



CASE STUDY

# IVRS optimizes client service, while saving counselor **time and costs**

**CHALLENGE:** IVRS wanted to help its counselors optimize client service, while saving counselors time and reducing costs.

**SOLUTION:** IVRS equipped its counselors with Dragon® Professional Anywhere to rapidly dictate and transcribe comprehensive case notes directly into the case management system—even while working at a client’s job site, school, or client’s home.

**RESULTS:** Counselors using Dragon Professional Anywhere saved significant hours each day, submitting more detailed case notes quickly. Leveraging Dragon, IVRS provides better service to clients and employers, while supporting healthy work/life balance for its counselors.

**Iowa Vocational Rehabilitation Services (IVRS)**

is a state and federally funded agency whose clients are people with physical and cognitive disabilities that request assistance to achieve their academic and career goals. IVRS helps its clients obtain meaningful jobs, which benefits the clients, employers’ organizations, and is ultimately a cost savings to the state of Iowa.

IVRS counselors have numerous meetings with clients, only closing their case when the client is in stable employment. All these meetings need to be documented quickly and accurately. It’s an administrative burden that can reduce counselors’ time for face-to-face client support as they work long hours to complete documentation requirements.

“Our staff are ‘people people,’” says April Stotz, MS, CRC, IVRS’s Training Resource Manager and a former counselor herself. “That’s why we got into counseling. It’s very frustrating to spend so much time on documentation, when you want to be out working with the individuals who need your help.”

1-2 hrs

of documentation time saved by each counselor per day

5 out of 7

counselors submit case notes faster with Dragon

6 out of 7

counselors believe their case notes are more detailed with Dragon

---

**“Our staff will keep working until the job is done. That’s just who they are. Dragon allows them to get more done in their workday and have a better work/life balance.”**

— April Stotz, MS, CRC, Training Resource Manager,  
Iowa Vocational Rehabilitation Services

---

**The solution: secure, efficient speech recognition**

IVRS piloted AI-powered Dragon Professional Anywhere speech recognition. Counselors used Nuance PowerMics to dictate case notes as Dragon transcribed the notes in real-time directly into IVRS’ case management system. Whether counselors are working at their desks, in a client’s home, at a client’s school or job site—Dragon’s mobility is secure and flexible.

If a counselor wants to dictate and transcribe notes without booting up their laptop, the same secure speech recognition capabilities are available on their smartphones with Dragon Anywhere Mobile.

**The pilot’s results: faster, more accurate case notes**

For an agency like IVRS, with a limited number of full-time employees, working efficiently means being able to positively change more clients’ lives. Almost all pilot participants reported saving at least 1-2 hours a day using Dragon, with one counselor saving over 4 hours a day.

The majority of counselors said Dragon enabled them to submit case notes faster than before the pilot—in most cases, three days faster. Nearly every participant said using Dragon made their documentation more complete and detailed, with one counselor commenting, “I have not typed a case note since I started using Dragon, and I hope I never have to type one again.”

**IVRS leverages Dragon to deliver better outcomes, all around**

Today IVRS has implemented Dragon across its agency. Since counselors leverage Dragon to submit comprehensive case notes faster, everyone benefits. IVRS

can more effectively spread case work across its team without overloading counselors, share documentation with external support agencies, and quickly review any decisions that are appealed. Meanwhile, clients and their employers experience a faster-moving process that delivers better outcomes.

Additionally, Stotz uses Dragon to create form templates for common scenarios, such as client intake meetings, and shares them with counselors across Iowa. When a counselor wants to add a form to a case note, they simply say, “intake template” for the entire form to be instantly incorporated into the case note.

“Our staff often have to capture a lot of information from a single meeting, and having a template is really handy,” says Stotz. “It saves time, and it also acts as a reminder of everything they need to include from a Quality Assurance point of view.”

**Benefits of Dragon’s cloud solution**

As an agency handling confidential client information, IVRS requires its documentation solution to be secure and reliable. Hosted on the HITRUST CSF certified Microsoft Azure cloud platform, Dragon complies with all relevant regulations.

Additional cost benefits of Dragon’s cloud solution include its ability to run on counselors’ existing laptops, saving IVRS from added hardware expenses. Stotz efficiently monitors staff usage of Dragon and reallocates licenses to ensure IVRS achieves the greatest possible ROI.

---

**“Many of our biggest technophobes have embraced Dragon once they’ve seen the positive impact on their workday. Some of our counselors have even named their PowerMics after their favorite dragons from the film ‘How to Train Your Dragon.’”**

— April Stotz, MS, CRC, Training Resource Manager,  
Iowa Vocational Rehabilitation Services

---



Try Dragon and PowerMic for free  
at your organization. Learn more:  
[nuance.com/dpa/socialwork](https://nuance.com/dpa/socialwork)

