

# Open the door to modern human services

**An agency-transforming solution from KPMG and Case Commons**

On the front lines of caring for America's most vulnerable population, caseworkers need access to real-time information to make the profound decisions they face every day. And public leaders require high-quality, reliable data to determine future investments and policy improvements. By transforming processes and implementing innovative technologies, KPMG and Case Commons can help your agency improve service delivery to the most vulnerable members of society and meet stakeholder requirements.

## **New rules, new opportunities**

Effective August 2016, the Comprehensive Child Welfare Information System (CCWIS) final rule opened the door for state and tribal child welfare agencies to modernize outdated, monolithic IT systems with new and innovative technology that best meets unique program needs. With modular, web-based, and interoperable technologies, agencies can automate the collection of high-quality case management data and promote its analysis, distribution, and use by case workers, administrators, researchers, and policy makers.

When designed and implemented carefully, these modern solutions—combining customizable, off-the-shelf technology with powerful data exchange protocols—can support your agency to

- Align your child welfare program with real-world, people-centric casework practices to create a system built around children and families.
- Improve system reliability, performance, and caseworker adoption.
- Comply with federal and state requirements for data quality, data sharing, interoperability, and advanced reporting.

By opening the door to modern solutions, the CCWIS final rule provides an exciting opportunity to transform how your agency operates. KPMG and Case Commons can help.

## **KPMG: Transforming agencies**

KPMG's Health and Human Services (HHS) professionals have more than 100 years of combined experience with state child welfare departments and their information systems. But KPMG does not merely build IT systems to automate your existing processes. Instead, our HHS professionals focus on agency transformation so that you can measurably improve your service delivery to children and families. In fact, KPMG is the leader in business intelligence, compliance, and project oversight for large, HHS transformation projects in the public sector.

We begin by working with your agency to gain insight into specific challenges, and then we design distinctive solutions to meet your needs—always leveraging advanced technologies and public sector leading practices while taking into account federal program compliance requirements. KPMG has deep experience with all roles of a CCWIS project, including steering committees, project management, functional and technical architects, implementation management, solution design and development, testing, and end user adoption. Our experienced HHS professionals can guide your agency towards improved program outcomes and performance.

### Case Commons: Driving improved outcomes

Case Commons' platform, Casebook, uses intuitive design to meet the needs of caseworkers and administrators. Winner of a prestigious Code for America Technology Award as well as UX Magazine's International Design for Experience Award, Casebook is recognized across the HHS field for its groundbreaking graphical user interface. This innovative, intuitive software incorporates social media concepts instantly familiar to the next-generation social worker.

More importantly, Case Commons' software as a service facilitates improvements in service delivery. Since the Indiana Department of Child Services implemented Casebook in 2012, the agency has significantly improved key metrics including number of face-to-face meetings between case managers and children, quantity of visits between children and parents, and share of children placed with relatives. Case Commons is widely viewed as a leader in developing transformative software that promotes best practices and drives improved human service outcomes.

### The KPMG Resource Integration Suite for Child Welfare, built on Casebook

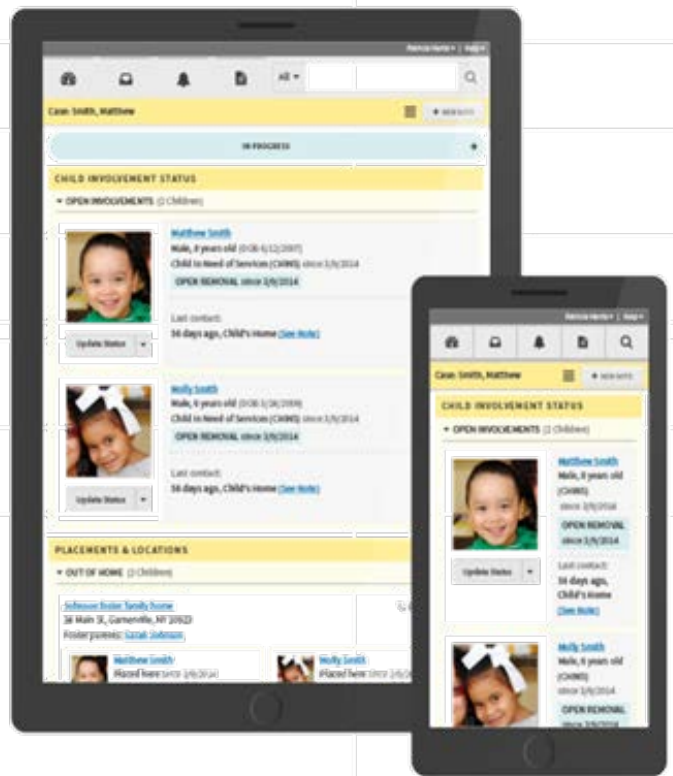
The KPMG Resource Integration Suite for Child Welfare (KRIS-CW) is a nimble and rapidly deployable set of technology capabilities and leading practices, offering clients the Casebook Platform – a tested alternative to traditional solutions.

- Innovative technology solutions
- Child welfare program alignment
- Federal and state compliance
- Large scale HHS transformation

With it, KPMG professionals can help your agency prioritize multiple, competing agendas; ready your organization for change; manage projects; and deliver the right data for nuanced business intelligence.

Before selecting Casebook as the technology solution underlying KRIS-CW, KPMG undertook an extensive, objective analysis of the marketplace. Casebook emerged as the clear leader because it provides a rich set of capabilities and ease of maintenance over the long term. It's web-based, mobile-friendly software provided detailed outcome measurement reporting and advanced data and analytics capabilities.

A solution developed by leaders in human services, KRIS-CW can be implemented in an agile and incremental fashion, enabling your agency to quickly obtain value, especially when compared with traditional approaches.



Casebook intuitive design

### KPMG's public sector practice

- Serves one-third of the nation's billion-dollar state and local governments – more than any other firm
- Employs more than 1,400 professionals serving the public sector
- Has certified more than 1,400 professionals for business transformation projects
- Authors thought-leadership on Statewide Automated Child Welfare Information Systems (SACWIS), CCWIS, and child welfare programs

## New opportunities and possibilities for child welfare

The CCWIS final rule is an opportunity for child welfare agencies to transform and modernize. It opens the door to flexible, people-centric case management and improved outcomes for children and families. Agencies that take advantage of the new rule also benefit from improved insight and business intelligence that can inform nuanced policy making.

KPMG's KRIS-CW solution, KRIS-CW utilizes the Casebook platform, to help support state agencies to capitalize on this new legislation. By forging a solution based on the strengths of both companies, KPMG and Case Commons can help your agency streamline migration to a next-generation case management system and deliver significant, measurable outcomes.

### Casebook brings your agency robust human services functionality.

- Case management: Document all assessments, case planning, and removal information within a family network diagram for visualizing the client's entire support network.
- Reporting and analytics: Capture high-quality data and track metrics via dashboards and reports.
- Hotline: Document reports of abuse and neglect with an intuitive web user interface.
- Investigation: Rapidly respond to hotline incidents with optimized workflows and decision making tools.
- Integration: Promote interoperability and integration with external systems.
- Eligibility: Automatically determine eligibility to enhance reimbursement.



# Contact us

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