

## Caseworker Connect Case Study: HARV

Winnie, a senior caseworker from HARV Domestic Violence team, uses Caseworker Connect Online to record incoming referrals and manage her case load. Because of the real time support in Caseworker Connect Online, information is immediately available to, and reusable by, everyone in the team.

Caseworker Connect Online helps Winnie and her organisation:

- Make information available to everyone, leading to better-informed decision making and a more productive service.
- Keep up-to-date with secure access from any internet enabled computer to record new outcomes, add a case note, or review the latest referrals
- Stay in touch with service users via email and sms
- Free up time so Winnie can pay more attention to client needs
- Produce information that commissioning bodies ask for, and respond to new tenders with powerful insights into all aspects of service delivery.

### Before Caseworker Connect Online

Before HARV deployed Caseworker Connect Online, Winnie entered the same information multiple times and in different applications. The different applications did not communicate or cross validate data with one another. Winnie had to write up notes in Word, update referral figures in an Excel spreadsheet, add incoming referrals to a day book, and calculate her monthly report figures with a calculator.

### After Caseworker Connect Online

After HARV deployed Caseworker Connect Online, Winnie saves time and effort when recording her work and spends more time interacting with clients.

Winnie can complete her reports and updates far more efficiently. Winnie enters all of the information for her case work visits in one Caseworker Connect module that shows up-to-date information about referrals and previous actions. Caseworker Connect Online automatically calculates both her case load and statistics and helps Winnie create reports. Caseworker Connect Online even validates his entries for accuracy.

Caseworker Connect Online is designed to easily gather and manage the highly structured yet varied types of information Winnie needs to submit – dates and times in numerical form, client notes in free text format, and other information.

The information Winnie enters through Caseworker Connect Online is immediately available throughout the organisation. This means that other case workers and her manager have instant access to updated information they need to make better-informed decisions. For example, with more timely updates on case progress, it is easier for other members of Winnie's team to cover for her and Winnie's manager to make accurate reports.

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HARV Domestic Violence Team

[winnie@harvoutreach.org.uk](mailto:winnie@harvoutreach.org.uk)