Innovation is a top priority for government officials across the country. But, balancing tight budgets with increasing citizen demand for services is not easy. While innovation often looks expensive and complex, there are exciting opportunities for government to provide more efficient and effective services, utilizing the same types of tools that are transforming business and personal life. Effective leadership coupled with a prioritization of modern technology has the potential to deliver real results for citizens.

*Casebook is the most exciting innovation in Child Welfare in my 30 years in the field.*

— Tracey Feild
Managing Director
Child Welfare Strategy Group
Annie E. Casey Foundation

A proven, innovative approach to citizen service, Casebook® is the first collaborative, family-centric, and fully web-based case management application for child welfare systems.

In 2012, Casebook went live as a core element of the Indiana Department of Child Services’ MaGIK system, replacing Indiana’s legacy child welfare system. Implementation of Casebook in Indiana was faster and cost less than many comparable enterprise systems.

Case Commons®, a nonprofit, worked with leading software developers and design firms to develop Casebook in order to transform the case management tools available to public human services agencies.

Originally incubated by the Annie E. Casey Foundation, a national leader in child welfare policy and practice, Casebook provides states and localities with 21st century technology tools to help caseworkers make better decisions for child safety and well-being, enable agency leaders and supervisors to make more informed decisions, and -- ultimately -- better serve the children and families who need help most.

Casebook is built using a Silicon Valley-style agile development process based on modern, user-centric design principles. Casebook is the first system to use state-of-the-art, web-based software tools to fit seamlessly into agency workflows, providing caseworkers and agency leaders with real-time data in order to support best practice and help children and families succeed.

The Casebook vision is simple. Technology facilitates collaboration, supports best practice, and provides value during every interaction, rather than getting in the way. This means caseworkers spend as much time as possible working with children and families. Supervisors are able to track family progress. Management knows how the agency is doing—in real-time. Casebook demonstrates how technology can transform government and improve outcomes for families in child welfare and across human services.