



ADULT AND AGING TEAM SAVES 30-40 MINUTES ON EACH ASSESSMENT WITH CASEWORKS

One of Minnesota's largest counties, Washington County's Adult and Aging team loves how CaseWorks helps streamline the complex eligibility process, saving time and eliminating steps toward serving their most vulnerable citizens.

WASHINGTON COUNTY, MN AT A GLANCE

COUNTY OVERVIEW

- Population: 267,568
- Hybrid workforce
- 75-member Social Services team

CHALLENGES

- Team lacked digital literacy prior to CaseWorks adoption
- HIPAA concerns with lost documents and forms
- Time-intensive processes



CaseWorks has come up with features that have helped us immensely and streamlined our work. The form-filled packets have saved a huge amount of time and energy. On top of those packets, eSignature allows us request signatures via email, and they can be signed and returned without having to print a single piece of paper. The community, the people that we serve, absolutely love the ability to do the eSignature. This feature alone probably saves my staff 30-40 minutes per assessment."

ANNE ROONEY

Adult and Aging Supervisor,
Washington County, MN

SERVING THE MOST VULNERABLE

Washington County's large Social Services team needed efficiency and intuitive features to help navigate the complex eligibility process for their most vulnerable citizens. Prior to adopting CaseWorks, their team processed cases solely on paper. This required hours of tedious data entry, time in the car acquiring and shuffling cases from office-to-field-to-office, and agonizingly slow postal mail collaboration for form completion.

While their team worked tirelessly to serve their citizens with excellence, the overwhelming workload often suffered setbacks, including HIPAA concerns, lost paper documents, and missing signatures that added weeks to the back-and-forth process .

REDUCING TIME AND HURDLES

In 2017, the NCT team's smooth onboarding process confirmed that choosing CaseWorks was the right decision, even for wary digital novices on the team.

During the last 5 years of partnering with NCT, Washington County has particularly loved the continuous development of "phenomenal" strategies and features to meet their needs: DHS eDocuments automatically update in CaseWorks, the flow between SSIS and CaseWorks is "beautiful and fairly flawless," permissions and access, case transfers and file transfers, communication between case managers and assessors. In the complex eligibility process, where one assessment can take 8+ hours to complete, CaseWorks organizes and streamlines communication for the myriad of forms and documents needed to activate services for vulnerable clients.

CASEWORKS BENEFITS

Case Transfer

Files and forms can be easily shared and transferred across teams, units & among counties that use CaseWorks.



Continuous Development

NCT offers exceptional support through onboarding, ticketing & ongoing User groups



eSignature

Clients and attorneys can digitally sign forms for immediate turn-around

