A Whole New View for Caseworkers

Video Transcript

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I think that the best that we’re seeing is that now case workers can actually see things that they could never see before. They have information brought to them, so that it means that they can have much more meaningful conversations with the people that they’re interacting with. So we’re providing them with all the tools and resources to be able to be the very best that they can be to do what’s important to them which is really sort of near and dear to their hearts.

They want to help people. And we bring the information, so that they have an understanding to be able to do that in the best way.

So in one case what we did is we just simply created what a person’s journey might be like. What are those expectations? What might they go through? And sort of pulling that data in a way that enables a big picture overview for the caseworker. And I think you’re going to see – start to see lots of impact from that.