

# The Case of Increased Client Satisfaction and Success: Casebook Helps A Child's Place PA Create a Seamless, Positive Experience



## The Case:

A Child's Place PA is a Western Pennsylvania nonprofit child advocacy center that serves communities in the Greater Pittsburgh area. Their ranges of services include healthy parenting classes, family and child advocacy, forensic interviews, and forensic medical exams.

**In total, the organization serves around 1,300 families in seven counties annually across its range of programs. Ultimately, the organization hopes its healthy parenting program, which teaches positive parenting strategies and works to create stronger parent-child bonds to prevent abuse, will reduce the need for its other interventions.**

The healthy parenting program educates approximately 500 families a year. When it debuted in 2017, staff used seven Excel sheets per client to manage their progress, input demographic details, and maintain case notes and other records to ensure successful completion. Jenyne Carter, the program manager, quickly realized that with overseeing her staff (then a size of 12), endless paperwork, and thousands of manual entries required in its current record-keeping situation, the healthy parenting program's management would become untenable as it grew. Jenyne recognized that technology designed for case management would be the best solution, and explored several options, ultimately determining Casebook would work best.

## The Solution:

When Jenyne and her team implemented Casebook, they were able to customize the fields to best suit their needs and fit the program. Now able to track key milestones like reunification, time spent in the program, graduation rates, and important demographic information, the team was able to track individual cases more successfully and see the overall impact of the program.

Jenyne notes that with the data previously held in Word, Excel, and paper documents, reporting was nearly impossible, where now, detailed and accurate reports take less than five minutes.



## The Result:

Because of Casebook, the continuity of care has increased significantly. With data and case notes accessible to the whole team, any staff member is able to assist any client instantly without digging through countless files to get up to speed. **This is especially critical with their larger staff – now 24 members – and a workflow involving intake workers followed by parent educators.** In the instance of a client changing to work with a new parent educator, the process is simple and pain-free because all necessary details are accessible.

Jenyne notes that while client satisfaction was high before they moved to Casebook, since enacting the technology, their ability to create more streamlined case continuity has increased client satisfaction even more.

**Also as a result of the newly found efficiency, was the ability to increase average caseloads from 10 to 12, allowing the program to welcome more families to participate.**



Beyond the impact on clients, the accuracy and speed of reports has significantly cut down on administrative time and costs to provide quarterly reports to the counties A Child's Place PA serves as well as for program audits.

## The Takeaways:



### Client Satisfaction and Success:

A Child's Place PA streamlined its data collection and management, resulting in a smoother, more pleasant experience for clients.



### Increased Efficiency:

With an easier to manage record-keeping system, caseworkers spend less time on paperwork and more time working with clients.



### Growth and Reach:

Leveraging their success using data reports in Casebook, the organization secured additional funding, added staff, and grew its impact in the Greater Pittsburgh area.

**“Casebook has allowed us to focus on what we love – serving our clients and helping to create healthier families in our region. With better efficiency, we can expand our reach, grow our program, and leverage the hard data showcasing our continued success to secure additional funding.”**