

## Casestudy



Support Coordination Services Improving the Lives of People with Disabilities and their Families

**William England, Founder and President of DS&A**

1400+ individuals and families supported

**MTs are getting completed very quickly, on time & are of a high quality.**

Type  
**Support Coordination**

Using Since  
**2021**

**FieldWorker brings efficiency, accuracy and quality in one package.**

FieldWorker has transformed the way DS&A works! With FieldWorker, we efficiently track activities, monitor coordinators' outstanding tasks, and ensure visits and calls occur, providing audit-proof evidence. Validating case notes before monthly report creation and state updates is seamless. All documents are centralized for quicker billing.

## DS&A uses FieldWorker to:



Completing **Monitoring Tools (MTs)** 50% faster, saving hundreds of hours monthly.



**Centralized data** ensures accurate decision-making and high-quality MTs.



**FieldWorker streamlines operations, billing, and reporting** efficiently.



### The Challenge

**Streamline MT creation and administrative tasks with growing caseload.**

DS&A faced several challenges in their Support Coordination agency, including the cumbersome task of creating Monitoring Tools (MTs) for monthly billing. SCs had to collect and utilize extensive information during their visits, making MTs time-consuming. Additionally, changes in MT requirements and other administrative tasks, such as billing, payroll, time tracking, and documentation, added to the overall workload.



### The Solution:

**FieldWorker offers a cost-effective, centralized agency management system.**

FieldWorker offered a low-cost and centralized hub for agency management, addressing the challenges faced by DS&A. The implementation process was swift, and even on the first day, their first employee and client were up and running on the system. FieldWorker's proactive support and value-added features were significant, and it further distinguished itself by supporting Electronic Visit Verification (EVV), a requirement in their state. The fact that other large agencies had advised FieldWorker in its development added to the agency's confidence in the solution.



### The Outcome:

**Efficiently access all data, automate billing, and improve overall productivity.**

FieldWorker's impact was transformative for DS&A. All their staff, including employees, approvers, managers, and the president himself, began using the platform. Centralized data and information empowered them to access updates and track tasks efficiently. All outstanding requirements were managed from one location, eliminating the need to search through emails. The automated billing process streamlined Medicaid billing, saving valuable time and boosting overall productivity for the agency.