Introducing SARA

Ask any case manager or counselor what their least favorite activity is and the unanimous answer is "*Data entry and documentation!!!*" Yet in a 40-hour work-week, they will spend around 30 hours doing exactly that. While they have been hired for their high skills/high value, they end up doing low skills/low value work which does not contribute to improved client outcomes.

That's one of the weak links in the current workforce development system that we set out to address when we built SARA.

SARA is a new kind of SMART, intensive, two-way client engagement and communications system that automatically conducts up to 80% of the client follow-up, data entry and documentation on behalf of staff. As a result, a typical case manager can now more than triple the time spent on high-value, high-skills work like guidance and counseling from the existing 10 hours to up to 35 hours a week with SARA's help.

But that is only half the story. SARA's intensive and consistent client follow-up provides staff with real-time information needed for timely intervention. Combine that with better staff morale and lower turn-over due to a reduced need for "grunt" work and you get significantly improved quality of the career guidance and counseling provided.

As a side-benefit, due to SARA's consistent, intelligent follow-up and detailed documentation, compliance and reporting is dramatically improved; not just a boon for program managers and administrators, but also for program evaluators and auditors.

How?

Advances in artificial intelligence and natural language processing (NLP) along with the ubiquitous proliferation of mobile connectedness (84% have mobile phones) and "mobile-first" strategies have finally made it possible for automated systems like SARA to connect and "speak" with clients individually, whenever, wherever, in the palm of their hands.

Frequently Asked Questions

Is SARA a case management system (CMS)?

> No. A CMS is primarily a retrospective, passive system used to record what has already happened. SARA is a **proactive communications service** that alleviates staff of **up to 80% of the tracking, follow-up and documentation** requirements. You typically wouldn't consider the telephone or email as a CASE Management system, right? SARA is **a communications system using artificial intelligence to engage and follow up with**

and get responses from clients with text and email. The only thing in common with a CMS is that SARA's automatic documentation of these communications become part of the client's record and can be copied/pasted into a CMS, en masse. There is virtually no duplication of function between the two. Rather, they complement each other with SARA providing your CMS with a brain and a voice.

Can SARA connect to our CMS?

Yes. In fact, SARA can act as seamless extension to your CMS with no data duplication and no double data entry and can work alongside. SARA actually **REPLACES** up to 80% of data entry for case managers.

What are the primary differences between SARA and other systems?

1. SARA is a service. It uses intelligent, two-way communications with clients and vendors. Clients can **respond** to SARA's communications and engage in an intelligent Q&A, just like you can with a human assistant.
2. SARA is "set and forget". Once a client is registered, SARA **automatically engages clients and vendors at the right time with the right questions without requiring staff intervention.**
3. Unlike a tickler system, SARA knows if the work was done. SARA keeps at it until it is, communicating and processing client responses with thousands of clients at a time.
4. SARA writes detailed case notes on every interaction with the client's own words.
5. SARA communications are mobile-focused and optimized. It is the **only** service on the market that can engage in intelligent **two-way texting** while also providing a mobile app that work on practically any mobile device.

Our staff often operate in teams, sometimes with staff outside our agency. Can SARA accommodate information sharing for co-enrolled clients amongst partners?

Staff can **share** co-enrolled clients with one or more other staff. For example, a WIOA case manager may want to share a client with a job developer and with a Voc. Rehab counselor.

How long does it take to implement SARA?

A full implementation cycle can be done in about 30 days.

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