	√							
	membership management	x							
	grant/funding management	x							
	event management	x							
	diary function	x							
Online Data Manager									
An online internet case management tool.	records and supports active case management/casework/keyworking	√	Charities	About 300 agencies working in homelessness, counselling, treatment, drugs and alcohol services,	Web-based	Some customisation can be done by organisation as and when needed; customisation can also be done by service provider at extra cost.	Ability to have a secure ODBC connection, and a copy test/training site.	Cost per user	£144 p.a.
	contacts management	√					Average set-up costs	£6,500	
	can link different members of groups	√					Average annual licence costs	£4,000	
	monitoring and reporting	√							
	membership management	x							
	grant/funding management	x							
	event management	x							
	diary function	√							
The SOUL Record									
The SOUL Record is a solution-focused, learner centred toolkit to measure soft outcomes progression with service users and enable the presentation of results to funders as colour coded bar charts.	records and supports active case management/casework/keyworking	√	Voluntary sector as a whole. No specific sub sector	600+ agencies - all voluntary sector, childrens fund, local council or school related	System is stored in-house on PCs or server	Some customisation can be done by organisation as and when needed; customisation can also be done by service provider at extra cost.	The SOUL Record is not only an IT based system but also a paper based system to assist in one-to-one with clients. SOUL allows you to measure Children's and Young Person's progress against the five outcome areas of Every Child Matters	Cost per user	£150
	contacts management	√					Average set-up costs	As above	
	can link different members of groups	x					Average annual licence costs	No annual licence	
	monitoring and reporting	x							
	membership management	x							
	grant/funding management	x							
	event management	x							
	diary function	x							

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spa									
spa is a web-based product for the providers of services to vulnerable people, particularly those involved with the Government's Supporting People programme.	records and supports active case management/casework/keyworking	√	Providers of support services to vulnerable people	3 - Housing associations or voluntary organisations	System is web-based for use over the Internet, and can also be used on an organisation own web space, or on a PC or in-house server	The system is configurable by the system-provider or by the organisation using the system.	Generates electronic Outcomes Forms compliant with the CLG's Outcomes Framework.	Cost per user	£250 per year per member of staff using spa, with reductions for 10 or more users
	contacts management	√						Average set-up costs	£1,426
	can link different members of groups	x						Average annual licence costs	£7,131
	monitoring and reporting	√							
	membership management	√							
	grant/funding management	x							
	event management	x							
diary function	x								

Spiritlevel									
The SpiritLevel programme is a CD-ROM based system that can create and store quality of life profiles for individual participants over any period of time by taking periodic snapshots of how an individual assesses their own quality of life across a wide range of areas.	records and supports active case management/casework/keyworking	x	Youth sector	About 50 organisations working in housing, foyers, youth work & school inclusion	System is stored in-house on PCs or server	Cannot be customised.		Cost per user	£10
	contacts management	x						Average set-up costs	£130
	can link different members of groups	x						Average annual licence costs	£300
	monitoring and reporting	√							
	membership management	x							
	grant/funding management	x							
	event management	x							
diary function	x								

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Substance Project Reporting System (SPRS)

A database tool which enables projects to store key demographic data, progression and case history information on participants. It includes the Substance Engagement and Progression tool designed to enable tracking of participant progress; Outcomes and qualifications tools; A tool for recording 1-1 sessions; Session attendance tool for tracking participant contact; a Portfolio area for storing multimedia evidence of participants' progression.	records and supports active case management/casework/keyworking	√	Youth and community, sport development, regeneration	About 200 organisations including Home Office Positive Futures projects, Kickz projects, voluntary sector youth projects, Media Trust, Football Foundation	Web-based	Customisation can be done by the system-provider with additional cost depending on the volume of work required. Some local customisation is possible.	Media storage functions, live statistics analysis, integrated volunteers database. A new version of SPRS is to be released in the summer of 2008 with additional functionality and more flexible reporting and interrogation tools.	Cost per user	N/A
	contacts management	√						Average set-up costs	Inclusive
	can link different members of groups	√						Average annual licence costs	£1,500
	monitoring and reporting	√							
	membership management	√							
	grant/funding management	X							
	event management	X							
diary function	√								

Volbase

CRM, Casework Activity monitoring and reporting, area profiling, website integration	records and supports active case management/casework/keyworking	√	Voluntary and statutory sector local infrastructure	40 agencies - mainly CVSs.	System can be stored in-house on PCs or server or can be web-based.	Customisation can be done by the system-provider as and when needed at extra cost.	Volbase works in a way that means you can set it up in multiple offices or sites and still share common data. Although you work on your local copy, Volbase keeps changes you make updated in all of the other locations and makes sure any changes at the other locations are updated on your copy.	Cost per user	£550
	contacts management	√						Average set-up costs	£10,000
	can link different members of groups	√						Average annual licence costs	£900
	monitoring and reporting	√							
	membership management	√							
	grant/funding management	√							
	event management	√							
diary function	√								