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The Case of Growing Pains:
Lost Angels Taps Casebook to Streamline Data in Order to Scale

The Case:

Lost Angels Career Center is a Southern California-based nonprofit youth empowerment and vocational training center that serves disadvantaged youth, families, and distressed communities through innovative vocational training, social enterprise, and traditional outreach programs.

The agency's track record for success is impressive with a 100% job placement rate for participants. Demand for their services and approach remains high, with an average of 250 adults for 40 training slots.

Lost Angels focuses on setting participants on the path to financial stability with technical skills in welding, manufacturing, composites, precision drilling, and more. In fact, so many graduates are able to buy homes that the agency added a class to prepare them for the process. With pressure to expand programming across Los Angeles, the organization quickly realized it needed a more efficient way to capture data and track outcomes to support their growth.

The Solution:

Lost Angels' Director of Case Management and Job Development Laura Evans knew the agency was outgrowing Google Docs and paperwork as a way to manage case records.

In addition to reporting, Lost Angels needed to more accurately track what programming is working and what's not in order to refine their approach and bring on new services.

With prior experience with client records management systems, Laura understood what was needed and turned to Casebook for its configurable platform. She used that capability to set up the categories she and her co-workers needed to manage cases and report outcomes. For example, she wanted to track spending by category by participant. With Casebook she can run program spending reports in real time.

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The Result:

Because Lost Angels can now collect critical details in Casebook, they can identify information about each applicant – as an example, a community partner complained that Lost Angels never helped someone he referred to the program.

> **With Casebook, Laura quickly found the applicant's case and records and could report to her boss that the applicant booked two appointments and was a no-show. This data allowed Lost Angels to preserve their partnership.**

The Takeaways:

Quick answers:
With Casebook's help, Lost Angels can access critical participant information quickly and report to community partners when it's needed.

Time Savings:
Because Lost Angels is no longer relying on Google Docs, the team is saving a significant amount of time and can focus on other impactful areas.

Prove Programs:
With the data they need to show the effectiveness of their programs, Lost Angels can perfect its approach and more easily identify areas for expansion.

"I need detail and data and Casebook has a lot of that. It allows me to keep track of this person, all the way through," Evans added. Before Casebook, it would take half an hour in Google Docs just to find the right record, and many times, it lacked all the specifics I needed. Honestly, it's ridiculous to me to think of doing it without Casebook. I've become so dependent on it because it so easily tracks everything for me."

With the time-saving and reliable capabilities from Casebook, Lost Angels can envision an expansion of services. And with Casebook, they can easily gather all the details that guide the staff and the programs, and the expansion of new ones.

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