



CASE STUDY

Alpha-Omega Miracle Home

Casebook helps a dedicated team ensure accurate data and expand their reach

Alpha Omega Miracle Home, located in St. Augustine, Florida, provides housing, counseling, and education for the new faces of homelessness. Their housing program provides shelter, support, and hope to single and expectant mothers, their children, and senior women.

Alpha Omega Miracle Home started working with Casebook in Spring 2021 under the guidance of Bridget Varnedoe, Executive Director. Prior to using Casebook, Bridget and her team of twenty relied on a pen and paper system, which made it difficult to keep track of their growing client base.

"All of our processes have been pen and paper, including our intake process for our residents," said Varnedoe. "[Everything] had been in binders, literal binders, and filing cabinets. We're also split in terms of location. So [we were] really looking for one place that houses all of our resident data."

As Alpha Omega's client base began to grow, processes that relied on increasingly outdated technology started to fail. Limited access to the printers required to complete intake forms were a hindrance to their increasingly tech-savvy clientele.

These problems came to a head when COVID-19 hit and many clients and staff members became accustomed to a contactless method of transaction.

"...we now have accurate information for each and every person who has called us and reached out to us."

As the Executive Director, Varnedoe knew it was time to expand their operation with a tool that could fit the needs of staff and clients. Having researched the market and seen a variety of offerings demonstrated, Bridget realized that her

number one priority was to find a user-friendly software to aid her staff and clients' collaboration, which would provide her with better data for analysis. Casebook was the clear choice for Alpha Omega when she learned that Casebook is a growing platform that consistently adapts to the needs of organizations.

“[Casebook was] built based on user feedback, which I thought was huge. I knew that with the difference in technical experience that my team had, the usability was beyond some of the other platforms that we saw,” she added.

Since partnering with Casebook, Varnedoe and her team have been able to expand their reach into the community they serve. Serving more members of the St. Augustine community requires the Alpha Omega team to have confidence in their data storage solution. Bridget and her team of case managers now log everything regarding a client into Casebook as it happening in real-time.

“[Staff members are] putting [the information] in as it's happening. It's not a recollection three days later. This means we now have accurate information for each and every person who has called us and reached out to us.”

Alpha Omega Miracle Home's pain points have been greatly reduced since implementing Casebook into their organization. Alpha Omega Miracle Home now uses Casebook reporting to provide key data and analytics to donors, highlighting their client's progress in the program.

About Casebook

Initially incubated by the Annie E. Casey Foundation, Casebook is a proven SaaS human services platform. Our technology solutions are the response to frustration among human services professionals and leaders who have struggled with antiquated information systems.

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Varnadoe concluded, “As a nonprofit, there are certain analytics that essentially keep us afloat, like being able to share with a donor, how many packs of diapers we gave out this year. So being able to say that [staff members] are no longer have to count the tallies of five [for deliveries and distribution of diapers] and we can easily report on this information has been essential.”

Casebook PBC is proud to be an AWS Partner. Our solutions are integrated with the AWS cloud, and developed to fully utilize its advanced storage and analytics services. Casebook PBC customers benefit from the scalability, ease of use, and high availability offered by AWS.

Want to Learn More? Let's Talk.

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