

CASE STUDY

The Haven Home

Cleveland based organization serving under-resourced women and their children moves its case management process online with Casebook

The Haven Home, located in Ohio, has compassionately served under-resourced women and their children experiencing housing instability by empowering sustainable independence since 2017. The Haven Home provides wraparound support for families as they work to find affordable housing and gain skills that will enable them to keep their housing.

In 2019, Cindy Rios, Executive Director of the Haven Home, led the charge to expand the operation by offering a 24-hour service model - a decision she knew would require more

technical support in order for her team to scale their service offering successfully.

Prior to working with Casebook in 2021, Rios and her team of five, relied on memory and spreadsheets to support their shelter program, community outreach services, and asset-building programs for women and children experiencing homelessness.

Rios told us, “Before we used Casebook, we really didn't have a way to keep track of the services provided to our clients. [The information] was on paper or it was in our heads. As the organization grew, we knew we would have to be able to manage...better.”



Photo Credit: Spectrum News 1, 7/22/2021

Rhonda Clark, the Community Engagement Manager, leads one of Haven Home's fastest-growing community service - the Diaper Distribution program - which has experienced steep growth in the volume of families served and diapers distributed over the past 5 years.

Prior to Casebook, Clark and her team were spending more and more time in monthly spreadsheets attempting to document each family that received diapers. There was no

tracking of services by recipient. Additionally, with each monthly installment of the diaper drive, the Haven Home team would search through the past month's spreadsheets to identify if they have worked with a family in the past, which was an inconsistent and time-consuming process.

Over time, relying on paper records and the memories of staff became unreliable to serve the organization's needs and tell a compelling story to prospective funders. As the number of clients served increased, Haven Home needed additional funding to support the growing number of families. Rios knew that she would need a robust tool to document client interactions and report back to the funders.

Rios' top priority was to find a tool that could be flexible and configured to the Haven Home's business process. Casebook emerged as the clear choice for her organization's needs when she learned that Casebook was more configurable than other competitive human services offerings that she reviewed.

For Rios, a key attraction was Casebook's ease of configuration and the quality of onboarding and training. "Not everyone on our staff is computer [savvy]" but with Casebook, the staff quickly adopted it, tracking lots of information

that was previously missed -- like family relationships, ages of children, and significant life events like if a client is pregnant." Since implementing Casebook, Rios and her team have increased the number of clients that they serve and are regularly able to provide stakeholders actionable insights into their performance.

“ I can find quick answers to all of my questions. Have they been here before? Were there any issues? What services were we able to provide when they were here before?”

— Rhonda Clark, Community Engagement Manager

Staff members no longer have to dig through paper files or spreadsheets to understand the family's history with their organization. Casebook's helps measure the continued growth of the Diaper Distribution program in a way that saves time - by end of May 2022 they had distributed close to 8000 diapers - putting them on track to more than double their 2021 distribution of roughly 20,000 diapers.

Now that they have used Casebook for more than a year, Clark and staff use

tasks and workflows to set up notifications to remind themselves to follow up with clients or former clients based on upcoming life events and to make their growing volume of work more manageable.

Rhonda Clark, a Community Engagement Manager said, "Casebook is a powerful tool for us to be able to keep track of the families we work with. I can set tasks for myself or others on our team to help us manage our workload. I am able to document personal information and log case notes in a central location, something that we weren't able to do before. It's really

wonderful. It's great to have a platform where we can put all that information as we are working with a client. I can find quick answers to all of my questions. Have they been here before? Were there any issues? What services were we able to provide when they were here before?"

Today, staff seamlessly use Casebook daily. Two team members are responsible to help families through the Shelter's Intake process and the rest of the team are using Casebook to track goals, notes, outcomes, and discharge information which gives them, and their funders, a clear picture of a family's progress and involvement in various programs during their stay.

As for Rios, she is using Casebook to update their practice model as things change and they learn more about how they and their funders want to track and report information. She's able to not just pull reports, but also track detailed information about individual families from anywhere, which is coming in handy to her as she's busier than ever.

Rios concluded by saying, "The Haven Home is in growth mode. Casebook took us to another level in our service provision and our professionalism."

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— Cindy Rios, Executive Director

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. As a result, Casebook PBC developed a configurable, intuitive, and easy-to-use software in close partnership with human services practitioners. Our solutions evolve with policy and practice in child welfare and human services to provide the best-in-class experience.

Want to Learn More? Let's Talk.

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