

Jackson County Job & Family Services Improves Key Performance Metrics with Case Aide Services

On paper, it looked like Jackson County JFS workers weren't doing their jobs effectively. They were completing visits, but the work wasn't being documented in the Statewide Automated Child Welfare Information System (SACWIS). Caseworkers felt disheartened that their hard work wasn't reflected in performance reports and the agency appeared to be "failing."

With Case Aide Services, the agency has a team from Northwoods that's dedicated to organizing and prioritizing paperwork and data entry. Workers can focus on their priority—families—while Case Aides help with tedious tasks that had prevented workers from documenting their work. As a result, Jackson County JFS has improved two key performance metrics, while also boosting morale and supporting retention goals.

Home Visits Completed

Jackson County JFS improved the average percent of Composite Visits Met from 48.3% in Federal Fiscal Year (FFY) 2022 to 86% in FFY 2023—a 38% improvement. The agency earned a one-time most improved financial Best Practice Incentive Award from the Office of Families and Children to support a positive workplace culture and worker well-being.

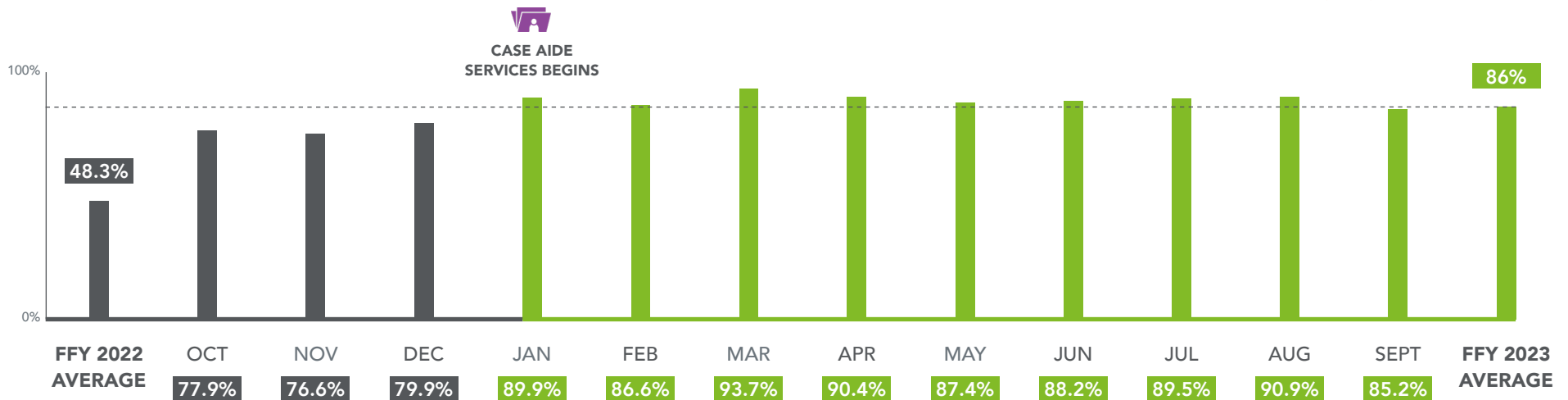
Assessment/
Investigations
Completed On Time

14% ↑

Home Visits
Completed

38% ↑

*Most Improved County
Incentive Award*



----- Line represents FFY 2023 average

The Case Aide Services That Helped the Most

Client Visit Support: Before it was tedious for workers to enter case notes—almost an entirely separate job from visiting families. Now Case Aides enter case notes into SACWIS for workers to finalize, plus help execute other to-do items. This frees up more time and capacity for workers, while still making sure they've documented their visits on time.

Records Request: Caseworkers need records (medical history, treatment records, school information, etc.) to inform their decisions and actions. This often requires multiple phone calls and follow ups to external providers. Case Aides can be proactive and persistent to collect these records in a timely manner for workers to use when interacting with families. Social Services Supervisor Kristina Carlisle says more records have come into the agency since implementing Case Aide Services than ever before.

Referral Support: When a caseworker must choose between visiting a family and completing a pending referral, they prioritize the visit because that's most important. Now having someone else take care of the paperwork ensures families still receive services quickly. Case Aides fill out forms to initiate and support referrals, plus follow up with workers and providers to ensure clients are getting the help they need when they need it.

“ When it comes to retaining staff, the fact that we got this incentive gives everybody the sense that we can reach our goals. The agency is in a better place when we're high performing. Everybody wants to work someplace where they can be successful and feel good about what they're doing. ”

— KRISTINA CARLISLE

*Social Services Supervisor,
Jackson County Job & Family Services*

“ We're not at the bottom anymore. We're just going to keep climbing. We're getting better and the morale has improved and getting this incentive just helps boost that. ”

— LOREE WALKER

*Protective Services Program Administrator,
Jackson County Job & Family Services*



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