The spirit of child welfare is the safeguarding of children and families. It is no secret that the dedicated people who work in child welfare face many challenges. Caseworkers often exhaust themselves completing administrative tasks, resulting in less time to spend with children and families. And, when working with these families, they are often faced with making child safety decisions using limited information and very little time.

**Good technology can position Child Welfare agencies to increase the likelihood of keeping children safe and moving them to permanent homes as quickly as possible. It can:**

- Allow for caseworkers to make reliable safety decisions
- Enable decisions and actions that reduce the time a child spends in foster care
- Provide insights that keep more children safely at home with their families

**It is time for a fresh look at technology in Child Welfare.**

The next step is to rethink and redesign the processes and supporting technology - to build solutions that weave technology and casework together accelerating outcomes for children. Solutions that empower success; providing caseworkers with deep insights for the children and families they serve, and enabling engagement of the full ecosystem of service providers. These solutions can improve outcomes — outcomes that mean more children are safe and living with families they can call their own.
Our goal is to challenge the status quo and reimagine:

HOW MIGHT CHILD WELFARE AGENCIES...

...improve the odds in decision making when determining safety of a child?

...use technology to support casework and decision-making?

...make critical case information more easily available?

...identify family strengths and needs quickly and accurately?

...reduce documentation time to increase time with families?

...match family needs to services and resources available?

...create a ‘house’ of data for comprehensive view of a family?

...humanize interactions to help people feel heard and understood?
Deliver relevant and child-centric content, intuitive interfaces, and workflows that increase efficiency and effectiveness.

Harness system intelligence to improve prioritization, identity relevant services, and inform the support network.

Provide better support for families and caseworkers and look at the bigger picture of what services the family needs.

**Ignite a 3-Tiered Shift**

**Accenture Case Insight Solution (ACIS)**, is a Salesforce®-based solution with Vlocity industry-specific capabilities built-in. It provides a foundation for innovation that is Comprehensive Child Welfare Information System (CCWIS) enabled, insights-focused, and a truly empowered case management experience.
ACIS extends the modern Salesforce Platform with innovative, high-value features co-designed with leaders from across the industry. The result is an intuitive, easily configurable system that puts crucial information at the fingertips of front-line staff and is engineered to promote positive outcomes for children and families. ACIS provides a foundation for innovation envisioned by CCWIS: modular, integrated, data-centered, and outcome-focused.

**ACIS: The right capabilities with the right function**

**Extensive Child Welfare Case Management Model**
Captures even the most complex scenarios and situations

**Flexible Alignment with Multiple Practice Models**
Freedom to update workflows, pages, fields and forms without writing any code

**Dynamic Workflows, Forms and Reports**
Easily adapted to specific scenarios, making data entry faster and more efficient

**External-Facing Portals**
Allows for always-on access

**Artificial Intelligence**
Supplies staff with critical insights to help them make better and faster decisions

**Secure Cloud Hosting**
Federally compliant storage solutions

**Electronic Signature and Document Management**
Shift toward paperless processes with integrated eSignature and document management features
ACIS provides a platform to enable better outcomes for children and families

**Holistic, At-A-Glance Views**
provides a complete 360° view of a person, family or case

**Mobile Enablement**
increases productivity and effectiveness at the office or out in the field

**Modular Design, Modern Look and Feel**
improves efficiency, accuracy, and speed

**Flexible API Integration**
makes it easy to connect with external data sources

**Contextual Help**
keeps best practices at your fingertips

**Data Analytics**
makes it easy to visualize trends and critical insights

**Teamwork & Collaboration Features**
enables better team communication

**Public-Facing Portals**
increases connection and engagement with citizens

**Outcome-Oriented Performance Management**
tracks performance in real time
The team at Accenture is motivated and proud to work with dedicated clients every day as they strive to make a difference in the lives of citizens. We thrive on innovation with purpose to help our clients reimagine and invent the future of human services in ways never before conceived. When our clients leverage technology and innovation with purpose, they are enabled to create outcomes that matter.

Is your agency ready to ignite the experiential, technical, and cultural shifts needed to transform the lives of children in need?

Find out how our Case Insight Solution, based on the Salesforce Platform, can ignite something new

Visit Us: www.accenture.com/outcomes