

The Case for Making the Most of Modernization: For the Silent Finally Realizes the Power of Digitizing Data with Casebook



The Case:

For The Silent is a Texas-based non-profit organization that works to protect youth from commercial sexual exploitation and sex trafficking through prevention, crisis intervention, and community transformation. For The Silent assists high-risk youth and victims by advocating for their voices through case management, one-on-one counseling, housing coordination, and empowerment programs. They partner with trusted best practice agencies and service providers to develop a full continuum of care for survivors. For The Silent's mission is to keep clients engaged and support clients to participate or remain accessible for law enforcement investigations, and, most importantly, help them stay safe and work toward recovering their voice.

Because of the sensitivity and complexity of each engagement (i.e., consent forms, disclosures, medical permissions, and more), For The Silent meticulously documents every interaction with current and potential clients. The organization had been using traditional paper-based forms and processes such as scanning and manual data re-entry. As a result, they lacked a centralized electronic database, and it was a painstakingly difficult and time-consuming process to gather the information for specific reporting requirements, including ongoing grants. In fact, a dedicated grant manager spent at least a quarter of their time perusing every case file in the system, manually hand-examining and tabulating the services data into a spreadsheet where it could be summarized into reports.

“The conversion from notes to spreadsheets by hand was tedious and created possibilities for errors,”

says Justin Reese, For The Silent's internal volunteer technologist.

“If we could enter data in an electronic way to be queried, then we could save a human several weeks of very manual and error-prone work. We could also be more confident in the accuracy of data to ensure compliance with grant reporting.”

The Solution:

For The Silent always knew digitizing data was key but struggled with another software provider that wasn't able to meet their unique needs and caused more problems than solutions.

Willing to try again, For The Silent tapped Casebook because of its intuitive and easy-to-use software solution that could be configured and seamlessly integrated into their advocates' daily workflow, so they would be inclined to use it and not avoid it. With a modern approach that actually worked, Casebook's digital workflow mirrored advocates' daily routines while optimizing and creating productivity shortcuts.

The Solution (Continued):

As an example, Casebook makes a distinction between a case and an individual—something the advocates did not do as part of their manual work patterns.

“The software needed to be super quick and user-friendly so that the advocates didn’t feel bogged down by the notes because this work is very, very fast-paced,”

explains Rebecca Renfrow, former executive director at For The Silent

“We want them to feel less pressure about [notes] so they’re more likely to do them consistently which tells a better narrative with the client. It also makes for less burnout.”

The Takeaways:



Modernizing that Makes Sense:

Because of Casebook’s intuitive and easy-to-use software solution that can be configured and seamlessly integrated into For The Silent’s daily workflow, their advocates became invested in using it and therefore, saw the benefit of digitizing disparate data.



Streamlined Workflows:

Casebook’s digital workflow mirrored advocates’ daily routines while optimizing and creating productivity shortcuts.



Focus on the Clients:

Data tracking and notation is more accessible and more accurate – as a result, For The Silent’s advocates can focus more of their time on supporting the people they serve.

The Result:

Since deploying Casebook, For The Silent has seen a marked difference in the amount of time advocates spend recording notes and reviewing documentation from previous interactions.



Data tracking and notation is more accessible *and* more accurate – as a result, Casebook’s most significant impact has been easing For The Silent’s grant reporting process – and giving their advocates time back to focus on the people they serve.

“Our advocates are at their best when they are able to spend their time and energy with clients rather than focusing on administrative tasks,”

said Angela Krüsi, Executive Director at For The Silent, said,

“Using Casebook has created more space in their schedules and to-do lists.”

