

Case Study

Empowering a City Police Department's Social Work Unit

Client: City Police Department Social Work Unit

Industry: Public Safety, Social Work, and Community Outreach

Solution: Case Management Hub for digital form automation, multi-office coordination, and efficient reporting.



The Challenge: Manual Tools and Security Limitations Slowed Progress

The social work unit of a city police department runs a variety of coordinated community-focused programs. From crime prevention to youth education and neighborhood outreach, their initiatives require efficient collaboration and accurate documentation.

However, the team had been struggling with outdated, disconnected tools. They used spreadsheets to track clients and activities, which wasn't practical for a team needing real-time collaboration. Their department lacked access to an enterprise suite like Microsoft 365, and due to the sensitive nature of their work, they couldn't use platforms like Google Sheets. A HIPAA-compliant, secure, and easy-to-use alternative was urgently needed.

With the help of a federal technology grant, the unit began exploring options for a collaborative case management platform.

The Solution: Streamlined Collaboration with Case Management Hub

The department's social work unit began a trial of Case Management Hub and immediately saw how the platform could support their goals.

Key capabilities included:

- **Real-Time Collaboration:** Multiple staff could access the same client profiles, update notes, and manage forms all in one place.
- **Mobile-Friendly Design:** Social workers working in the field could access and update cases from any device.
- **Customizable Interface:** Tailored fields and layouts ensured the platform fit their exact workflow.
- **Secure, HIPAA-Compliant Environment:** End-to-end encryption and compliance safeguards ensured data remained protected.



The Results: Empowered Field Teams and Secure, Efficient Casework

The team transformed its operations with Case Management Hub, moving from siloed, insecure spreadsheets to an integrated, cloud-based solution built for collaboration.

Key Benefits:

- **Improved Field Coordination:** Teams in the office and out in the community could work in sync without lag or duplication.
- **Stronger Data Protection:** HIPAA-compliant architecture gave the team peace of mind while handling sensitive data.
- **Process Efficiency:** Case tracking, notes, and activity reports could be completed in less time with fewer manual errors.

- **Grant Justification:** The results helped demonstrate the success of the federal technology grant investment.



Looking Ahead: Scalable Support for Community-Focused Policing

By moving to Case Management Hub, the city's social work unit gained a powerful ally in their mission to strengthen community relationships and provide proactive outreach.

Social Work Portal's Case Management Hub team continues to support the team with platform enhancements and client success services to help them grow their impact even further.