

Compiled winter/ spring, 2024



Data System Options for Management of Restorative Justice Services



**When you're
running a
Restorative
Justice program,
there's a lot to
keep track of:**



What's the best way to organize for efficiency, quality and mission delivery?



This guide provides a high-level overview of 8 different data system options, including pros & cons, as well as:

Based on stakeholder interviews, the top things that matter to restorative justice providers include:



Security Configuration

Data security and encryption standards will meet federally recognized requirements.



Multiple Authorization Levels

Staff, volunteers, referral partners and stakeholders can be given specific access depending on their needs.



Customization

Versatility enables programs to use their own language and continue to use the app as they innovate new models.



Affordability

Different options come with price tags that vary widely and, let's face it, cost is often a factor.



Data Systems Reviewed:

- Advocate Advantage
- Airtable
- Bonterra Case Management
(formerly Apricot Social Solutions)
- Custom-built Data Systems
- Good Grid
- Monday.com
- myRJ by Ivistia
- Sales Force for NonProfits



Advocate Advantage

Launched in 2014 to serve victim advocates working out of DA's offices, Advocate Advantage recently invested significantly in building a new iteration of their U.S.-based software specifically for RJ providers. They state their values as "Empathic. Experienced. Efficient" noting, "we have been in your shoes; we care. That is why we exist." They offer case management, reporting and grant management features.

Advocate Advantage



Application built specifically for RJ providers. Standard RJ reports & data vis capability. Can track grant deliverables



New to RJ context. RJ providers will still need to determine how to utilize the platform based on their own configuration, as there is no 'one size fits all' in the RJ context!

Advocate Advantage



Security

CJIS and FERPA Compliant; uses Amazon Web Services Gov Server



Multiple Authorization Levels

Yes - administrator can select whether users can see only their entries or selected reports, or all entries. Users also have option to mark confidential which will hide contents for all individuals except the person who entered it.



Customization

High for community and system based justice services.



Affordability

\$5000 annual fee unlimited support; Ability to reduce cost for referring others or signing multi-year contract



Airtable

Self-describes as "A next-gen app platform designed to scale with you". What this means in an RJ context is that users can choose from a buffet of apps to configure a data management system for their organization.

Airtable



Multiple tiers of accessibility, including a free version! They offer a high degree of customization in a visually pleasing format and pride themselves in interfacing effectively with a wide variety of apps, such as time management and scheduling. Depending on the data management needs of an organization, this may be a highly cost effective option.



For those organizations lacking internal data design and management expertise, this may be laborious to set-up. It also isn't specific to the RJ world, so there are no templates or standard reports to work from.

Airtable



Security

Two factor authentication; SOC2 Type II and ISO27001 certified. Website specifies: "in transit, Airtable uses 256-bit SSL/TLS encryption. At rest, Airtable content is protected using 256-bit AES encryption." Not HIPAA or FERPA or CJIS compliant.



Multiple Authorization Levels

Yes - there's Admin level and all users level and folx can be invited to only a certain 'base' as a collaborater



Customization

Highly customizable; fee based configuration support available. Time tracking, scheduling and data visualization available via interface with extensions / apps, e.g. calendly prelude for scheduling and 'clockify' for time tracking.



Affordability

Four options: 1) Free; 2) Team (\$20 / seat / mo.); 3) Business (\$40 / seat / mo.); Enterprise Scale (contact sales)



Bonterra*

Self-describes as "combines best-in-class case management features with advanced data and analytics". They have five main features: form designer, reports and dashboards, user access and permissions, workflow management tools and secure web forms (website integration).

*Formerly Apricot Social Solutions

Bonterra



Three tiers of access, with a priority of utility for non-profits and social sector efforts. Connect Portal for participant scheduling is built in and it includes a referral directory so that RJ participants can also be easily connected with other service providers.



Advanced support, training and implementation services cost extra. This service is also not RJ specific, so users need to be mentally prepared to do significant front-end configuration work to meet their needs. Some reviews cite 'value for the cost' as mediocre.

Bonterra



Security

Website states:
“Our Efforts to Outcomes (ETO™) software meets current HUD Domestic Violence, HMIS, Social Security Administration (SSA), and HIPAA data management and security protocols.”



Multiple Authorization Levels

Yes - admin, program managers, and end users



Customization

They offer three levels of engagement:
"Fundamentals",
"Professional" and
"Enterprise"; the more sophisticated, the greater the customization and the higher the cost!



Affordability

Prices on listed on their website, noting that it varies by user and packages are custom-tailored. One RJ organization was quoted \$3780 / year for a five-year contract for an "Apricot Essentials Bundle". This did not include phone support, custom end user training or train-the-trainer training.



Custom-built Data Systems

Some restorative justice programs have opted to hire a software designer to custom-built them a data system; this can come in many shapes and forms and allows for a high-degree of customization for the user.

Custom-built Data Systems



The user benefits from collecting everything that they want and nothing extraneous. Teams may find that this cuts down on chatter that pre-designed systems sometimes include.



May be costly and time-consuming to build; if original system architect moves on, upgrades may be challenging.

Custom-built Data Systems



Security

Can be built in depending on the needs of the program and its funders.



Multiple Authorization Levels

Can be built in for a fee



Customization

The great draw of going this route!! The user is able to define what they want to capture and how.



Affordability

Varies widely based on system architect but can add up quickly, as there's not the ease or efficiency of pre-built apps (e.g. for donor management or grant tracking).



Good Grid

In their own words: "A centralized platform for searching, requesting & delivering social services; A toolkit to better provide integrated, cohesive case management for community partners". This platform was designed for those seeking services as well as those providing them, with the rationale that this platform can serve as a 'hub' so that individuals care and support plans are all connected with each other, bolstering connectedness and accountability for all involved.

Good Grid



Designed with attention to promoting community connectivity and reducing fragmentation of services, there are add-on options for collaboratives and community partners that include custom forms builder, housing support, a government forms portal (e.g. SNAP, TANF, Medicaid), as well as an "Analytic Suite" to organize data and support ad hoc reporting.



This is not an RJ-specific platform, so users will need to design data collection systems to meet their tracking and reporting objectives. The community connectivity features are only as good as the number of users enrolled in a given community, and some organizations - especially smaller ones - may find it cost prohibitive.

Good Grid



Security

HIPAA compliant



Multiple Authorization Levels

Yes - A unique feature of Good Grid, 'clients' can share permissions from within the system; providers levels of access available based on setting



Customization

Website states:
"Completely customizable forms for client data intake."



Affordability

For organizations, they offer Good Grid lite - which is free, and Good Grid + which is listed at \$2312 / month; they also have price points for Coalitions, Alliance and Cooperative rates, meaning that the more people using the service, the lower the rate per organization.



Monday.com

Founded in 2012 and growing to become a globally serving, award-winning company that's publicly traded company on Nasdaq, their tagline is: "Run all your work on one platform with customizable products that scale with your needs."

Monday.com



Includes data visualization, grant management, volunteer and donor management as well as project management capability. Claim "We offer new, eligible nonprofits free 1-on-1 support from a monday expert volunteer to help you get familiar with the platform and implement your workflow." Free webinars, office hours and non-profit academy.



Not RJ specific, so users will want to plan on an investment of configuration time. They do have a non-profit 'arm' of services. Costs will vary depending on scope and scale of apps utilized.

Monday.com

 Security	 Multiple Authorization Levels	 Customization	 Affordability
<p>Per website: "... strict security requirements and protocols to secure data, such as ISO/IEC 27001 and ISO/IEC 27018... annual security audits and assessments as well as high physical, procedural, and technical security measures..."</p>	<p>Users also have different roles within an account and can be admins, team members, members, viewers, guests, subscribers, board owners, or in a custom role. Ability to utilize these functions depends on what type of plan is being used.</p>	<p>Ranked #1 by projecttools.io and reviewed as "extremely customizable"</p>	<p>Basic (\$12/ month / user); Standard (\$17/ month / user); Pro (\$28/ user/ month); Enterprise (for more than 40-users, request a quote). Fourteen day free trial available at any level; some non-profits may be eligible for a discount: 1. Nonprofit Plan: 10 first seats for free, and a 70% discount per seat from the 11th seat.* 2. Enterprise Plan: 33% discount per user.**</p>

*** Additional seats are only available in lots of 5 seats. **The Enterprise Plan discount requires a minimum of 25 seats.**



myRJ by Ivistia

Founded in 2013 and designed specifically for RJ program needs, they state: "MyRJ case management software for restorative justice can help you provide more efficient and effective services to your clients, while also improving data management, workflow management, reporting and analysis, security and confidentiality, and cost savings."

myRJ by Ivistia



This platform is designed specifically with RJ in mind and they are formally endorsed by the Restorative Justice Council UK. They offer centralized data management, case progress tracking, reporting and analysis, and time tracking features. They were highly responsive to traffic on their website, with a warm and professional follow-up call 2-weeks after initial contact.



They are broadening their service base to expand into the US market. Their website is rather spare with hard-to-see visuals and there are no prices are listed.

myRJ by Ivistia



Security

2-factor authentication; UK Secure Accredited / Police Assured Hosting; GDPR compliant
Cyber Essentials PLUS and IASME certification;



Multiple Authorization Levels

6 levels of access



Customization

Website states "Full reporting and dashboard customisation"



Affordability

£2,500 to £25,000 a licence a year equivalent to \$3168.75 USD to \$31,687.50



Sales Force for NonProfits

An early-adaptor of internet-based CRM + subscription service, they came on the market in 1999. Today their offering is to: "Build relationships that drive change with Data + AI + CRM + Trust". This includes fee-for-service 'packages' that can include features for fundraising, marketing and engagement, grantmaking, ops, program and outcome management.

Sales Force for NonProfits



Tailored offerings for non-profits and educational institutions; long track-record of service. Nonprofit Cloud + Customer 360 array of apps so that users can design what meets their needs.

Sophisticated! E.g. donor cultivation tools.



Not RJ specific. Wealth of options and resources may overwhelm fledgling programs, as well as the costs.

myRJ by Ivistia



Security

Multi-factor authentication



Multiple Authorization Levels

Website notes they utilize the "Principle of Least Privilege" and provide a wide range of permissions so that users can only access what they need in order to do their job.



Customization

Central to their design, users have significant choice to tailor services to their needs and budget.



Affordability

"Starter Suite" Free Trial is available. Enterprise Edition billed at \$60 / user / month. (*The Power of Us program offers ten free subscriptions to Nonprofit Cloud Enterprise Edition for qualifying nonprofits.) Unlimited Edition billed at \$100/ user / month.



Want to learn more?

To determine which web-application is right for your organization, feel free to visit our website to learn more about Vela's data consultation services. Whoever you are, this is not a 'one size fits all' offering; we are dedicated to helping organizations and endeavors of all shapes and sizes to tell the story of their work in effective, streamlined and original ways. You can also reach us directly via email at **admin@velaweb.org**. We look forward to connecting with you!

All data derived for this compilation came from the websites of the respective data management companies, from reviews of their services and thru the lens of a former RJ program director.

Links to the sources can be found here:

<https://docs.google.com/spreadsheets/d/1pR-l5if6VJk06nLtHB9CzWfGjwOLhJUz699bb2Kf178/edit#gid=571083828>