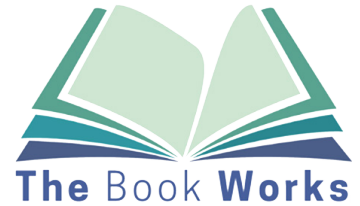


The Case of a New Mission: Casebook Helps The Book Works Prove a New Service Model to Support More At-Risk Students in Louisville



The Case:

The Book Works is a Louisville, Kentucky nonprofit organization that advocates for equitable access to education and employment for young people who are at risk of becoming disconnected because of educational disruptions, childhood trauma, social or racial discrimination, or economic hardship.

The organization aims to reach and serve the community's estimated 2,000 middle and high school students who are not in school due to suspension, chronic absences, gaps in enrollment, or online learning only. The Book Works supports the young person's return to school through effective programming and case management services that connect each student with services to address underlying concerns. Its services include academic skills support, homework help, small group discussions for mental health and wellness skills development, workshops, mentoring, and case management.

The Book Works Executive Director Elizabeth Senn-Alvey leads a team of seven who were spending hours searching for critical information because the organization did not have a formal record-keeping system in place. Elizabeth realized that the organization could help more students with greater efficiency and data security with new record-keeping tools and processes. That's when The Book Works realized they needed to integrate a technology platform to help keep the team organized, maintain critical details about learners' needs and progress, and analyze and prove their success.

The Solution:

In order to collect critical data and connect student cases, programs, volunteers, and partner organizations, The Book Works evaluated technology providers and selected Casebook PBC because of its customizable approach that centralizes data with an accessible software solution.

With the help of Casebook's customer success team, the agency quickly onboarded, setting up the appropriate fields and reports to help them track success, both for individual cases and for their program as a whole.

In addition, data privacy for students is a top concern, and Casebook's level of security provided the organization with a technology tool to protect the information.



The Solution:

With a better operational foundation and access to data they need to track outcomes and secure funding.

The Book Works team successfully evolved to its new direct-to-student services model and has quadrupled its reach. It has also secured 6x in funding, allowing them to support more members of their community.



Looking ahead, The Book Works is leaning on Casebook data to identify service gaps, open new locations, and leverage successes to secure more local partnerships.

“Student engagement is at the center of everything we do – and with better access to data that shows us and our partners the impact we’re making, we can help even more young people. Casebook is invaluable to our organization as we continue growing and looking for additional ways to fund the programs that we know are making a difference in Louisville.”

The Takeaways:



A New Mission:

The Book Works, with Casebook’s help, refocused its mission to provide direct student services, leading to better outcomes for their community



New and Increased Funding:

The Book Works, relying on reliable data stored in Casebook’s solution, has obtained new and increased funding to support their work.



Enhanced Reach:

Using data to drive decisions, the organization has grown strategically and continues to expand its footprint to serve more learners in need.