

## Esteam Partners With Keystone

### ESTEAM PARTNERS WITH KEYSTONE HUMAN SERVICES TO FURTHER DEVELOP TOTAL: IMPACT HUMAN SERVICES SOFTWARE AND CONSULTING SYSTEM

PITTSBURGH – March 8, 2004 – Esteam, LLC, the North Side company dedicated to providing the best administrative, managerial and technological support for the human services industry, has created an alliance with Keystone Human Services (KHS) of Harrisburg, Pa., as a development partner. The goal of the new collaboration is to further enhance and expand the functionality of TOTAL: Record, the information management system that's part of Esteam's comprehensive human services software and consulting offering called Total: Impact.

Keystone provides a full array of community services in mental health, mental retardation, autism, early intervention, pediatric rehabilitation and child welfare in Pa., Del., Md. and Conn. The relationship between the two organizations started when Keystone became a customer of Esteam, after an exhaustive search to replace what had become an outdated and difficult-to-use legacy billing system.

"We weren't finding what we were looking for in terms of Web-based technology or functionality," said Jeanine Buford, chief information officer for KHS. "We wanted a product that had tremendous flexibility, was easy to use and would significantly streamline our billing process," which Buford said would allow for better monitoring and measurement of the success of KHS' clinical and business operations. "We saw that in TOTAL: Record, but also realized that the ability to have input into the product's further development was a real opportunity to create something that would grow with us. We're very excited by the potential of this collaboration," she added.

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Keystone's implementation of TOTAL: Record has made fast work of Keystone's billing process, which had been a real 'pain point,' according to Buford. "It's reduced the processing time on invoices from days to hours – providing a near "real-time" view of our financial status day-to-day. For an organization as large and varied as ours, the ability to track information is a huge leap forward. We expect to see greater benefits and improvements as we further deploy the program throughout our organization."

George Pashel, president of Esteam, believes Keystone's input has made the TOTAL: Impact product offering that much better. "Right from the beginning, Keystone shared our vision that we needed to re-define the standard for excellence in delivering human services. Their keen understanding of the business, and how challenges can be addressed through technology, supported by more efficient processes, meshed perfectly with ours. We both believe this product will have incredible impact on the effectiveness with which human service organizations are managed, and most importantly, improve the outcomes for the human services they deliver."

Founded in 1972, Harrisburg-based Keystone Human Services, is a family of 501(c) 3 nonprofit, values based, human service agencies providing a full array of community based human services. Their work is well known in many communities in Pa., Conn., Del. and Md., as well as internationally in Russia and Moldova.

Esteam, LLC, based on Pittsburgh's North Side, was formed last year through a collaboration between Innervate and Pressley Ridge, where Esteam is based. Pressley Ridge, serving clients in Pa., Md., Washington, D.C., Ohio, W. Va. and Del., is a non-profit organization founded in 1832, and is one of the nation's oldest and most highly regarded innovators in the best practices relating to human services for children and young adults. Innervate, based in Allison Park, Pa., is a for-profit technology company that offers consulting and software services to the fields of health and human services. For more information about Esteam, visit [www.esteem.net](http://www.esteem.net).