

# Case Study: Life Anew

## Casebook Partners with an Innovator in Restorative Justice Methods

Life Anew Restorative Justice, located in Austin, Texas, aims to create a space for individuals and families to experience real and lasting positive life changes. They train professionals and community leaders to participate in a process that heals harms and protects victims of family violence, including the intimate partner, children, the elderly, and the communities they live in by using restorative justice methods.

### Challenge

Life Anew started working with Casebook in Summer 2021 under the tutelage of Project Coordinator, Richard Robinson. Prior to Casebook, staff members had no systems, other than their own human capacity - staff and team members relied on keeping client information in their heads and shared it verbally with colleagues when asked.

“If you weren't there, you didn't know [what happened, client history]. We didn't have a system where we could retain and extract it for any purpose. We would have a vague idea of how many people we saw, but nothing that was even 90% accurate,” said

Richard Robinson, the Project Coordinator from Life Anew.

With growth and expansion of their program's clientele, the severity of missing data amplified. Small details were getting missed because there was nowhere to store the data. Important functions such as financial reporting and sharing key details to various vendors was proving more difficult for Richard and his team. The Life Anew team knew there had to be a better way to manage data effectively and accurately.

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### Solution

After researching user-friendly case management systems and trying out a few in the market, he chose Casebook as it was



*A large part of Life Anew's work centers on working with youth in local schools to disrupt the school to prison pipeline.*

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easy to use and could be tailored, which was really important for his program.

According to Robinson, "The whole process was relatively easy. It was really smooth with Casebook." He added, "Being "sold to" is a pet peeve of mine - I didn't feel like I was being sold. I felt like it was a genuine opportunity to grow together."

Since partnering with Casebook, Richard and the Life Anew team are focusing on big goals: Bringing the practice of restorative justice to the Austin community requires

being able to track everything from the client input, output, successes, and academic achievement. Most importantly, Richard and his team want to ensure they match the best services they can with the students and family members they serve.

## **Results**

Life Anew's pain points have been heavily reduced since implementing Casebook. Richard is using data to measure and track various goals for clients. The Life Anew team is now capturing detailed client and interaction data. The upside is that their handoff process, in which other team members are assigned to support existing clients, has been streamlined by reducing the number of participants, the number of sessions which saves hours of staff time and allows for team members to catch up on client history asynchronously in Casebook. This is freeing up hours for team members to focus on the real work - convening sessions and educating advocates.

The reporting process which previously took weeks is now completed in a matter of hours. Life Anew can report key outputs to stakeholders and funders illustrating the continued growth in their client population,

which they can now break down across key demographics - like gender, geography, role, and more.

"[Casebook is] a breath of fresh air," Said Robinson. "It is an easy software to use once you get acclimated. The web application and the mobile application are identical ... you can [use] it on any device. I like the way it tracks things and [relates] people, it does cool little things. It's improved our infrastructure as an organization especially as we are [at] the top tier in what we do... It allows us to [work with] larger entities. It allows us to stand out. It will increase revenue for us -- it's information that we can standby, it's not hit or miss. We can be transparent - I can pull a report that shows how many [clients of different demographics] we've talked to in the last 30 days. I can provide that right now, where I couldn't before."

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## About Casebook

Initially incubated by the Annie E. Casey Foundation, Casebook is a proven SaaS human services platform. Our technology solutions are the response to frustration among human services professionals and leaders who have struggled with antiquated information systems. As a result, Casebook PBC developed a configurable, intuitive, and easy-to-use software in close partnership with human services practitioners. Our solutions evolve with policy and practice in child welfare and human services to provide the best-in-class experience.

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