

**Child and Family Services Case Management System**  
**Backgrounder**  
*March 12, 2008*

The Government of Saskatchewan is committing \$15 million for a centralized, automated case management system that will be fully implemented in 2011. Currently, Saskatchewan is the only province without an automated case management system for child protection and family services, and out-of-home care.

The present system of paper-based case files and out-dated electronic systems for client registration and care-giver payments is not meeting the needs of service providers or the ministry:

- the effort and cost of the paper-based system takes too much time away from front-line staff who would otherwise be spending more time serving children in care
- up-to-date historical and current client information is needed to ensure children are receiving the care they need when they need it
- the ministry needs to improve reporting on children in care and their outcomes
- Child and Family Services needs to be more accountable to stakeholders such as the Children's Advocate and the Provincial Auditor
- the present system does not provide consistent, current information essential for comprehensive case planning
- With more than 4,000 children, Child and Family Service Divisions has been unable to accurately track the children at all times

The new automated system will:

- Provide case workers with the most current status of the child's file immediately, which allows for decision making that will be in the best interest of the child's health, safety and well being
- Giving front-line workers more time for face-to-face children interaction rather than instead of tying up resources on paper work
- improve services for clients and their families with more consistent program delivery that better meets the needs of clients
- make case management more efficient for front-line workers who will have web-based access to current, comprehensive client information
- improve recruitment and retention of front-line workers because improved work conditions means more time will be spent with clients
- enhance the ministry's ability to respond to requests for information quickly and accurately