



Empower Staff, Engage Families:

Workforce retention strategies
for child and family services

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Workforce shortages are a common challenge in child and family services, both at the public and private levels. Although private organizations tend to be better staffed, workers still carry heavy caseloads, requiring overwhelming documentation and home visits.

What if I told you it was possible to minimize and streamline staff workflows, thanks to new technology created specifically for child and family services organizations like yours?

Keep reading to learn more.

One platform is all you need

No matter how many locations you have or services you provide, you need a comprehensive platform that empowers you to optimize every aspect of the care and services you deliver. One that encompasses the full range of functionality – clinical, operational, administrative and financial – and you need to consistently deliver quality care in a single platform. Data can be shared across locations and devices, with metrics generated in real time. Workflows are preset and automated, to help your staff eliminate data duplication and reach their goals faster, more efficiently and with fewer errors. And because information is not stored in a single device, these platforms are mobile-friendly for ease of use, even in home and community-based visits.

Visionary platforms are increasingly adopting automation. Some examples of automation are innovations like Augmented Intelligence (AI), Machine Learning (ML) and Robotic Process Automation (RPA). Automation is designed to work for your organization, creating more efficient workflows. As you can imagine, there are many benefits to this technology, including:

- The ability to automate repetitive and manual tasks like documentation. Staff can gain up to one full day a week—allowing them to focus on individuals instead of feeling overworked.
- Information can be shared in near-real-time, meaning documentation is always up-to-date and decisions can be made with the full picture in mind.
- Platforms allow for secure communication among staff and the families you serve, which increases engagement and investment in the process.
- Mobile-friendly operation for an optimized workflow that saves your employees valuable time and equips them with needed information on the go.
- Workplace wellness practices ensure your workforce is fully supported so they can focus on providing services to children and families when and where they need them.

All these benefits are available to support your workforce within one unified platform, configured specifically for child and family services organizations. This kind of setup is critical if you are providing services including case management, foster care and adoption services, early childhood interventions, trauma-informed care, prevention, or behavioral health services.

Automation and the workforce

Can you really give your staff one day back a week? Absolutely. To see how, let's take a closer look at the effect of automation on your workforce.

- Everyone knows documentation is time-consuming and stressful. As a former clinician, I chose this industry to help individuals not to spend time documenting. Many providers report burnout from notetaking with heavy caseloads. But automation eliminates that burden by 50%. A documentation assistant called Bells AI alleviates pain points to reduce documentation time, enable faster onboarding, improve staff retention and recruitment, enable concise clinical documentation, and drive adherence and engagement in care plans.
- Mobile dispatching uses GPS technology to give providers the most efficient routes for home visits or crisis calls. It can match the appropriate provider to each crisis request, based on location. And administrative staff can see where providers are while making visits. This tool can reduce travel time and improve access to critical information at the point of care.
- Foster Care Portal promotes engagement, drives better outcomes and saves applicants, families and case managers time. Give near-real-time access to medical, clinical, and case data. Placements use the portal to enter other health-related data, such as behavioral progress reports, and routine information, like clothing inventories. Foster families receive helpful alerts regarding pending safety inspections, reference checks and home studies.
- For Electronic Visit Verification (EVV), mobile technology offers the functionality you need to support requirements beyond the federal mandate. Staff can record data collected during visits using an agnostic mobile phone or tablet with an app or voice call. Capture accurate location information, type of service provided and duration of service to verify the validity of the visit.
- Mobile technology is designed for your workflows—not the other way around. Whether you are in the field, at a home visit, or in the office, a mobile-friendly platform can significantly enhance the efficiency of case workers and providers, promote family engagement, and contribute to positive outcomes for individuals and families.

AI + automation for your back office

Providers aren't the only ones facing burnout. Extensive caseloads mean more billing and claims, more submissions and chasing denials, and an overall burden on your revenue cycle. Back-office staff often spend their days in mundane, repetitive work, unable to take the breaks they deserve or even working after hours or on weekends.

With AI and RPA technology, you can boost collection rates, maximize staff efficiency and get a jump on denials. AlphaCollector is the leading automation platform built to increase collection rates. Leveraging over 30 years of healthcare collections intel, it speeds collection while powering the effectiveness of your revenue cycle team. With more flexibility and automation, administrative staff can move faster and work at a higher level. Drive more cash without increasing costs—while increasing staff satisfaction and retention.

The power of engagement

Foster and court-appointed placements must be engaged in order to meet the needs of youth. That includes showing up for home visits, actively pursuing services when recommended, and remaining informed on legal transitions (such as from guardianship to adoption) that are often complex. Your staff needs to establish a mutually collaborative relationship with these caregivers—and that can be difficult if scheduling and documentation are a barrier. Single-platform solutions with AI + automation not only decrease staff burden, they also increase individual and family engagement. For example, I mentioned the ability for information to be exchanged between individuals and providers. A unified platform allows for secure, HIPAA compliant messaging, appointment reminders, telehealth, document exchange and more.

Digitize and simplify: how to increase team satisfaction

The formula for a happier staff is simple: digitize and simplify. That's exactly what automation is designed to do—and workflows can be configured specifically for your organization.

If all of this sounds new to you, that's because it's cutting-edge technology. But organizations like yours across human services are working with Netsmart to adopt AI + automation more and more. If you'd like to innovate and lead the way in child and family services, you'll have increased staff retention, a healthier revenue cycle, more engaged individuals and families, and plenty of growth to show for it. You'll also have a competitive advantage if other organizations in your area haven't yet launched this technology.

An automated and accountable workflow platform can create more effective clinical processes, improve care coordination, and empower your providers to better serve your community. Sometimes the best way to serve people is with a little help from technology.

About Netsmart

Netsmart is an industry-leading healthcare technology organization empowering providers to deliver value-based care to the individuals and communities they serve. The [Netsmart CareFabric®](#) platform serves as a unified, connected framework of solutions and services for human services, post-acute, payer and public sector communities. Together with our clients and Marketplace vendors, we develop and deliver innovative technology, including electronic health records (EHRs), interoperability, analytics, augmented intelligence (AI), population health management and telehealth solutions and services that assist organizations in transforming the care they deliver. The result has helped make a positive impact on the lives of more than 143 million individuals.

For more than 55 years, Netsmart has helped provider organizations in their efforts to improve the health and wellbeing of the communities we collectively serve. To learn more, visit ntst.com and connect with us on [LinkedIn](#), [Facebook](#) or [X](#).