



## Binti / Ohio

*A Streamlined Solution to support child welfare agencies and foster families in Ohio,  
ensuring that every child has a safe and loving home and a fair chance at life*

## Today's agenda:

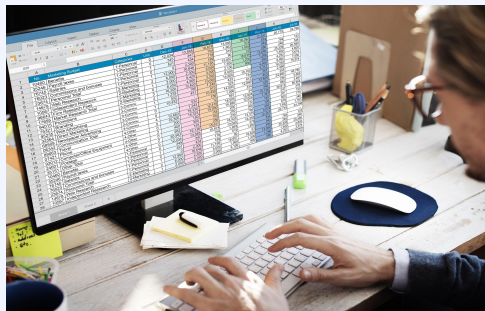
- Binti's story and impact
- Binti's SaaS model and the benefits of SaaS
- Q&A/Next steps

# Binti's Inspiration





**Families apply on paper**



**Social workers use 70+ column spreadsheets**



**Families are matched with children via complex spreadsheets, physical binders or even index cards in a shoebox**

# State Child Welfare systems often add burden to social workers instead of empowering their work / most of the work is tracked outside the system

Client Services - [Client Abstract [L, Pedro - Row #1]] You are currently running Scenario Manager.

File Edit Search Action Associated Attach/Detach Window Help Toolz

Other Names Other Addresses Family Members Referral History Case History

### Referral History

| ID | Start Date | End Date | County     | Referral Status     | Last Staff Person | Phone          |
|----|------------|----------|------------|---------------------|-------------------|----------------|
| 1  | 09/03/2004 |          | Sacramento | Under Investigation | W, Chris          | (916) 000-2110 |
| 2  | 09/15/2004 |          | Sacramento | Under Investigation | W, Chris          | (916) 000-2110 |

Referral Specifics:

Received Date/Time: 09/03/2004 01:04pm Screener: W, Chris

Response Date/Time: 09/03/2004 Referral Name: Pedro L

Response: Immediate Referral ID: 1152-1435-0141-6000018

Closure Reason: Open New CWD-CWS Ca Investigating County: Sacramento

Petition Filed  Other Associated Referrals  Family Refused Services

### Referral Clients

| ID | Name       | DOB        | Disposition           |
|----|------------|------------|-----------------------|
| 4  | L, Pauline | 01/02/1977 |                       |
| 5  | L, Pedro   | 06/07/1998 | Open New CWD-CWS Case |

### Allegations

| ID | Alleged Victim | Abuse Category          | Alleged Perpetrator | Disposition   |
|----|----------------|-------------------------|---------------------|---------------|
| 1  | L, Pauline     | At Risk, sibling abused |                     | Substantiated |
| 2  | L, Pedro       | Physical Abuse          | L, Joseph           | Substantiated |

Ready Client Abstract [L, Pedro]

## CWS/CMS Control Panel

Run Preferences Help



Ready NUM

Unfortunately, the government and Child Welfare still rely on custom consulting projects or platform-based solutions from firms that don't specialize in Child Welfare.

## Failed projects, cost overruns, and delays are the norm.

### Report: Flawed state software program could hurt Michigan children

Carol Thompson, Lansing State Journal Published 4:45 p.m. ET March 13, 2019

LANSING — The computer system Michigan child welfare workers use to track neglect and abuse cases is deeply flawed and could lead to issues that hurt children and families, a report released Wednesday in federal court states.

The report recommended Michigan abandon the computer program, which has "persistent and significant defects" despite \$231 million in state and federal investment in the program since it launched in 2014.

\$231M System  
scrapped in Michigan



cial Services  
Child Welfare Services Automation



### REPORT TO THE LEGISLATURE

### CHILD WELFARE SERVICES AUTOMATION

California pays IBM  
\$94M/year to maintain state  
Child Welfare system



### Ontario government, IBM smacked for bungled software project



Howard Solomon @howarditwc

Published: December 10th, 2015

IBM Corp. and Ontario's Ministry of Community and Social Services have been stung by the province's auditor general for the bungled launch last year of a new software system for managing social assistance claims that will cost taxpayers tens of millions of dollars for software fixes and overpayments to recipients.

So far well over \$240 million has been spent on a project originally budgeted for \$202 million, and the total could hit \$290 million. Because the Social Assistance Management System (SAMS) won't be fully functional for another four months the final bill isn't in yet.

\$240M Failed  
Foster Care System  
in Ontario, Canada



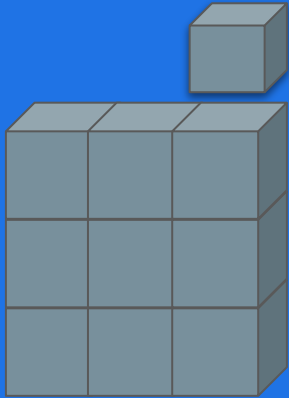
# Binti is the pioneer for Software-as-a-Service (SaaS) in Child Welfare

Custom built consulting projects or consulting projects built on top of platforms are very risky, expensive and take a long time to launch. Binti's SaaS model greatly reduces risks, costs, and time.

# SaaS is the Future

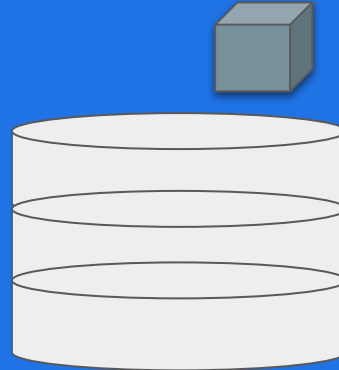
## Traditional Approach

### Custom Consulting Project



- Millions of Dollars upfront
- Years to build and implement
- Need dedicated team to update and maintain

### Platform-Based Solutions



- Not tailored to specific agency needs
- Requires extensive and expensive customizations
- Requires ongoing state/agency resources to manage



## SaaS Solution



- Cloud-hosted and web-based (no hardware or software needed to use)
- Predictable annual subscription costs
- Go live in months (instead of years)
- Constant upgrades and enhancements for no additional cost
- Full-Service (Email/Chat/Phone) Live Support for agency staff and all users
- Dedicated Account Manager



# See how Binti Compares

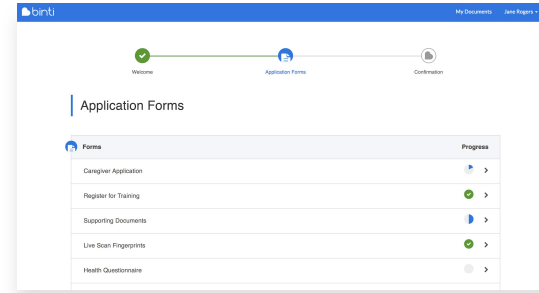
|  | <b>Binti/SaaS solutions</b> | <b>Custom Consulting Project</b>          | <b>Platform-based Solutions</b>   |
|--|-----------------------------|---|---|
| <b>Cost</b>                            | <b>\$ - Flat Annual Fee</b> | \$\$\$\$\$ - Millions of dollars upfront  | \$\$-\$\$\$\$ - Unpredictable pricing, high upfront configuration costs   |
| <b>Launch Time-frame</b>               | <b>Within months</b>        | 4+ years                                  | 2-4 years   |
| <b>Proven Success</b>                  | <b>Yes (150+ agencies)</b>  | No  | No  |
| <b>Built for Specific Agency Needs</b> | <b>Yes</b>                  | Yes                                       | No  |
| <b>Live Support</b>                    | <b>Included</b>             | No  | No  |
| <b>Updates/Maintenance</b>             | <b>Included</b>             | Not Included (must be provided by agency) | Not Included (must be provided by agency) or by vendor for additional fee |
| <b>Vendor Lock-in</b>                  | <b>No</b>                   | Yes                                       | Yes   |

# The Software-as-a-Service (SaaS) Approach

- **Aligned incentives** - Binti's annual license fee includes the launch and use of the software with unlimited users, hosting in a scalable cloud environment, all configurations and customizations, comprehensive support for all users, training and implementation support, and ongoing account management. We're incentivized to continue providing great service.
- **Benefit from other agencies using the system** - Each agency benefits from other agencies using the system. Pooled cost allows for larger engineering team and more new features. Even though agencies share the broader platform, Binti is configurable so that each agency has their own custom look and feel, forms, data fields etc.
- **Enhanced collaboration to serve all youth and families** - With Binti's SaaS solution, public, private and tribal agencies serving youth and families use the system as part of the all-inclusive annual license fee. Through carefully calibrated levels of access, state staff can see cases related to all youth and families, while private agencies see only the families and youth assigned to them for services.

# Binti's Solutions

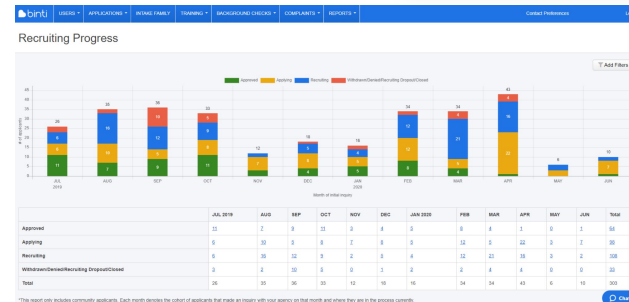
Family Portal - TurboTax to become a foster parent



Comprehensive Dashboards for social workers to track family applications and to find the best family for every child

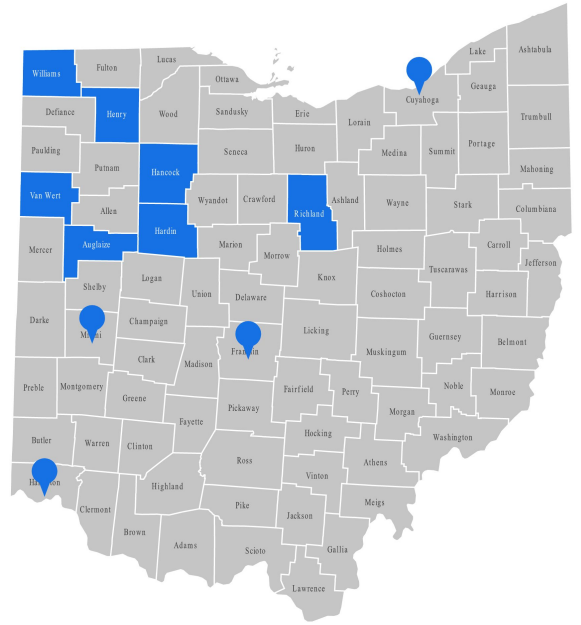
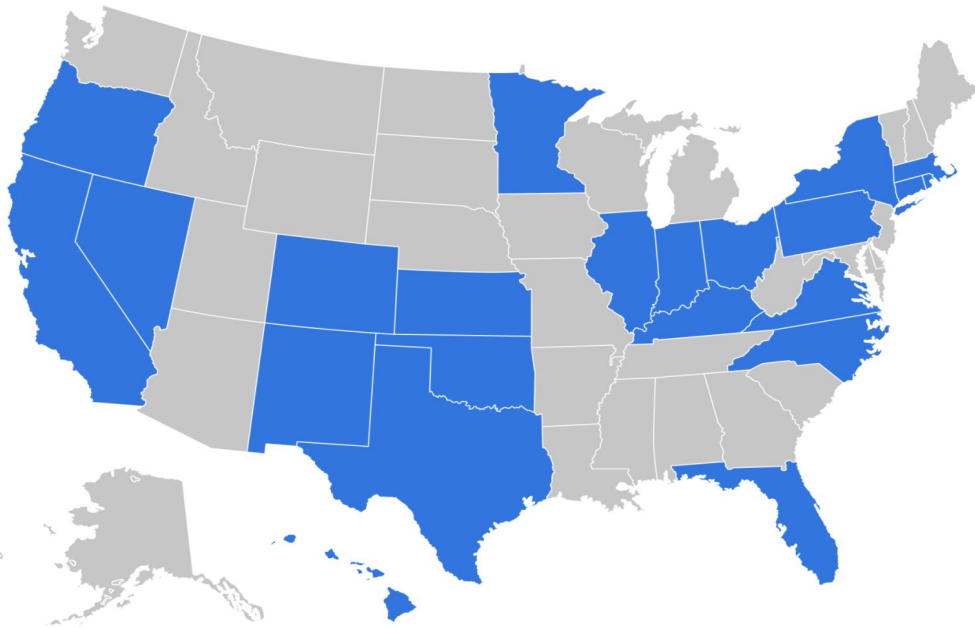
The screenshot displays the 'Initial Applications' dashboard. It features a table with columns for 'Facility', 'Worker', 'Application Form', 'Supporting Docs', 'Reference', 'Family evaluation', 'Backgrounds', 'BC Checks', 'Medical', 'Agency/Prep', 'Days since assigned', and 'Days since matched'. The table contains multiple rows of data, each representing a different application and its status across various categories.

Robust Reporting to measure and track results



# Binti is building out an end-to-end CCWIS solution

- Approvals
- Placements
- Case Management
- Intake
- Community Crisis Response (Investigations)
- Eligibility/Payments
- Family Finding



Due to our measurable, positive results, we've quickly expanded to serve:

- **150+ agencies** in **23 states**
- **21% of Child Welfare** in the US
- **RI, NM, HI and WA** state-wide; **5 other states** in procurement
- **7 counties** and **3 private agencies** across **Ohio**

## With Binti, agencies see:

**↑ 80%**

increase in foster/adoptive  
parents approved/year

**↓ 16%**

reduction in avg days to  
complete each approval

**↑ 20-40%**

social worker time savings

# Lessons as You Modernize with New Technology

## Promote innovation

- Modern, mobile-friendly, Software as a Service (SaaS) technology can provide quick wins and bring government into the 21st Century
- Don't build a big system, **build a constellation of innovative solutions** that work together and are each tailored to specific needs

## Let Competition Flourish

- Don't limit solutions to a single platform - let competition help you get the best solutions

## Empower People

- Ensure technology empowers the work-flow, instead of technology simply being a method of monitoring compliance
- Empower citizens and constituents to use technology to interact with government. **Focus on citizen-friendly solutions.**



Q&A/Next Steps