

Covering the work of 65 full-time employees for Nevada DETR



Case managers struggle to reach clients

Case managers at Nevada DETR spent countless hours on manual outreach—making phone calls, mailing letters, and reaching out to participants. In some situations, case managers were left with only one contact method to reach their participants, which was challenging.

They needed a more accessible and convenient way to reach participants.



You can only call and leave so many messages, you can only send so many letters, shared Sheila Rasor, Business Process Analyst for DETR.

SaraWorks is the equivalent of 65 full-time employees – at a fraction of the cost

The Nevada DETR was selected to implement SaraWorks as one of the three states participating in a Sara pilot program funded by the Rehabilitation Services Agency (RSA) in 2015. They've been using the product ever since. Sara's automated communication tools have allowed DETR case managers to reclaim the time usually spent on manual outreach to focus on more important duties and positive outcomes for their clients.

ABOUT NEVADA DETR

The Nevada Department of Employment, Training & Rehabilitation's (DETR) Bureau of Vocational Rehabilitation is a state and federally funded program designed to help people with disabilities gain employment and support those who are already employed through training, counseling, and other support services.

KEY STATS



20%

of human services roles remain vacant due to the industry's staffing crisis



65

full-time employee capacity for the cost of only 7 with SaraWorks

In fact, the work completed by Sara has been equivalent to adding 65 full-time employees for the cost of just 7. These savings have been critical during an industry staffing crisis where approximately 20% of positions remain vacant.



Sara facilitates remote work

When the pandemic hit, the Nevada DETR and their case managers saw the true impact of Sara. DETR's team members started working from home without the infrastructure to work remotely. Case managers relied on Sara's generic text number to reach participants without sharing personal information.

Additionally, DETR leaned heavily on Sara for outreach and bulk messaging for notices on office closures, vaccine locations, appointment reminders, and more.

We were able to send lots of information very simply and were able to use that during the pandemic when staff were working from home and didn't have a business cell phone.

Sara was the tool that we could use that ***allowed us to communicate without using personal resources.*** It was wonderful during the pandemic.

SHEILA RASOR
Business Process Analyst for DETR

Ready to drive similar results?

Contact us today to learn how you can increase productivity, dramatically, with the most advanced communication tools in human services.



saraworks.com