

Interactive Session B

1. Leveraging Data to Improve Staff Retention & Achieve Better Social Services Outcomes

Presented by

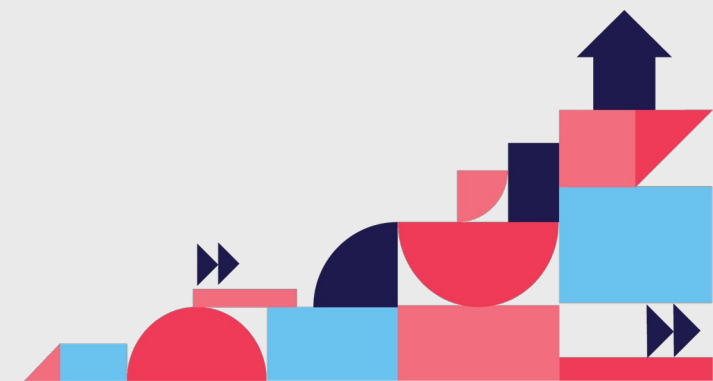
Binti, The United States



16:15 - 17:15

Room HIGH 1

Session in: 





**Leveraging Data to Improve
Worker Retention & Achieve
Better Human Service Outcomes**

June 14th, 2023

European Social Services Conference

Agenda

Introduction to Binti and Presenters

Getting to know the audience

Child Welfare priorities

Challenges with manual processes/data duplication

Sharing learnings- what are ways to reduce manual processes in data entry and work? Tying this back to key priorities

Closing thoughts and wrap-up



Getting to know you:

What organization are you from?

Do you work in child welfare?

Does your department talk about digitization?

How comfortable are you with technology?

Binti is a mission driven company and was started due to a personal connection to child welfare



Fun fact: Binti means “daughter” in several languages!

In 2016, our team spent **4 months** shadowing child welfare agencies

We mapped out the 4 levers of permanency in order of priority



Intro

9

major social worker workflow
(which became Binti modules)



We'll be focusing today on permanency with kin and community families: what are your key priorities, challenges, and potential solutions? Solutions informed from our work serving over 38% of children in care in the US

Foster Care Recruitment, Licensing, and Family Engagement: What are your key priorities?

- Examples:
 - Having at least 2 open beds as options available for every child in foster care
 - Ensuring that every family licensed is open to taking teenage children (ages 13+)
 - What are your priorities? What are the major challenges to success? Risks?
- Priorities we've heard from our partner agencies in the US:
 - Licensing relative homes in less than 60 or 90 days (depending on the jurisdiction) to ensure child safety and that children can be placed with relatives
 - Recruiting and licensing foster homes that are open to sibling groups of 3 or more children
 - Mitigating the challenge of worker retention/turnover by reducing data entry for staff and helping staff gather information from families more easily

Spend 7 minutes sharing with the 2 people closest to you! We'll then come back and share

Foster Care Recruitment and Licensing: What pieces of this require lots of manual work and/or data entry?

- Examples we've heard:
 - Collecting paper forms from families
 - Families don't know what's missing and need individualized reminder emails
 - Each worker has their own tracking process- hard to share easily with others or if someone leaves the organization
 - Families engaging with kin are drawing family trees on paper and logging outreach in Word documents- hard to share with other staff

Spend 7 minutes sharing with the 2 people nearest to you (we'll then come back and share):

- Whether you are in child welfare or another social services area, what types of tasks do you work on now that are heavily manual, require duplicative data entry, or instill an administrative burden on your team?
- What challenges has your team faced in this context of shifting from paper to digital processes, whether that be in child welfare or another area of social services?
- How is your team thinking about changing their processes?



Binti Case Study

Child Welfare Licensing before Binti

**Families were applying
on paper**



**Social workers were
using 70 column excel
spreadsheets**



**→ Families fall through the cracks in the spreadsheets,
workers waste time driving around to get forms signed,
families dropped out of the process**

Binti's Licensing Module - for families

Families can easily apply online to be a foster/adoptive/relative caregiver in a “Turbo-tax” like experience



Application Forms

| Forms | Progress |
|------------------------|----------|
| Caregiver Application | > |
| Register for Training | > |
| Supporting Documents | > |
| Live Scan Fingerprints | > |
| Health Questionnaire | > |

Binti's Licensing Module - for workers

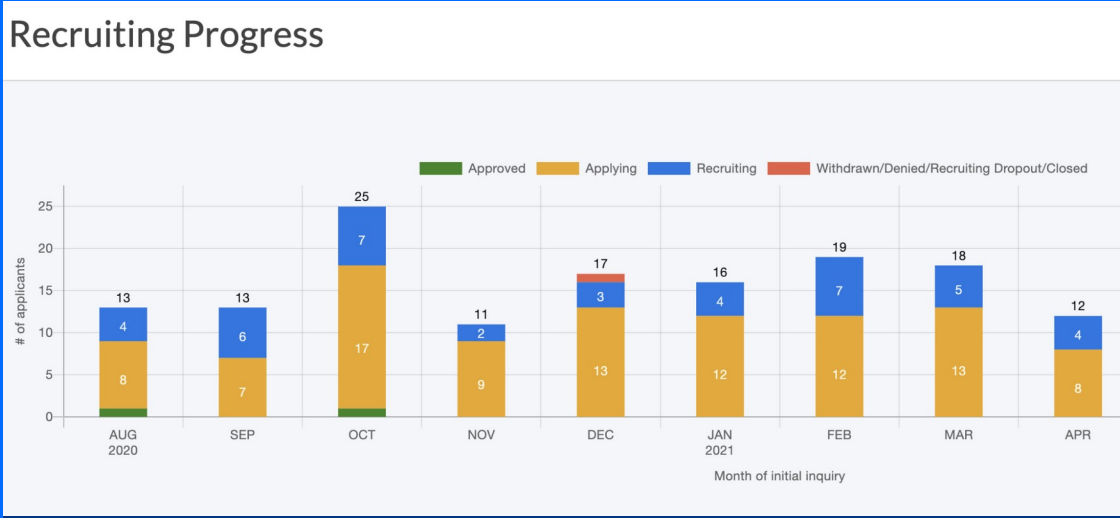
Welcome, Felicia Agency admin!

Here is a snapshot of your agency's caseload and action items.

Initials

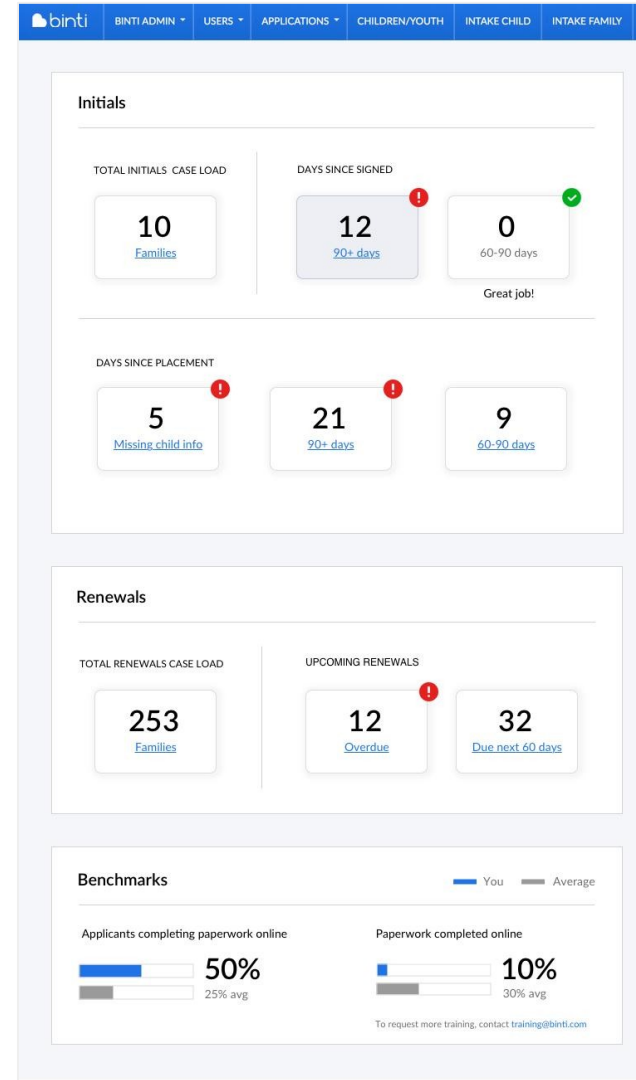
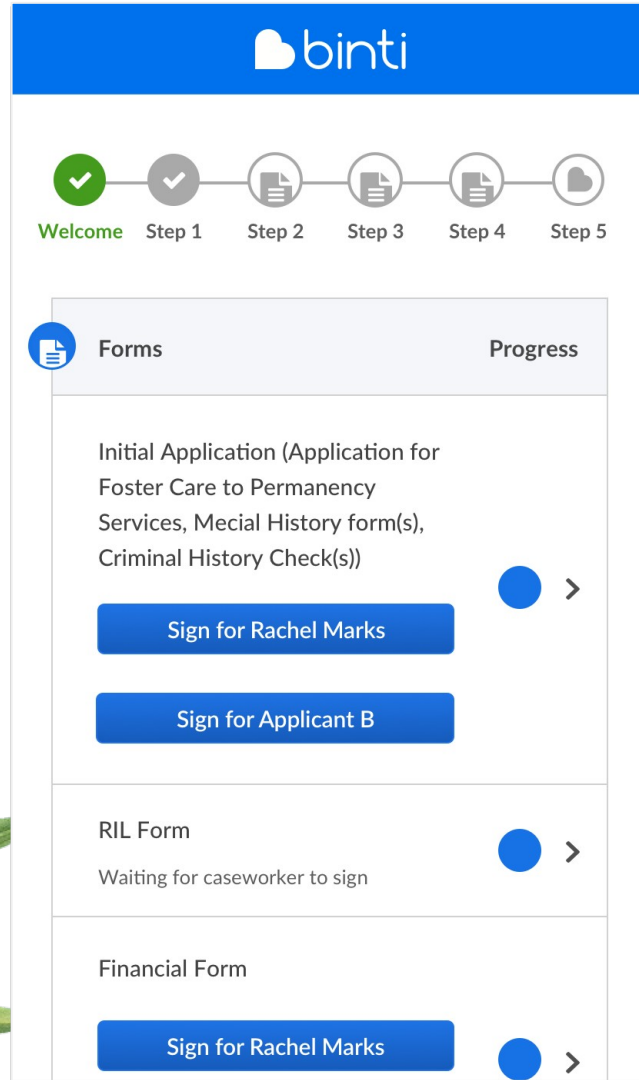
| INITIALS CASE LOAD | DAYS SINCE APP SIGNED | | DAYS SINCE CHILD PLACED | | |
|---------------------------------|---|--|---|---|--|
| 839 Families | 18 90+ days ! | 0 61-90 days ✓ | 28 Missing child placement info ! | 11 90+ days ! | 0 61-90 days ✓ |
| | Great job! | | | | Great job! |

Social workers can easily see their caseload, what is overdue and coming due



Administrators can easily see reports for their team to make decisions and improve policy/practice

Binti's Licensing module is mobile friendly for both families and social workers



Child Welfare Placements before Binti

Social workers

match families manually with binders, shoeboxes of notecards or spreadsheets

make manual calls to every family

take notes on word documents on their computer



- Children get separated from siblings or removed from school or community of origin due to non-optimal matching
- Different social workers end up calling the same family about the same child / families get frustrated
- Some families never get reached out to

Binti's Placements Module

Workers can easily find the best family match for a child as well as coordinate across the team

Binti handles geographic matching to optimize for keeping children in their school and community of origin

| Name | Contact Information | City | Can foster this child? | Availability / Capacity | Genders Open To | Ages Open To | Ethnicities Open To | Characteristics Open To | Distance From School | Distance From Community of origin | Comments | Last Contacted At |
|--------------------------------|---|---------------|-------------------------------------|---|--|---|---|--|--------------------------------------|--|--|---|
| Felicia Wilson | +23456709 509 anchit+es@binti.com | San Francisco | | 2 / 2 Updated over 2 years ago | | Approved for: 11 - 18 | | | 0 miles away from Rooftop Elementary | 1 miles away from Hannah's community of origin | | Actions |
| Amy Thompson | +23456709 509 kristin+donnysmith71@binti.com | San Francisco | Yes (12/30/2019) | 4 / 4 Updated over 2 years ago Renewal Overdue Training Overdue | | Approved for: 0 - 18 | | | 1 miles away from Rooftop Elementary | 1 miles away from Hannah's community of origin | | 12/30/2019 05:30PM Actions |
| Jason Robbins | +23456709 509 kristin+rebecapood123@binti.com | San Francisco | Needs more information (12/30/2019) | 1 / 1 Updated over 2 years ago Renewal Overdue Training Overdue | Genders open to: Male, Female, Transgender, Non-binary, Not listed above | Open to: 0 - 13 Approved for: 0 - ? | No Preference | History of running away Juvenile/probation youth | 1 miles away from Rooftop Elementary | 1 miles away from Hannah's community of origin | | 12/30/2019 01:00PM Actions |
| Brenda Johnson | +23456709 509 kristin+joannasilver409@binti.com | San Francisco | | 2 / 3 Updated over 2 years ago Renewal Overdue Training Overdue | | Open to: 11 - 12 Approved for: 11 - 18 | | | 1 miles away from Rooftop Elementary | 1 miles away from Hannah's community of origin | | 12/30/2019 12:01PM Actions |
| Tim Jones | +23456709 509 kristin+timjones@binti.com | San Francisco | No Full/At Capacity (12/30/2019) | 0 / 4 Updated about 3 years ago | | Approved for: 0 - 21 | | | 1 miles away from Rooftop Elementary | 2 miles away from Hannah's community of origin | | 12/30/2019 02:00PM Actions |
| Ross Robins | +23456709 509 kristin+carriestone718@binti.com | San Francisco | | Administrative Hold from 12/30/2019 In Process Allegations | Genders open to: Male, Female, Transgender, Non-binary, Not listed above | Approved for: 11 - 18 | Black or African American Hispanic or Latinx White or | Alcohol/drug use Experienced sexual abuse Juvenile/probation youth | 1 miles away from Rooftop Elementary | 0 miles away from Hannah's community of origin | always call them. will take kids when they can | 09/18/2019 07:09AM Actions |

Placements Dashboard

Filtered by: Age Preference, Child Ids, Ethnicity Preference, Gender Preference, Schools, Sibings Preference

CURRENTLY SEARCHING FOR

| Name | Age | Primary Language | Gender | Ethnicity | Behavior And Medical | School | Placement Recommendation | Community Of Origin Zipcode |
|-------------------------------------|-----|------------------|--------|-----------|----------------------|--------------------------------------|--------------------------|-----------------------------|
| Gloria Buenaflorida | 3 | | Female | | | East Oakland Leadership Academy High | | 94612 |
| Oscar Buenaflorida | 5 | | Male | | | East Oakland Prode | | 94612 |

COUNTY FAMILIES (71) RELATIVE-ONLY FAMILIES (0) PRIVATE AGENCIES (2) IN STATE GROUP HOMES (2) OUT OF STATE GROUP HOMES (0) MAP VIEW (70)

Family Finding before Binti

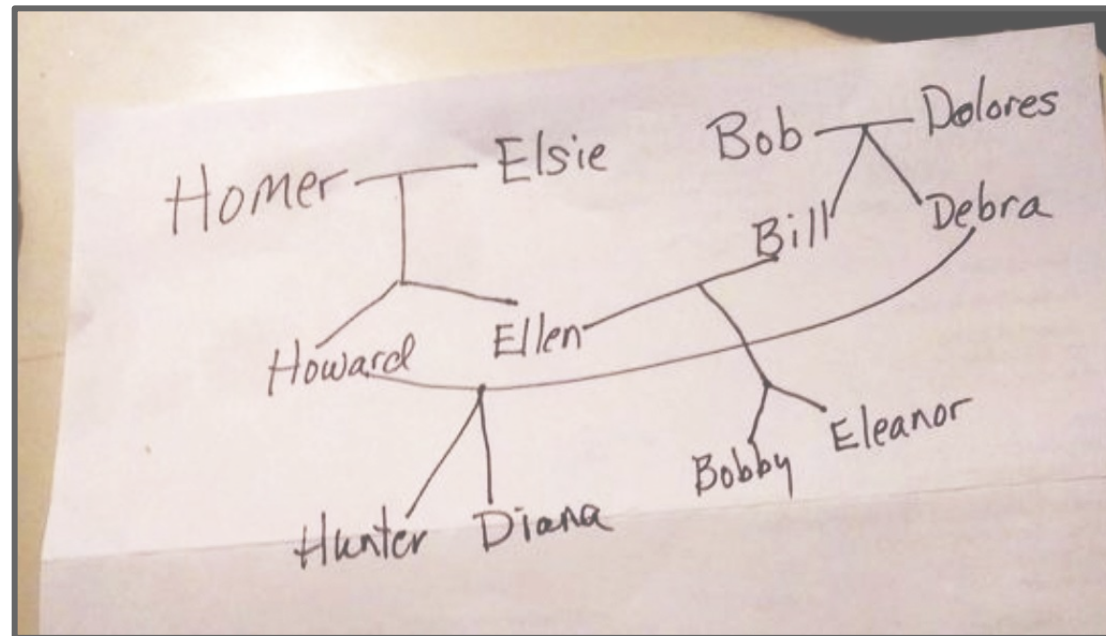
Social workers

Don't have time to be proactive enough to find and engage with relatives





























Taking notes in word documents doesn't allow effective team collaboration or documentation for reporting

Drawing family trees on paper

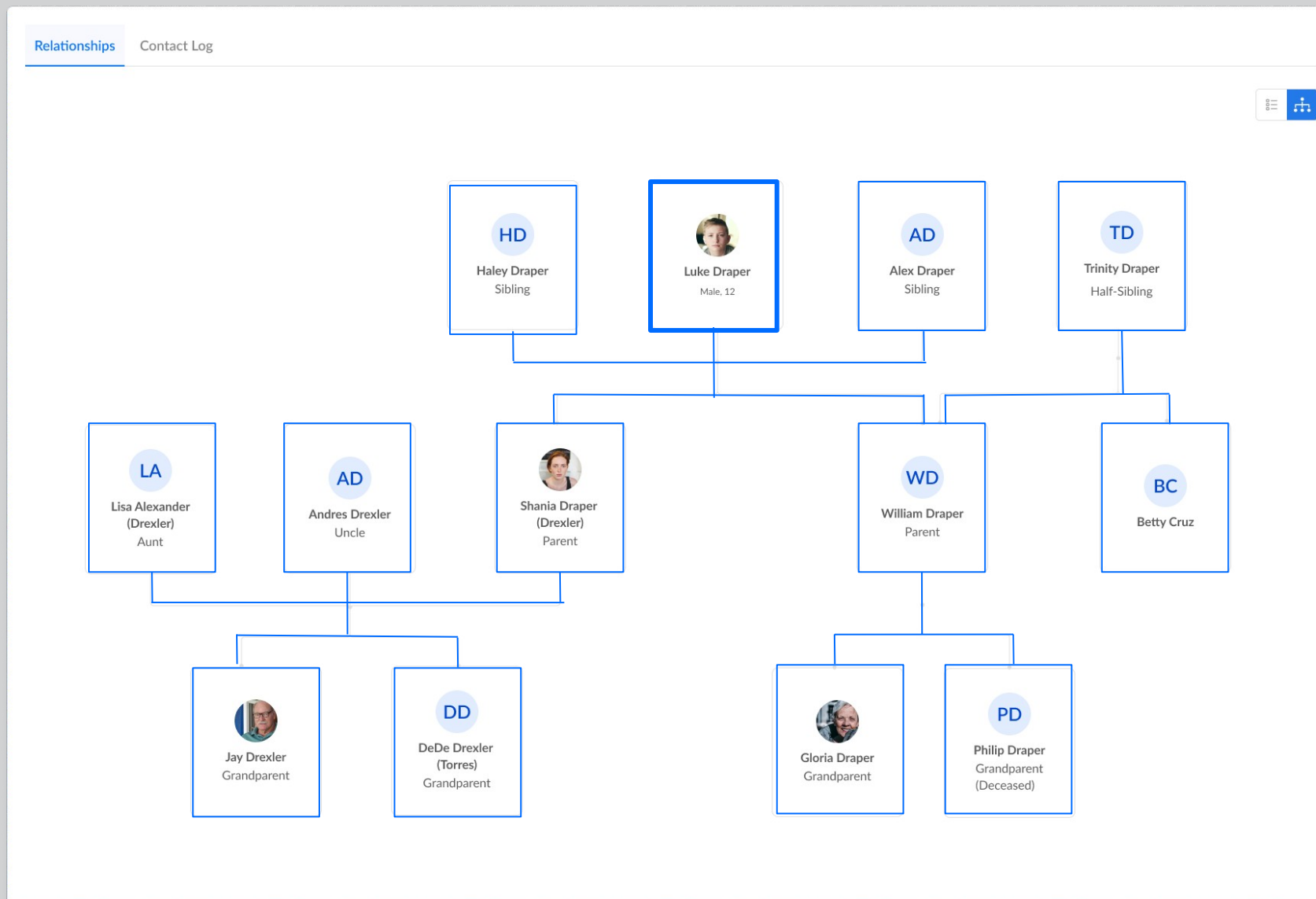
Cobbling together many different tools - e.g., one tool for search, one tool for genogram, one tool for tracking efforts, etc causes a lot of duplicate entry for staff



Binti's Family Finding Module: Track relationships between children and kin as well as the outreach done and next steps

| Name ↕ | Relationship Type ↕ | Contact Status ↕ | Level of Support ↕ | Placement Option ↕ | Relationship Status ↕ | Controls |
|--|-----------------------|-------------------------------------|--|--------------------|-----------------------|---|
|  Jay Drexler | Grandparent | Successfully Contacted 3/13/2023 | Placement Provider Supportive Relationship Visitation Support Provide Childcare Transportation Support | Current Placement | Close |    |
|  Gloria Draper | Grandparent | Successfully Contacted 3/13/2023 | Placement Provider Supportive Relationship Visitation Support Provide Childcare Education Support | Recommended | Close |    |
|  Andres Drexler | Uncle | Successfully Contacted 3/13/2023 | Supportive Relationship Visitation Support Provide Childcare | Willing | Cordial |    |
|  Elsu Pompey | Cherokee Tribe POC | Successfully Contacted 3/13/2023 | Placement Provider Supportive Relationship Visitation Support Provide Childcare | Recommended | No Relationship |    |
|  Lisa Alexander | Aunt | Successfully Contacted 3/10/2022 | | Unwilling | Contentious |    |
|  Matthew Draper | Uncle | Attempted to Contact 3/10/2022 | | | |    |
|  Manny Delgado | Neighbor | No Contact 3/13/2023 | | | |    |

Generate a family tree to track relationships and see which branches of the tree you still have gaps in kin finding



Reports & Analytics

Reasonable Efforts Report

Kinship Placement Opportunities 4 [See More](#)

| Name | Relationship Type | Relationship Category | Supportive Relationship | Placement Option | Relationship Status | Controls |
|---------------|-----------------------|-----------------------|--|------------------|---------------------|---|
| Jay Drexler | Grandparent | Relative | Kinship Placement Emergency Placement Respite Caregiver Supportive Relationship | Recommended | Close | Edit Email More |
| Gloria Draper | Grandparent | Relative | Kinship Placement Emergency Placement Respite Caregiver Supportive Relationship | Recommended | Cordial | Edit Email More |
| Elsu Pompey | American Indian Tribe | | Kinship Placement Supportive Relationship | Recommended | Other | Edit Email More |

Supportive Relationships 7 [See More](#)

| Name | Relationship Type | Relationship Category | Supportive Relationship | Placement Option | Relationship Status | Controls |
|-------------------|-------------------|-----------------------|---|------------------|---------------------|---|
| AD Andres Drexler | Uncle | Relative | Emergency Placement Respite caregiver Supportive Relationship | Willing | Close | Edit Email More |
| Katherine Xia | Teacher | Fictive Kin | Supportive Relationship | Willing | Close | Edit Email More |
| JW Jane Williams | Neighbor | Fictive Kin | Supportive Relationship Respite Caregiver Emergency Placement | Willing | Close | Edit Email More |

Notification and Contact Log [See More](#)

| Person | Type | Date & Time | Notes | Controls |
|-------------------|------------------------------|----------------------|---|---|
| Jay Drexler | In-Person Visit | 01/10/2023, 02:30 PM | Jay and Dana (the children's maternal grandparents) are very willing to take Luke and his sisters, Alex and Haley. | Edit Email More |
| DD Dana Drexler | | | They live just 20 minutes away from their home and are willing to drive the children to school everyday. | |
| AD Andres Drexler | Phone Call | 01/04/2023, 09:47 PM | Andres mentioned that he could not take the children, though he would be willing to support the children in other ways. | Edit Email More |
| LA Lisa Alexander | Relative Notification Letter | 01/02/2023, 05:02 AM | Relative notification letter sent. No response. | Edit Email More |

Welcome, Family Finding Supervisor!

Here is an overview of your units case load and outcomes

Family Finding & Engagement

| Case Load | Days Since FF&E | Metrics |
|--------------------------------|---|--|
| 450 <small>Children</small> | 375 <small>0-30 days</small> Great job! | 75 <small>30 days +</small> ! |
| | | 82% <small>Kinship Placement Rate</small> Great job! |

Relationships Dashboard

| Connections Found | Connections by Parental Lineage | Supportive Connections Found |
|---|--|--|
| 50 <small>Average # of Connections Found</small> Great job! | 63% <small>Parent 1</small> Great job! | 37% <small>Parent 2</small> ! |
| | | 8 <small>Average # of Relational Supports Found</small> ! |
| | | 4 <small>Average # of Relational Supports Utilized</small> ! |

Receive powerful insights into Family Finding progress and outcomes



Tying it together: How could better processes and data help support your key priorities?

Examples from Binti's work with child welfare agencies across the US

↑30%

increase in
foster/adoptive parents
approved/year

↓18%

reduction in avg days to
complete each approval

↑20-40%

social worker time
savings

3-10x

ROI due to cost savings and
driving higher federal
reimbursements

↑70,000

families to foster/
adopt children

Time Savings by staff through greater efficiencies can be a huge driver in worker retention

How could better processes help support your key priorities?

- Examples from our work and our partners:
 - Monthly meeting with newly licensed foster parents: allowing them to get to know each other and build relationships moving forward
 - Prioritization on kinship placements:
 - Policies around sign-off by supervisor for any non-kin placement
 - Consulting the youth when mapping out meaningful adult relationships
 - Broadening definition of kin (neighbors, family friends, etc.)
 - Prioritizing placements that are close to child's school and community of origin

What processes can you or have you implemented that can support your key priorities?

How could better technology support your key priorities?

- Examples from our work:
 - Shared tool that is web-based allows for workers to see each other's work, which reduces challenges with worker retention
 - Mobile-friendly tools help workers complete work in the field without needing to go back to a computer
 - Having clear data on newly licensed families that are available and open to taking placements- without clear data, staff just rely on families they already know/have placed with before
 - An agency had 90% of the families entering the foster care application process drop out- without data, don't know that and can't make adjustments

What technology can you or have you implemented that can support your key priorities? (we'll spend some time sharing this with the group!)



Thank you!
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