



RethinkBH



AWARE



Case Study

FROM PAPERWORK TO CLIENT CARE

How AWARE Gave Clinicians Their Time Back

In Montana, a home visit can mean hours on the road, with no cell signal and no WiFi. For the clinicians at AWARE, serving clients in remote communities has always been part of the job.

The work that followed the visit was the problem.

Clinicians were documenting sessions twice. Taking notes by hand in the field, then manually transcribing each session after-hours into Excel. Then doing it again. And again.

Rick Hamblin, AWARE's Service Director of Quality Improvement and EHR, has spent more than 27 years in children's behavioral health. He knows the work, and he knows what gets in the way of it.

"We were spending 6 to 9 hours just compiling the data we needed to submit a single report to the state," he says.

That administrative burden had a cost. And AWARE was ready to do something about it.

A Statewide Organization Serving Rural Communities

AWARE provides ABA, developmental disability, and mental health services across all 56 counties in Montana. With approximately 7,200 active clients and 1,200 employees, it is one of the largest providers of its kind in the state, serving communities hours from the nearest city where reliable connectivity is never a given. The mission has always been to show up for those communities.

"We don't come into this field because we want to sit behind a computer and fill out spreadsheets," says Hamblin. "Our staff want to be with clients and do the things they came here to do."



THE CHALLENGE:

When Admin Tasks Steal Clinical Time



AWARE's ABA program operates with a small but dedicated team: 5 BCBA's and between 10 and 15 RBTs at any given time, supporting caseloads across an entire state.

The margin for wasted time is thin.

Before RethinkBH, state reporting meant manually pulling and compiling data across disconnected systems.

Session documentation lived in Excel. There was no way to collect data in the field without an internet connection, which meant staff were working off paper during visits and catching up at a desk afterward. Every workaround created another one.

"There was a breaking point," Rick says.

For a team that size, serving that many clients across that much geography, the administrative load wasn't just inefficient—it was unsustainable.

THE SOLUTION:

Fewer Hours at a Desk. More Hours in the Field.

Today, AWARE's clinicians rely on RethinkBH to handle the documentation that once followed them home from every visit. It started with a demo at NatCon, where RethinkBH was being featured alongside NetSmart, a partner AWARE already trusted.

"There was not even a thought of looking at anything else," Rick says.



Reporting that runs itself

Before RethinkBH, compiling data for a single state report could consume most of a workday. Staff were manually pulling information across disconnected systems, formatting it, and submitting it.

With RethinkBH's reporting tools, the team can easily pull the information they need, finalize reports, and move on.

"We cut reporting time almost in half," Rick says. "We're not compiling all that data ourselves anymore. RethinkBH does it for us."



Data collection that works off the grid

For RBTs serving clients in areas with no cell signal or WiFi, offline capability isn't a feature, it's a necessity. With RethinkBH's mobile app, clinicians collect session data during home visits—even without a connection—then it automatically syncs when they're back online.

The visit ends when it ends. The documentation goes with it.



More time back, less after-hours work

The hours AWARE's RBTs once spent entering notes into Excel can now be used elsewhere. No more returning from a home visit to spend another hour at a desk. No more transcribing handwritten notes into a spreadsheet.

Since going live with RethinkBH, AWARE has meaningfully increased the time clinicians spend with clients and families. And as RethinkBH becomes fully embedded across the organization, Rick expects that number to keep growing.

The Takeaway

AWARE's partnership with RethinkBH reflects a simple truth: when clinicians spend less time on administrative tasks, they spend more time with the people who need them most.

Hamblin says it plainly.

"I've really felt that this is a partnership since day one."

For ABA practices operating in rural or resource-limited environments, RethinkBH doesn't just save time. It changes what the work feels like. Less admin. More care. More of the work clinicians came into the field to do.



By the Numbers

In their first 18 months on RethinkBH, the impact was immediate and measurable:

- ✓ ~50% reduction in state reporting time
- ✓ 7,200+ active clients across all 56 Montana counties
- ✓ 1,200 employees statewide
- ✓ Offline mobile data collection for rural clinical work
- ✓ More clinician time spent supporting clients
- ✓ NetSmart integration in final testing: one platform for all documentation



For Hamblin, the numbers reflect something bigger than efficiency.

"Because of Rethink, we've been able to increase the time we spend with our clients and families. All of that putting stuff into Excel—that's gone now."



**When the administrative burden goes down,
clinical capacity goes up.**

See what Rethink can do for your ABA practice.

Talk to our team today.



**Scan to get
started**