

Northampton County Children Youth and Families delivers critical family services with Dragon



CHALLENGE: Northampton County Children Youth and Families (CYF) needed to find a way to help caseworkers in its Department of Human Services tackle their documentation demands more efficiently and meet the region's ever-growing needs for family services.

SOLUTION: Using Dragon Professional Anywhere, the department's caseworkers can complete documentation such as case notes, family service plans, and court summaries up to three times faster than typing—all with greater accuracy and while supporting HIPAA compliance.

RESULTS: Caseworkers in the department have significantly reduced the time it takes to complete documentation, allowing them to spend more time engaging with the families they serve and delivering an enhanced client experience.

Northampton County's CYF delivers crucial, life-changing support to families with children who might be at risk of out of home placement. Caseworkers create plans for households to preserve the family unit and mitigate any issues the parents and children might be facing.

"Dragon has been a game-changer for me. It's helped me save so much time and it's boosted my accuracy. I no longer need to worry about capturing everything manually, which means I can focus my energy on having those important conversations with families."

— Shakira Roseway, Caseworker, Northampton County CYF

But delivering this attentive support requires lots of communication—and documentation—to ensure families stay on track with their plans.

"Our caseworkers can have as many as 30 cases at a time, and each case can have multiple children, which can mean six or more hours of paperwork per week," explains Maria Torres, Administrator at Northampton County CYF. "Many caseworkers put the paperwork off because they want to be out in the field helping families, but it's hard to play catchup while still remembering all the key details."

To add to the challenge, the department faces tight deadlines to complete its case files due to county regulations. If it misses these deadlines, it could lose its operating license.

"We have to serve a fast-growing population of 300,000 people, but with high staff turnover, limited resources to grow our team, and frequent burnout among our people, it's hard to meet the public's needs," explains Maria. "We needed a faster way to complete documentation without putting more pressure on our team."

Accurate documentation in a fraction of the time

The Northampton County CYF case workers equipped with Dragon Professional Anywhere, now use it to efficiently dictate notes, correspond with families, and complete documentation—up to three times faster than typing, all while supporting HIPAA compliance.

"With Dragon, I can dictate directly into the Family Service Plan document. It's so much easier and faster than typing," says caseworker Shakira Roseway. "I even use Dragon to capture lengthy phone conversations to help me with my case notes."

Like most of the team, caseworker Matthew Renaldo uses Dragon Anywhere Mobile—the mobile companion for Dragon Professional Anywhere—to capture notes in his car as soon as he finishes a family visit. "I can capture additional details I wouldn't

Northampton County CYF has dramatically reduced their documentation time and have seen upwards of **3 additional family engagements per month** using Dragon.

normally pick up with handwritten notes," he says. "For example, when the parents say they took the child to the doctor, I can capture the specific date they went."

Caseworkers also make extensive use of Dragon's Auto-text feature, which saves time by retrieving custom phrases and templates from simple voice commands.

"We have to do safety assessments during every family visit, and with Dragon, I can immediately bring up the right template that includes all the questions I need to ask," explains Matthew. "When I've seen the household is safe, all I need to say is 'no safety concerns observed' and Dragon automatically inserts a standard block of text with the same language as every other case note."

Less time on documentation, more time with families

Since using Dragon, Northampton County CYF's caseworkers have completely transformed how they serve families.

For example, Shakira has cut the average number of days it takes to input case notes from 45 to just 22. She's also closing cases faster while delivering appropriate resources, resulting in fewer families re-referred to Northampton County CYF.

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It's a similar result for Matthew, too. Matthew traditionally carried one of the highest caseloads in the department, yet today has more time to spend speaking with families, raising his average number of engagements per family from 7.8 to 10.8.

For Maria, the real value is knowing that her team has the support they need to perform at their best, without compromising their personal time and wellbeing.

"It's a big relief knowing that my staff have a tool that allows them to engage with families with less stress and more ease," she says. "I want to make sure we're not freeing people up just to load them with more work. Instead, it's about creating flexibility for our caseworkers and supporting them in their roles."

Learn more

Find out how Dragon Professional Anywhere could help your own organization document more efficiently. Visit www.nuance.com/dpa.

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