

Casestudy

Caring For Your Needs Support Services

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CFYNSS

Unmatchable Support with Exceptional Service

FieldWorker has transformed the way we work!


Type
Support Coordination & Support Brokerage Agency


Using FieldWorker since
March 2021


With FieldWorker, we can leverage dashboards and automation to boost transparency and efficiency.

FieldWorker has transformed the way we work! I can track all activities, see what's outstanding for each coordinator, see that the visits & calls are taking place with proof for any audit. I can see case notes and validate them before the creation of monthly reports and any updates to the state's i-record system. We have all documents in one location and I can bill for payments much faster.

Caring For Your Needs uses FieldWorker to:

 **Generate automated Medicaid billing info with the help of accurate activity tracking.**

 **Save time by having all information in one place at their fingertips.**

 **Give staff easy access to all the updates and data in real-time – on mobile, tablet and web.**



The Challenge

Overcome issues with increasing documentation and task load as we scale

Before FieldWorker, we were spending 20 hours a month managing different tools and paper files. We also spent a lot of time tracking activities and on billing processes – all while making sure our records were ready in case of an audit. As we grew, we wanted to reduce time spent on these tasks and make sure we didn't miss any important tasks or documents.



The Solution

Low cost and centralized hub for agency management – and quick to set up

With FieldWorker, our first employee and client were up and running on the system on the very first day. The value of the solution and proactive support were important to us, and FieldWorker also supports EVV which will soon be a requirement in our state. We also saw that several large agencies had been advising FieldWorker in the development process.



The Outcome

Access everything in one place with automated billing – saving time, boosting productivity!

All my staff are now using the same data and have access to all the updates at the same time. Their tasks are centrally managed and they have been keeping track of all outstanding requirements in one place. It's so useful no longer having to search around for information in emails – and being able to quickly generate information for Medicaid billing has helped our productivity!