



Revolutionizing Child Welfare:

Indiana DCS's Leap Towards Digital Transformation with Enlite



Client Overview.

The Indiana Department of Child Services (DCS) plays a critical role in protecting children from abuse and neglect. As a state-run organization, it coordinates care, support, and intervention services for vulnerable children and their families. However, the effectiveness of these efforts was hampered by outdated technological infrastructure, posing significant challenges to its mission.

The Problem.

DCS faced substantial operational inefficiencies and potential customer satisfaction issues due to its reliance on antiquated processes and technology:



Internal Operational Inefficiency

Outdated, manual processes: This led to slow, error-prone work and difficulty managing workloads.

32 siloed systems: Data was scattered and fragmented, making it hard to track information and collaborate effectively across agencies.

No integration capabilities: Systems couldn't talk to each other, further hindering data flow and creating manual workarounds.

Lack of user-friendly tools: Social workers struggled with clunky interfaces, wasting valuable time navigating the system.



Potential Customer Satisfaction Issues

Difficulty tracking and managing data: Delays in retrieving or sharing information could impact casework and potentially harm children's well-being.

Lack of 360-view: Social workers might not have a complete picture of a child's situation, hindering effective decision-making and support.

DCS' legacy child welfare system — plagued by manual processes, siloed data, and lack of user-friendly tools — hampered operational efficiency and hindered effective case management.

The Strategy.

BRITE implemented Enlite, a Salesforce system configured to be 95% out-of-the-box, minimizing customization costs and ensuring a rapid deployment. This strategic choice leveraged Salesforce's robust capabilities while maintaining a user-friendly interface.

Enlite's key features include:

- ✓ **Mobility and Accessibility:** Mobile access allows social workers to update data and access information on-the-go, improving responsiveness.
- ✓ **Streamlined Data Entry:** Online data entry replaces manual processes, saving time and reducing errors.
- ✓ **Enhanced Collaboration:** Site-to-site transfer facilitates seamless information sharing between agencies.
- ✓ **Dedicated Modules:** Helpdesk, training, and reporting modules address specific needs and streamline workflows.
- ✓ **Compliance Assurance:** A training and tracking module ensures staff are up-to-date on protocols, promoting consistent service delivery.
- ✓ **Actionable Insights:** Comprehensive reporting provides stakeholders at all levels with clear data visualizations to improve decision-making and resource allocation.

The Implementation.

Enlite's strategic implementation using Salesforce provided a scalable foundation for future growth and innovation in child welfare services.

- **Needs Assessment:** BRITE collaborated with stakeholders to understand pain points and user requirements.
- **System Configuration:** Salesforce was configured with minimal customization, leveraging pre-built functionalities.
- **Module Development:** Dedicated modules were built for helpdesk, training, and reporting to meet specific needs.
- **Data Migration:** Data from legacy systems was migrated to Enlite, ensuring a smooth transition.
- **Training and Support:** Comprehensive training ensured user adoption and addressed any initial challenges.

The Results.

Enlite's modern, efficient solution alleviated these pain points:



Siloed Data & Fragmented Processes

Enlite consolidated data into a single platform, allowing seamless information sharing across agencies. Online data entry and site-to-site transfer features eliminated manual workarounds and ensured everyone had access to the latest information.



Outdated Tools & User Frustration

Enlite consolidated data into a single platform, allowing seamless information sharing across agencies. Online data entry and site-to-site transfer features eliminated manual workarounds and ensured everyone had access to the latest information.



Lack of Visibility & Reporting Challenges

Comprehensive reporting provided stakeholders at all levels with clear data visualizations. This empowered data-driven decision making, resource allocation, and improved service delivery.

By alleviating these pain points, Enlite fostered internal operational efficiency, improved data accessibility, and empowered social workers to focus on their core mission: helping children and families in need.

Business Benefits.

The Enlite implementation significantly alleviated the operational inefficiencies and data management issues plaguing the DCS:



Improved efficiency and responsiveness in child welfare cases

This likely translated to faster case resolution and better outcomes for children and families.



Enhanced data visibility and decision-making

This empowered social workers and supervisors to make data-driven decisions that better served children and families.



Increased compliance and accountability

This fostered transparency and ensured adherence to reporting requirements within the DCS.



Scalability to accommodate a large user base

The system supports 1,500 users across 30+ roles and can handle the demands of a big organization.

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