



QUISITIVE CLIENT
DC Child and Family
Services Agency

INDUSTRY
Public Sector

LOCATION
Washington, DC

- IN THIS CASE STUDY
- Microsoft Power Platform
Power Pages
 - Microsoft Dynamics 365
 - Microsoft Azure Cloud

“CFSA has an important mission to keep families together. To accomplish that, there is a lot of social work that goes on and technology supports that.

MARINA HAVAN

Chief Information Officer, CFSA

Transforming Child Welfare in DC: Implementing the Kinship Navigator Program to Unite Families & Improve Access to Financial Aid

About CFSA:

The DC Child and Family Services Agency (CFSA) is the primary public child welfare agency in the District of Columbia, entrusted with the crucial responsibility of safeguarding child victims and those vulnerable to abuse and neglect, while also providing vital assistance to their families. As a dedicated agency, CFSA is committed to ensuring the well-being and safety of children in the community, working diligently to prevent harm, intervene in cases of maltreatment, and support families in need.

The Need for Online Access to Social Assistance

The COVID-19 pandemic shed light on the inefficiencies a used by manual forms and systems in place for the public to apply for assistance and essential child welfare services. The agency knew that to provide the best possible support to children and families, it needed to modernize its processes and make the application processes efficient and accessible online and mobile. More specifically, the agency wanted to make it easier to administer a subsidy program that gives financial aid to grandparents and close relatives caring for minor children whose parents cannot care for them.

CFSA partnered with Qusitive and collaboratively, they undertook a tight seven-month transformative project to introduce a Kinship Navigator platform to streamline child welfare subsidy application processes, optimize accessibility, and bolster support for DC’s community. The Qusitive team worked closely with the Agency to create a public-facing portal and mobile app to process subsidy applications. The result has been a transformation is how the public and staff process and track applications, and has resulted in more families gaining access to essential financial aid that helps to keep children safe and with their families.

Getting the Kinship Navigator App Up and Running

Through close collaboration with CFSA, Quisitive's team conducted extensive discovery and research, pinpointing pain points in existing workflows and strategically devising automated processes for a comprehensive and user-friendly public website and application. Leveraging Microsoft's Power Platform Power Pages, Dynamics 365, and Azure Cloud, as the core technology stack, Quisitive was able to develop an intuitive website and mobile application that allows families to submit applications, upload documents, and track important information they need to receive essential services and financial aid.

"Our experience with Quisitive was great. We were under a very tight deadline they brought a team together with different skills across user experience, software development, and mobile development. It is amazing how much work we got done in a short timeframe and produced an excellent product."

ISSA BARKETT – Project Manager, CFSA

"When designing the Kinship Navigator platform, we needed to ensure that grandparents and close relatives could access the app and web portal easily. We used a user-centered design to ensure the platform was simple to use and could help these families navigate this process as easily as possible."

MARK NAGAO – Power Platform Solution Architect, Quisitive

Keeping DC Families Together

Since the rollout of the Kinship Navigator program, CFSA has experience a drastic uptake of applications for social services. Close to 8,000 families have accessed and used the app and website.

- Reduction in foster care entries
- More families gaining access to vital services and support
- Better child safety and security
- Faster processing of applications and reduced administrative time and costs

"The Kinship Navigator app helps us to achieve our mission of keeping families together. Any delays in families trying to access services could mean that a child is separated and ends up in foster care and this application solves that."

ROBERT L. MATTHEWS – Agency Director, CFSA

"We were behind the times. Most people expect to be able to do most things from their phones. They can order food and shop—so why not be able to access essential services the same way and just as easily."

LATASHA TOMLIN

Kinship Program Manager, CFSA

Empowering Child Welfare: A Transformative Journey with Quisitive

Quisitive's indispensable role in revolutionizing child welfare services in DC has left an enduring positive impact on vulnerable children and families, reinforcing the power of technology in fostering positive change and social well-being.

"Working with Quisitive was seamless. They became an extension of our team. They took the time to understand our organization and users and brought our vision to life."

LATASHA TOMLIN

Your Partner for Smart and Impactful Community Applications

Quisitive is proud to enable nonprofits and organizations in government to deliver better services to their community through accessible and easy-to-use application. Our team of cross-functional industry and technology experts is here to help create solutions that make an impact.

"We loved developing this solution with CFSA. Knowing that this technology impacts people's lives and helps make their situations better is very rewarding, and is why we do what we do."

MARK NAGAO

Learn more about Power Platform, Dynamics 365, Azure Cloud, PowerGov, and Custom Application Development, or contact us to book a free solution consultation.