

LGFCU Excellence in Innovation Award Project Evaluation

Project ID	HS-7
Title of Program	Emancipated Youths Website
Program Category	Human Services
Submission Date	6/7/2016 1:14:25 PM
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Implementation Date	12/1/2015
FLSA Designation	Exempt
Project Team Members	Social Workers Marcie Edler, Melonae Spencer, and Dakotah Morel; Program Manager Amy Herman; Software Systems Engineer Jordan Vinson

Description of Productivity Improvement

In the past, youths who were about to age out of foster care were given a notebook of documents that they might need in their transition to adulthood. The notebook included the youth's Social Security and Medicaid cards, immunization and school records, birth certificate, and other documents. However, we found that many youths were contacting their former social workers saying they had lost their notebooks and asking for replacement documents. To address this concern, the social workers and their program manager met with an IT employee, who created a secure website to store these documents. That way, the youths could sign in and download any of their documents as needed. This saved time on the part of the social workers and the youths.

Description of why this project was initiated

Youths who were aging out of foster care were given notebooks with important documents that they would need in their adult life. These included things such as the youth's Social Security and Medicaid cards, immunization and school records and birth certificate. However, these youths often lost their notebooks and had to re-contact their former social worker for replacement documents. As a result, social workers were taking time away from their current cases to handle these requests. Often the youths were frustrated by the amount of time it took to secure these replacement documents.

Quantifiable results (sustainability, cost savings, cost avoidance and/or a higher level of service).

Indication of what resources were used and what was done with any accrued time savings

The newly created Emancipated Youths Website stores these important documents for youths who have recently aged out of foster care. The youths are able to go to this site, enter their password and user name and download the needed documents. This change provides quicker service to the youths while saving the time of social workers. Because the website was created using existing staff, the department did not incur any additional cost. The social workers could then spend their time working with children and youths who were still in foster care.

Other descriptive information

This simple solution saved time and frustration on the part of both social workers and the youths involved. In addition to providing the youths' personal documents, the site was set up with links to other community resources that might be helpful to these youths as they started their adult life. This self-serve approach would be easy for other social services departments to replicate.