

# Connecting Youth & Families to Social Services

## Supervised Visitation

### The Opportunity

As social services become more resource constrained, we must be able to save time and provide actionable insights for frontline social workers, case managers, and clinicians so they can improve outcomes for families. By making small changes in how and which services are delivered to families and by knowing what works and what doesn't, providers will be able to focus on things that really matter - spending more time serving children and families.

*"Oliver has allowed us to be very efficient in the way we provide services to families...it's really helpful for our case management staff...they can easily access the visit notes and see the dashboard on how many no shows or cancelled visits... Oliver has made it very easy for us to communicate to Children's Administration."*

Anna, Seattle

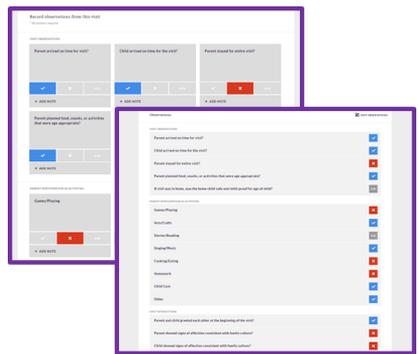
### The Heart Of Reunification

A child's separation from their parents is one of the most traumatic experiences in their lives and potentially has life-long effects on their family relationships and their view of the world. It's with supervised visitation, where there's an opportunity for child and parent to strengthen their bond and reunify if it is safe to do so.

### The Solution

Oliver is a new technology that enables social service workers to make more informed decisions about the people they serve. It is a data-driven service management solution consisting of a suite of integrated products that automate the delivery of Child Welfare, Family, Youth and Young Adult services.

Oliver's capabilities include the following: case and client management, provider search and profile management, service referral and delivery, capacity and performance management and reporting and billing. These capabilities allow data to be put into action through quicker reporting, at-a-glance views of clients and enables better communication and collaboration amongst providers. In addition, Oliver reduces redundant paperwork and record keeping, and frees up more time for human-to-human connection to support those in need.



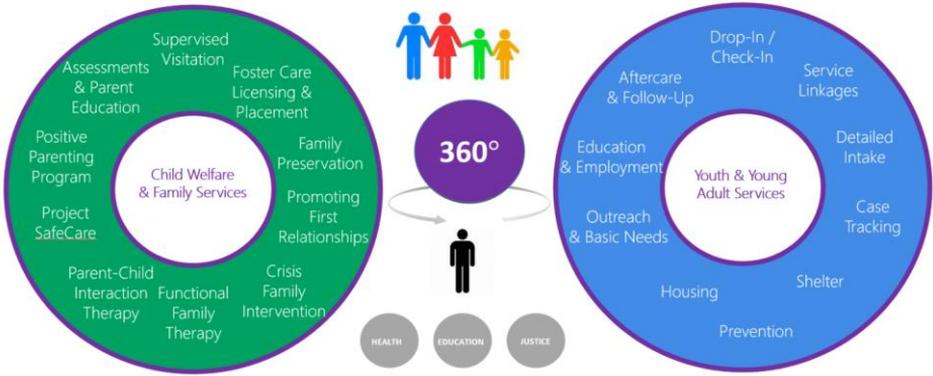
Reporting

### Supervised Visitation

Oliver's initial offering is Supervised Visitation. As one of Oliver's core "software-as-a-service" products, Supervised Visitation provides a simplified solution to a very time-intensive process. Along with other sources of data, Oliver helps answer the questions below:

- Do more "frequent" and "regular" visits increase reunification rates?
- How do you measure visitation efficiency and effectiveness?
- How do you reduce no shows/cancellation rates?
- How do you obtain a 360-degree view of the child (before, during and after visitation)?
- When do you move a family from supervised to unsupervised visitation?
- How do you know if reunification is possible?

# Oliver will enable a more holistic view

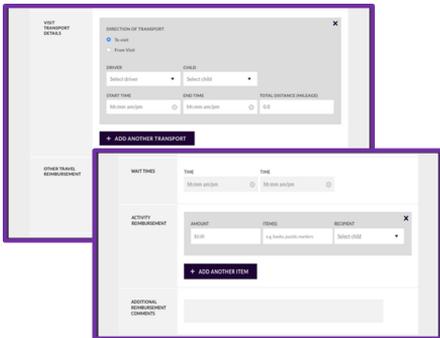


## Benefits

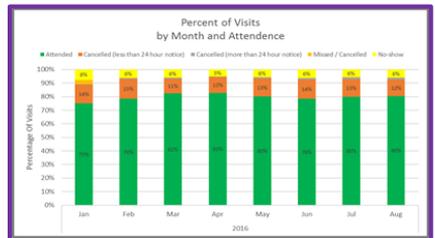
- Save precious time through automated workflows and reduction of redundant paperwork
- Submit reports via the mobile-ready, easy-to-learn, intuitive user interface that is browser-based
- Save money with a low monthly subscription fee and no initial software startup fees
- Protect client privacy via a compliant and secure software solution

## Features

- Visitation reports on attended, no shows, cancellations and unusual incidents
- Streamlined billing processes through a one-click billing data export
- Automated referral upload, processing and reporting between social workers and visitation service providers
- Analytics and visualization reporting provides rich data to identify actionable insights and improved outcomes
- Self-service account management
- Provider search and provider profile management



Billing



Analytics

### Billing

*"My favorite thing is being able to export into the billing sheets...before Oliver, it took about 16-20 hours...and now probably 8-10 hours per month."*

Renee, Seattle

## Who We Support

Oliver's Supervised Visitation product was built from the ground up with guidance from agencies and services providers. It supports key members in the supervised visitation ecosystem: Providers, including Executive Directors, Administrative staff, Visit Supervisors, Clinicians, Billing Managers as well as Social Workers, Network Administrators, Referral Specialists, and Data Quality Managers.

### Analytics

*"What's really helpful is the performance data; to be able to give it to our new Executive Director. The data helps to inform our financials...and to give an explanation for why visits are down or how that progression looks."*

Anna, Seattle

## Paperwork

*"...for visitation notes it's probably cut our time down by 1/3...when they're at a visit they're able to type right into Oliver whereas previously they would hand write notes and come back and type them in for every offsite...it has definitely helped with time management."*

Sarena, Seattle

## Mobility

*"...being able to access it from anywhere...having the accessibility from a Web page is huge for a lot of our staff especially when they're doing visits offsite."*

Sarena, Seattle

## Reporting

*"I love data and spreadsheets and that made me happy. It was really nice to see it [reporting] at a glance and see how many visits per month we do, what was our rate in comparison to last month ... It confirmed for me some of things that I already knew...It confirmed that I wasn't making that up in my head. It was really great to share that with our staff too."*

Renee, Seattle

- Monthly subscription fees to use the Oliver Supervised Visitation product starts at \$10 per user, per month
- There are no setup or installation fees