



A CASE STUDY BY BONTERRA PROGRAM MANAGEMENT (FORMERLY SOCIAL SOLUTIONS)

The leading cloud software provider for the social good sector

Communities in Schools Big Country levels up their case management capabilities by using technology to help more kids succeed in school and life.





With **Bonterra Program Management** (formerly Social Solutions) features, complete data management and improved tracking, CISBC gets the job done.

Communities in Schools of the Big Country (CISBC) is on a mission to surround students with a community of support, empowering them to stay in school and achieve in life. Based in Abilene, Texas, this Communities In Schools (CIS) affiliate started small by serving three elementary campuses. CISBC has grown to serve seven school districts and 1,500 students across 1800 school campuses in Abilene and beyond.

Their range of services is designed to be an extra set of eyes, ears and helping hands for students who need the right kind of support to be successful and feel supported in school. Student Success Coaches (SSC) provide services on campus, including:

- **Meeting basic needs:** Providing daily necessities like food, warm clothing, and school supplies helps students focus and feel supported.
- **Academic assistance:** SSC ensure students have resources to progress academically, including access to tutors, finding and creating quiet spaces for studying, and finding new ways to create optimal learning environments.
- **Life skills:** Through one-on-one workshops, team building, and guest speakers, CISBC works with students to develop social emotional learning, character education, social skills building, and conflict resolution.



CUSTOMER

*Communities in Schools
of the Big Country*



VERTICAL

*Education and
Education Services*



PRODUCT

*Case Management
[Enterprise]*

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- **Social emotional learning:** Students face and overcome challenging obstacles in their lives. However, their survival skills aren't always effective in the classroom or the workplace. CISBC programs teach students positive ways to cope with anger, conflict resolution, and other strategies to focus on school.
- **Diversity equity inclusion (DEI):** CIS believes that transformative relationships are vital to unlocking students' potential. They use DEI principles and practices in their services and strategies to break down systemic barriers to create and sustain equitable outcomes.
- **Family engagement:** SSCs connect families with counselors and coaches to ensure that home is a healthy, nurturing environment where students feel safe.

SSCs are the caring adults on a campus whose sole purpose is to support students, advocate for them, and ensure their success while in school.

**12x
faster**

Searching for a critical piece of participant data in physical files could take up to an hour of staff time. Now, providers can pull data in less than five minutes. That's 12 times faster.

Challenges

Leadership began discussing how the Texas Education Agency (TEA) had recently provided software for CISBC. The technology was highly effective for what it was designed to do: reporting outcomes periodically. But SSCs needed software explicitly designed for case management that included time-sensitive data that provided immediate insights on students. While the TEA technology did its job well enough; it was time to move into the next phase of intensive tracking with data sharing capabilities.

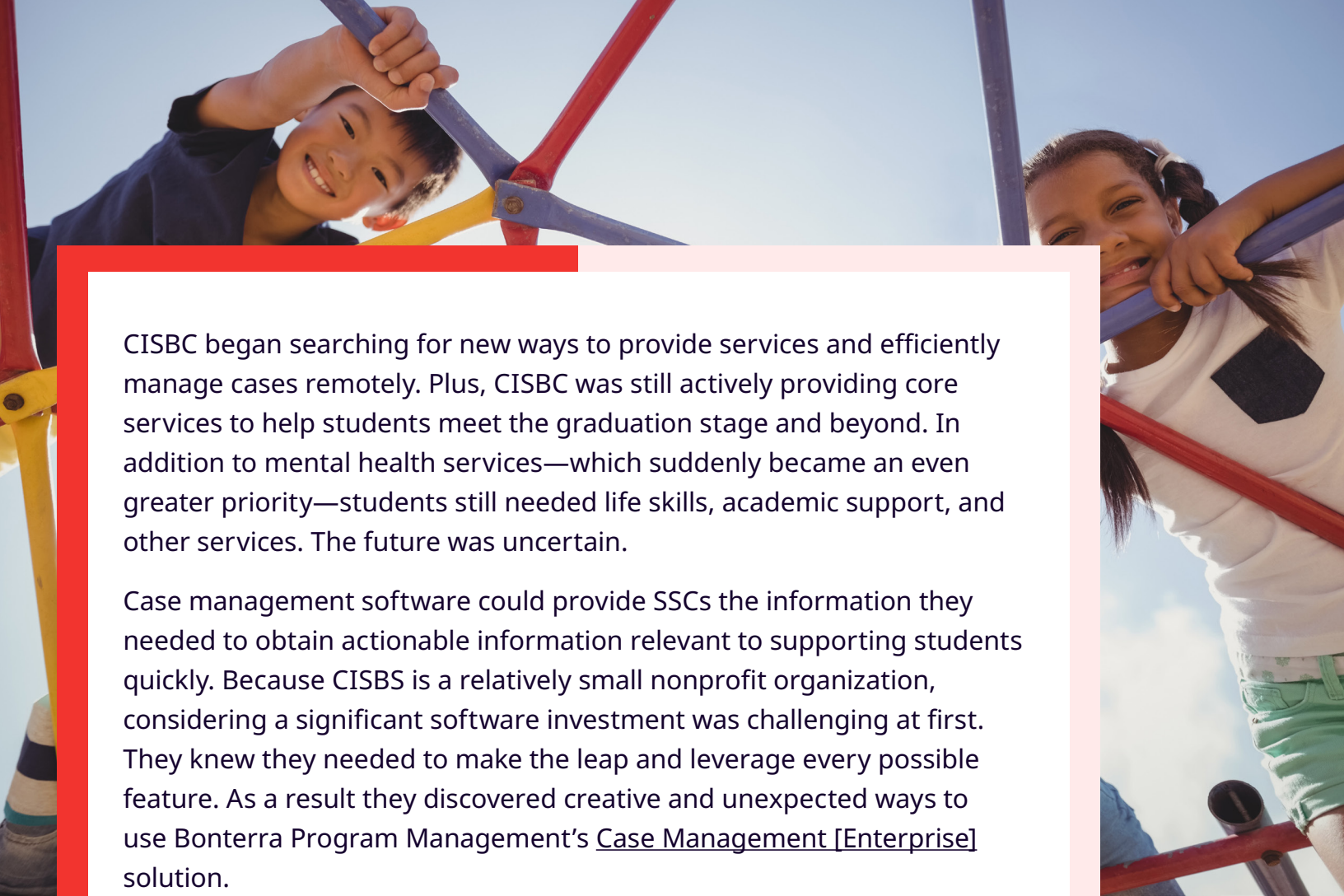


As the COVID-19 pandemic began to take hold, CISBC quickly realized that students' mental health needs would dramatically increase. The stress, confusion, and panic around the pandemic instantly presented a myriad of problems for kids, families, and schools. The pandemic forced CISBC to make immediate changes to meet student needs and accomplish the organization's purpose. COVID-19 was the catalyst for expedited change to a robust case management platform.



We save a lot of time being able to use this data management software. That's time back we can give to students. We're here to support them, and now we can do it even more effectively."

- Christian Clyburn | Director of operations



CISBC began searching for new ways to provide services and efficiently manage cases remotely. Plus, CISBC was still actively providing core services to help students meet the graduation stage and beyond. In addition to mental health services—which suddenly became an even greater priority—students still needed life skills, academic support, and other services. The future was uncertain.

Case management software could provide SSCs the information they needed to obtain actionable information relevant to supporting students quickly. Because CISBS is a relatively small nonprofit organization, considering a significant software investment was challenging at first. They knew they needed to make the leap and leverage every possible feature. As a result they discovered creative and unexpected ways to use Bonterra Program Management's Case Management [Enterprise] solution.

MENTAL HEALTH IN THE TIME OF COVID-19

When lock down measures began, SSCs couldn't physically sit down with students and give them paper mental health assessments, as the organization had done in the past. CISBC needed to transition quickly to a technology platform to obtain digitally-signed parental consent forms and complete comprehensive student assessments. During quarantine, the old database and paper forms simply weren't efficient. It was time to adopt and employ a robust platform for case management purposes. They didn't want any student to fall through the cracks while experiencing mental health issues, especially when circumstances forced SSC employees to work remotely and students to attend school from home.

“Case Management [Enterprise] has helped increase our capabilities as an organization. Better data management will make it easier for us to expand.”

- Christian Clyburn |
Director of operations

PARENTAL PARTICIPATION

Having parents sign consent digitally has enabled CISBC to help students quickly. Case Management [Enterprise] allows both options for staff that prefer paper as well as digital version of the forms, which is critical for positive staff adoption of this new tech. The ability to customize forms allows Case Management [Enterprise] to specifically meet the needs of CISBC, making them a more efficient organization.

Of course, obtaining parental consent requires substantial time and effort. CISBC has processed approximately 30-40% more consent forms than in previous school cycles. Case Management [Enterprise] facilitates and entry of signed consent forms, facilitating help for students within a shorter time frame.

KEEPING TRACK

For about a year, CISBC discussed the concept of “case managing” their SSCs. They needed a way to keep track of employee case management activities to ensure accountability and support. Tracking employee professional development, training needs, and signed human resource forms have allowed the to stay organized with employee-related needs. The organization also desired a simple and efficient way to track potential employees and volunteers by designing electronically signed applications and efficient background check training in human resources.

During the pandemic, volunteerism experienced a slow down. But CISBC wanted to be prepared once campuses began reopen. Preparing for returning volunteers in schools, CISBC could now easily track volunteer hours, training, and other data points relevant to volunteers. This data set is suitable for planning, programming, and allocating resources.



TEA software provides insights into how students are doing every six to nine weeks based on frequency of progress reports and report cards. But working with students' mental health crisis requires fast and accurate data. CISBC needed more timely information to stay informed about students.

CISBC has leveraged its investment in the Case Management [Enterprise] solution's flexible and customizable capabilities to take its organization to the next level by using the new platform in unique ways.

CISBC also tracks the Board of Directors activities in their new customized Case Management [Enterprise] data management

system. Leveraging this new technology lets the organization know who attends meetings and completes recommended training. Every piece of data provides clues about what's working and what the organization can improve on when it comes to board development and participation.

Case Management [Enterprise] also helped track supplies and even beyond graduation, including how many food care packages are distributed. The software tracks data like never before, which has allowed CISBC to determine if they meet other grant requirements to in funding.

CISBC uses the Bonterra Program Management solution creatively to address organizational and administrative needs, including food care packages even for non-case managed students. As a result, leadership has come to value this new data management platform highly and uses it for positive change and responding to students needs more efficiently.

MEETING PEOPLE WHERE THEY ARE

Not all administrators, staff, and volunteers feel comfortable with new tech capabilities, even when it makes jobs more manageable. With the Case Management [Enterprise] solution, staff who don't see themselves as tech-savvy can upload documents into the system such as parent consent forms, the tech-adverse volunteers and participants can print themselves.

Within an hour

Community outcomes reports previously took about a week of searching for compiling mounds of data. Now, reports can be developed and shared within an hour.

SOLUTIONS

CISBC's purpose is to be a structural and consistent force in students' lives. However, serving this particular population requires serious case management functions that must support various services and the people who provide those. Using the Case Management [Enterprise] solutions has empowered CISBC to implement foundational changes during a difficult time—changes that will expand and improve over time.

Specifically, Bonterra Program Management has helped CISBC to:

TRACK PARTICIPANT, STAFF, VOLUNTEER AND BOARD DATA

Students case information, and human resource data for those providing services, are now available on one unified platform with appropriate visibility. Administrators and SSCs can access student case files to facilitate more robust discussions ensuring that students get what they need on the path to graduation.

CUSTOMIZE A CONFIGURABLE DASHBOARD

Administrators can now go through each of their capabilities and decide how best to configure notifications, scheduling, access to student data and details, and much more. In addition, CISBC continually customizes the Case Management [Enterprise] solution capabilities to meet their ever-changing needs in partnership with Bonterra Program Management.

INCREASE EFFICIENCIES IN SHARING DATA AND COLLABORATION

With Bonterra Program Management, CISBC can which data is most helpful in meeting goals for individual students. With each set of serves, providers can communicate effortlessly to ensure the best possible outcomes for the students they honorably serve.

Impact

Bonterra Program Management has helped CISBC streamline data collection, report outcomes more accurately, manage student services more effectively and prepare for expansion.

For human services organizations like CISBC, the COVID-19 pandemic has permanently changed how they deliver services and programs. Being able to pivot quickly and make intelligent choices has confidently laid the foundation for the future.

Leadership has just begun to leverage the multiple capabilities of the Case Management [Enterprise] data management platform. They use TEA software for its initially designed purposes, but no longer depend on that software to manage cases and share essential data among team members serving individual students.

The possibilities are virtually endless in how CISBC continues to identify its own operational needs. By using Case Management [Enterprise], the team can seamlessly meet needs of their students and parents with features like..customizing notifications to links and forms. These improvements yield new insights into the best ways to expand services and deliver them.

In one scenario, CISBC recently had one campus sign up for services just one week before the beginning of the school year. Fortunately, staff has an easy time adding new students into the system. What would have taken a week's worth of data entry was now completed within an hour.

“ If we experience another shutdown, all of our more important forms can be completed digitally—social, emotional assessments, skills survey, teacher communications and intake forms. It’s all ready.”

- Christian Clyburn | Director of operations

Data is now in one place, accessible to staff and the central office. This saves hours, approximately 12 times faster than looking in multiple platforms.

“

Case Management [Enterprise] has enabled our organization to take case management to the next level. We can now track student progress, SSC activities, and even train more efficiently. We're just getting started in what we can do with this platform.”

- Christian Clyburn | Director of operations



In terms of growth, CISBC has expanded from serving three to seven campuses and 11 to 18 schools. Case Management [Enterprise] has made this expansion easier. CISBC can confidently plan for the future based on sustainable expansion - that case management's solution provides. The platform has allowed administrators to set up forms and tracking tools to manage SSC activities that help students more efficiently. What once took significant planning, execution and staff time now takes only minutes. With systems in place, information is easily input, tracked and shared—sustainable expansions possible.

CISBC is glad they made the investment leap. As school environments continue to evolve, CISBC is more ready than ever to adapt to change.