CASE STUDY

Bufetat
WWW.BUFDIR.NO

Location: Norway

Industry: Government - Local/State/Provincial/County

Software: K2 blackpearl

SOLUTIONS BUILT WITH K2

✓ Case management

COMPANY PROFILE

A government agency in Norway, Bufetat is the Office for Children, Youth and Family Affairs. It is responsible for state-funded child welfare and family counselling services nationwide.
PROBLEM
The services provided by Bufetat are not only vital, but often urgent as well. The agency steps in to safeguard children who have been abused, orphaned and neglected. It delivers much-needed professional support for families in crisis and finds emergency accommodation for unaccompanied minors – anyone under 15 years old – seeking asylum from atrocities in other countries. In just the first five months of 2015, the agency intervened to help more than 13,650 young people.

The number of children and families in need of assistance continued growing year after year, so Bufetat decided to develop a new internal case management system to respond to service requests more efficiently. The organisation received a large volume of correspondence every day and needed a better way to process these documents, as well as manage the status of individual cases.

SOLUTION
Bufetat developed a bespoke case management system called BiRK and integrated K2 blackpearl to initiate and automate key processes. In total, BiRK incorporates around 35 different K2 workflows, which apply to a variety of child welfare circumstances. This pivotal new system is now used daily by everyone who works with children in the agency, including more than 5,600 caseworkers.

Every month, around 7,500 new documents are received and scanned by Bufetat. K2 automatically assigns each of these incoming documents to a caseworker and stipulates a number of tasks based on pre-defined processes. Caseworkers then review the documents, decide what actions are required and initiate new K2-based workflows to manage subsequent actions. “K2 workflows support the entire case management process, from the moment a new incoming document is scanned, until an outcome is decided,” said Magne Teigen, senior IT advisor at Bufetat.

BENEFITS
K2 ensures that all incoming documents are actioned in line with government procedures, so the organisation can be positive that all of its caseworkers have a consistent approach to handling very high volumes of work. For instance, from May 2014 to May 2015, more than 356,000 K2-based workflows were initiated.

Most importantly, K2 helps Bufetat’s caseworkers swiftly deal with issues arising from documents. “K2 helps us to work efficiently and provide urgent help for children in desperate need of accommodation, protection and support,” Teigen said.

In addition, Bufetat’s senior managers gain greater visibility and control with K2. They can see the status of different cases, monitor how many tasks are allocated to each caseworker and redirect tasks to different employees, if necessary. K2 workflows also improve financial control, making it easier for managers to verify invoices from providers of childcare and child services, before accounts are settled.

Bufetat is so proud of its K2 processes and BiRK case management system that it has shared its knowledge with a partner organisation called Fylkesnemnda – the judicial committee of Norway that makes decisions about complex child welfare and custody issues. Fylkesnemnda now plans to use Bufetat’s K2 workflow framework as a best practice model in its own development of an internal case management system.

“K2 helps us to work efficiently and provide urgent help for children in desperate need of accommodation, protection and support.”

- MAGNE TEIGEN, SENIOR IT ADVISOR AT BUFETAT