

Client Info Share

created by
Vic and Alexa Belegrin



Meet the Team

Vic Belegrin



Alexa Belegrin



Vic's Life Map

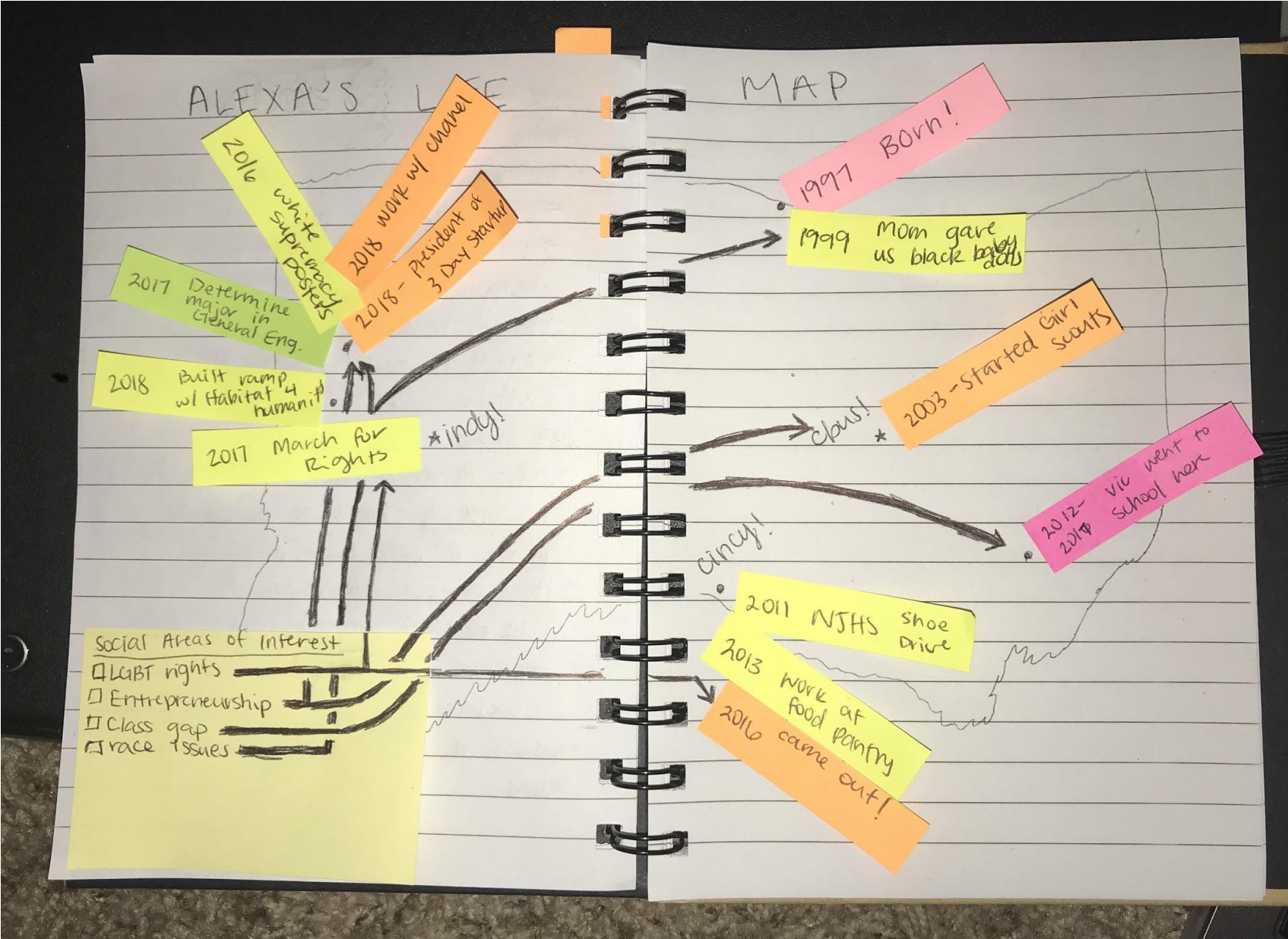


Module 1: Life Map

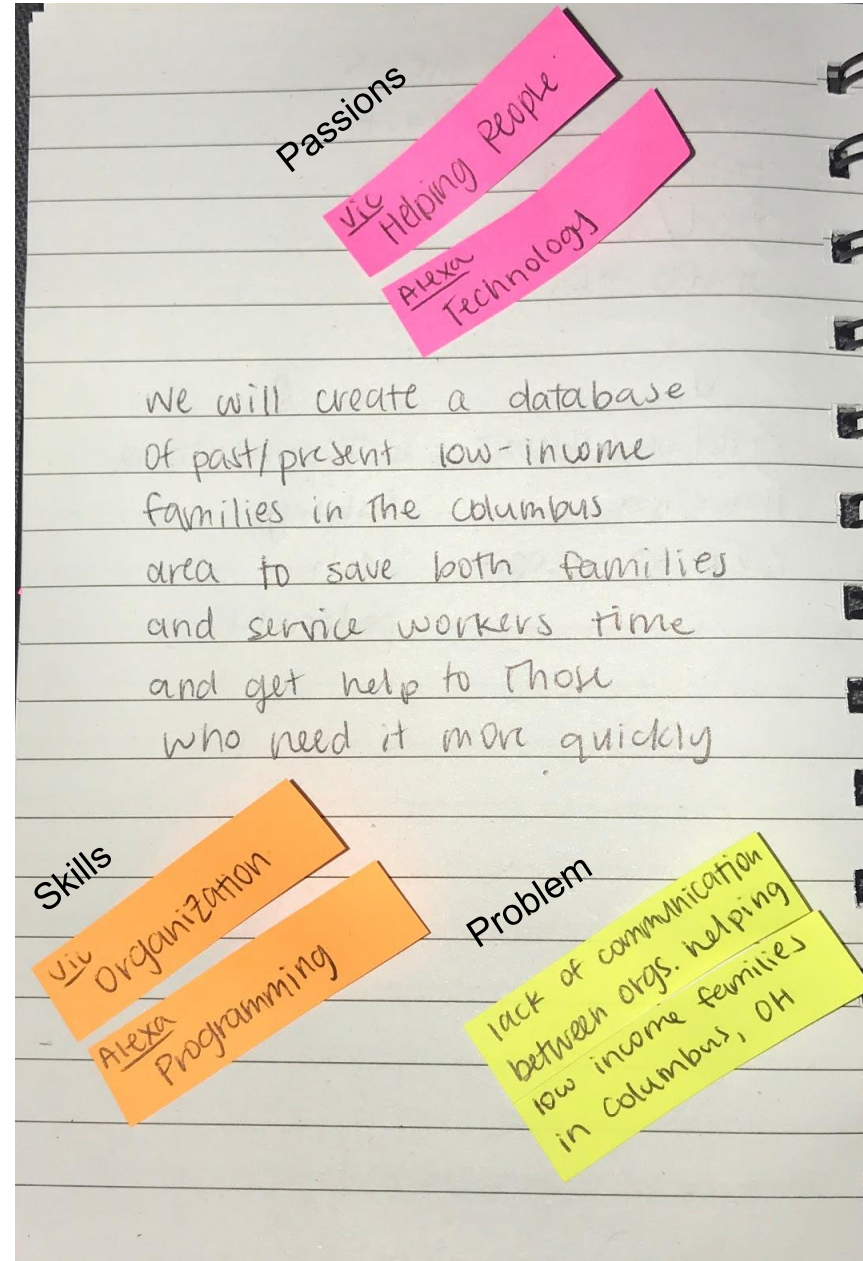
- 2018: Jan - Began working @ Central Community House; frustrations w/ the endless cycle that many low-income families struggle with, multiple pregnancies, lack of sex education, & predatory systems.
- 2013: Began working @ Kings Island / Soak City (this was my first job), worked my way up from lifeguard → certified trainer → team lead → crew supervisor → area supervisor → operations supervisor; friendships still remain
- 2007: Moved to Mason, OH; new start (again), frustrated w/ school & their system; new gym made me feel at home & brought me out of my shell
- 1994 - 2001: Born in '94; family moved around a lot during my early years, life is a blur
- 2015: Picked a major (Child & Family Studies) and a minor (psychology); advisor finally helped me make a choice after beginning multiple paths; started to enjoy my classes and new professors wanted to help me succeed.
- 2012: Began college @ Ohio University, tried out & made the cheerleading team, out of my comfort zone
- 2008-2012: in HS, not great at some classes, challenges w/ keeping up w/ school work & gymnastics; wasn't aware/didn't utilize available resources
- 2001-2007: Moved to Lewis Center, OH; made better, lasting friendships w/ school, neighbors, & gymnastics

Themes: "Family" - do well in small, close-knit groups (gym, family, Kings Island, & CCH)

Alexa's Life Map



Our Passion - Skill - Problem Triad



The Problem We Want to Tackle



As a case worker for low-middle income families in Columbus, Ohio, Vic has seen many flaws in the system that aims to help get people out of poverty. One of the largest issues she sees is that workers like her who are passionate about getting people help are often inhibited by the time it takes to do paperwork for each case, as well as the lack of communication between organizations.

Each client may work with multiple organizations to get the help they need, and for each organization they must complete a large packet of intake forms that are repetitive and impersonal.



The Solution We Came Up With



Our solution, based off the current online options for Electronic Health Record, is to create an online portal for case workers to use to record information about clients. Then, rather than having intake forms at each organization, case workers can log in and access pre-recorded information. When sharing the client's information with another organization, there will be an online release system where the client can give approval for the sharing of their information. We also hope to provide case workers with other services, such as a messaging system for all case workers working with the same client. Case workers will also be able to update information on clients and record notes.



Why This Solution is Unique



As mentioned previously, we're basing this on the model created by Electronic Health Record services. Unfortunately, there does not seem to be any open-source service for connecting both government and NGOs who are working to support lower income families in cities. While all the organizations are good at what they do, there is a significant overlap in services provided and time spent on paperwork that could be avoided with online communication through a solution such as ours.



Why We're the Best People to Tackle It



Vic and Alexa are sisters who are both interested in giving back to their communities and helping others using their unique skill sets. Vic studied Child and Family Studies at Ohio University and now works at Central Community House in Columbus, Ohio. She has been a case manager in the Family To Family program for a year. Alexa is studying Multidisciplinary Engineering at Purdue University and is interested in Human Centered Design as well as entrepreneurship. Both Vic and Alexa are quick learners and dedicated to solving this problem so that passionate people can get back to having a direct impact on their community.



Our Theory of Change

Inputs:

Online database of clients and training for use of database

Outputs:

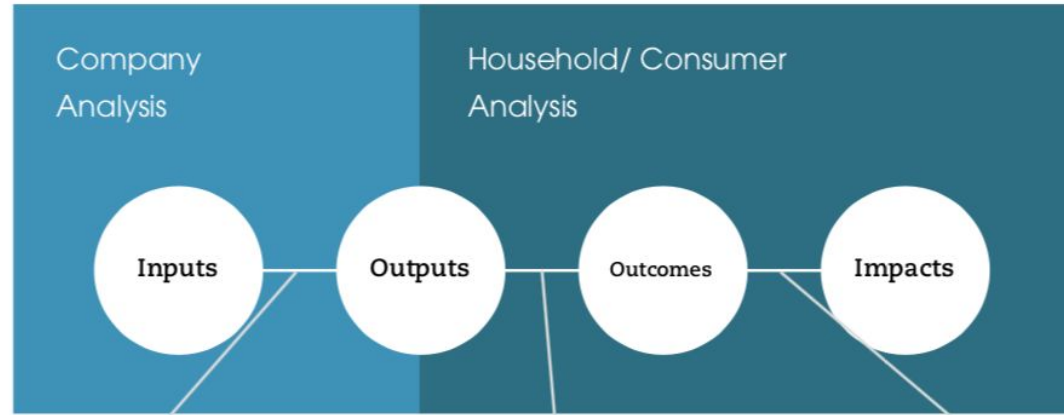
The database is being used by employees at Columbus nonprofits and government organizations

Outcomes:

Saved time and resources of both organizations and the clients of those organizations, more efficient communication, one common area for all client info

Impacts:

Ending the cycle of short term solutions for clients and lack of communication between different organizations helping clients



Assumptions

- Training on use of the online database
- Follow ups with employees that should be using the database
- All questions regarding the database answered quickly
- Product is easy to use
- Product is easy to access

Assumptions

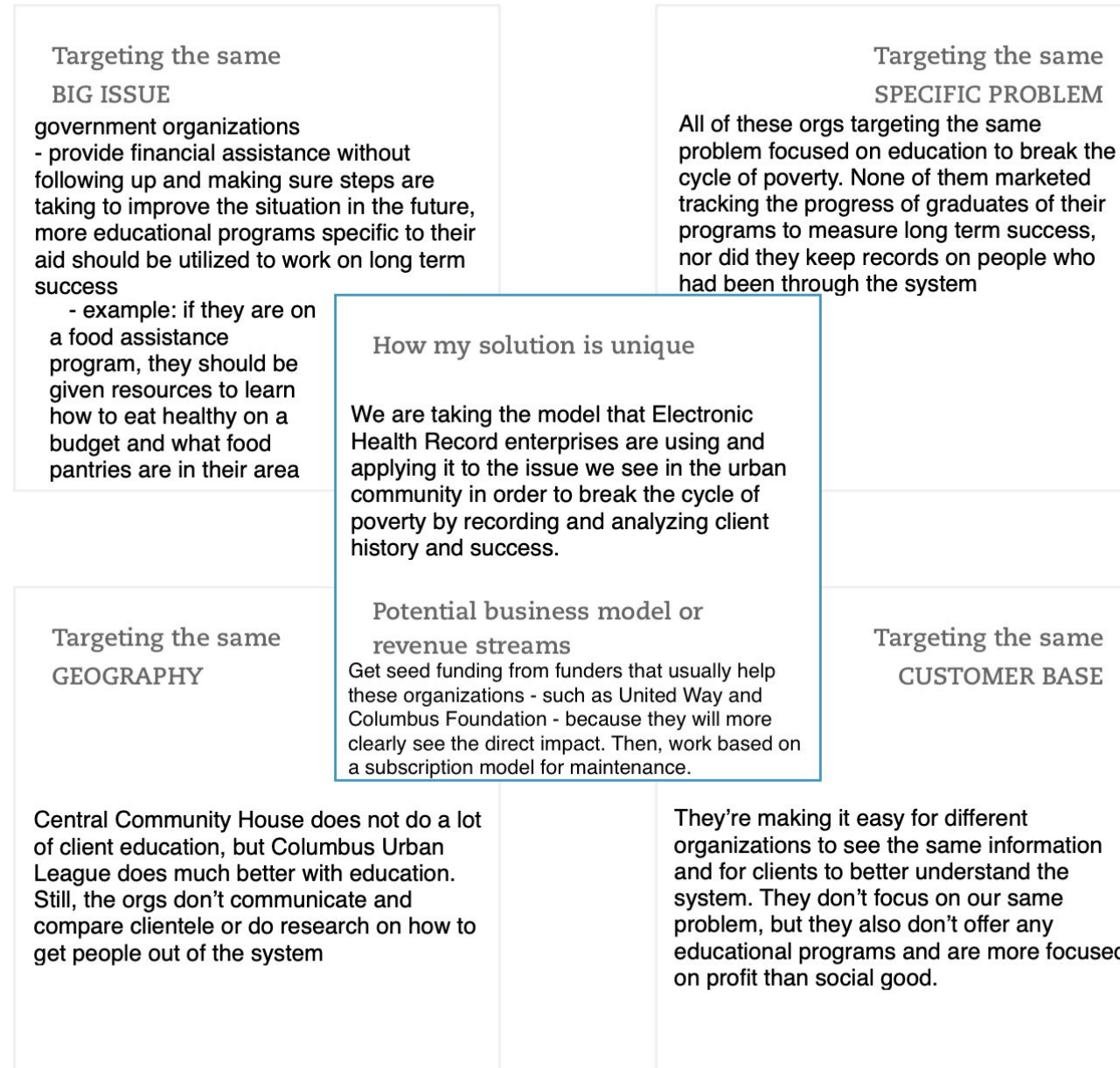
- Employees communicate any needs they have
- Creators update to accommodate for those needs
- All employees use the database
- Make it clear what each organization does for the clients

Assumptions

- Employees will continue to use the system after the follow-ups stop
- With less resources being used to do intake forms, more resources can be spent on figuring out how to improve clients lives long-terms (rather than with short-term help with rent, groceries, etc.)



Our Ecosystem Map



Our Plan to Become Financially Sustainable



Our plan is to get initial finances from funders that usually give money to help these organizations - such as United Way and Columbus Foundation - because they will understand how this will help in the long run. As they are funding these organizations, they would also be in support of saving money and consolidating resources. After it's creation, we hope to work on a per-case worker subscription model for maintenance.



Our Plan to Scale



Our idea has two potential ways to scale. The first way is to be bought out by the government. Ideally, the government would use this in any urban area to help organize client information across organizations. Another option is replication. We realize we may not create the best possible solution for every city, and residents and case workers of another city may have a different culture that may affect the design of their client sharing platform.



Our Next Steps!



Alexa is finishing her senior year at Purdue University and will have the opportunity to continue working on this idea in a few different ways including design competitions and a senior design course.

After more work is done initially, we would talk to other organizations to learn more about the specifics of their intake processes. Further, we would do more research on client portals (medical or otherwise) to better understand the best way to share information with many organizations. Once we have a good pitch ready, we would share this idea with Vic's bosses and see if they think this solution is viable in the current case work climate.



Course Reflection



This course helped Vic and Alexa learn what social entrepreneurship is. They both had a conception of entrepreneurship, but didn't know how to combine that and their passions for helping others. Hopefully, we will continue to work on this idea. Alexa will have the opportunity through design contests and courses, while Vic will continue to live through the problem. Now, they are less focused on growing than they are on scaling. Before completing the last module, we were worried about creating a product that would work in bigger cities like New York or Los Angeles, but now we are more concerned with giving clients in our area the best possible experience.

