



## **CASE MANAGEMENT**

### **Case Management**

A case management system at the Department of Education tracks files, searches by data fields, generates an annual business report and saves up to \$56,000 annually. For more information, please contact Kathleen Richards at (850) 245-0455 or [kathleen.richards@fldoe.org](mailto:kathleen.richards@fldoe.org). (2005 DOE-014)

### **Tracking Case Clients**

An electronic database that tracks case clients reduces work time from 21 hours to 2.5 hours a week for an estimated added value of nearly \$12,000. For more information, please contact Cathy Johnson at the Pinellas County Health Department (727) 547-7780 or email [cathy\\_Johnson@doh.state.fl.us](mailto:cathy_Johnson@doh.state.fl.us). (2005 DOH-038)

### **Child Support**

Software applications that pull information for child support cases from multiple databases, generate letters and transfer data to the FLORIDA Child Support computer system save approximately \$500,000 annually. For more information, please contact Annette Perez at the State Attorney's Office in Miami (305) 530-2740 or email [AnnettePerez@miamiSAO.com](mailto:AnnettePerez@miamiSAO.com). (2004 #41, JAC-001)

### **Case Management**

Department of Children and Families mental health services placement staff in Ft. Lauderdale responded to the challenge of handling double the normal caseload (150 versus a statewide average 77) of clients by creating a process to divert clients to case managers in other DCF programs, thereby reducing caseloads 14% in eight months and saving \$7,000 worth of over-time pay and travel. For more information, please contact Janis McCord at (954) 267-2108 or email [Janis\\_McCord@dcf.state.fl.us](mailto:Janis_McCord@dcf.state.fl.us). (2005 DCF-069)