

CHILDREN'S ADMINISTRATION
Mobile Computing



2015-17 BIENNIAL BUDGET

Request	FY16	FY17	15-17
FTE	2.0	2.0	2.0
GF-State	\$1,330,000	\$579,000	\$1,909,000
Total	\$2,659,000	\$1,157,000	\$3,816,000

DECISION PACKAGE SUMMARY

The Children's Administration (CA) requests additional smartphones and tablets and the FTEs necessary to deploy and manage these resources, in order to build an infrastructure that would support mobile computing. By funding this request, CA is expected to efficiently utilize social worker time by allowing them to document and conduct activities without returning to the office, and would provide enhanced data security in the event of lost or stolen devices.

PROBLEM STATEMENT

Currently, the CA social workers must conduct their investigations and case management duties using a number of outdated devices such as flip phones, digital recorders, and digital cameras. They are not able to access our case management software while in the field, resulting in frequently returning to the office to record critical case information. In addition, they are not able to access other Information Technology (IT) systems that would help them ensure children are safe in the home.

CA currently has over 400 smart phones, 30 tablets, 150 net books, and 350 laptops used by 2,200 staff in the field. In addition there are nearly 1,400 flip phones, 200 digital recorders and 200 digital cameras that do not employ any tracking mechanisms or encryption technology. The CA social workers carry many of these devices into the field as they conduct investigations and other case work. The mobile nature of these devices leaves them vulnerable to loss or theft. A recent internal audit revealed numerous losses of current mobile devices and CA is currently unable to track, encrypt or remotely disable these devices.

PROPOSED SOLUTION

CA proposes purchasing multiple smartphones and tablets that would replace our existing aging technology. Having the right devices would allow us to deploy mobile versions of our case management software so that it may be available to social workers in the field, providing them valuable information in real-time. In addition, CA would procure enterprise-



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level mobile device management services that would be able to track and locate devices if they became lost or stolen. This service would also provide the ability to remotely wipe encrypted data from those devices to prevent third party disclosure of confidential information. Acquiring these services is the first step in developing a comprehensive mobile computing strategy for CA. Once fully functional, it would allow CA to provide better access to information in real-time, increasing child safety. It will also allow us to examine our facilities and allow for more flexible work stations because social workers would be able to conduct more of their work in the field.

One FTE would provide infrastructure support, manage the hardware that is distributed to the field and be the CA point of contact for issues with mobile devices. This position would also coordinate the ordering, tracking, inventory, and control of the devices. The second FTE would be dedicated to the development and management of software on the mobile devices used in the field.

EXPECTED RESULTS

The budget request supports DSHS Goal 3: Protection - Each individual who is vulnerable will be protected. The decision package is essential to implementing the CA's Strategic Objective 3.7: Number of full-time Child Protective Services workers with more than 25 cases will decrease.

This decision package supports the Results Washington goals to help keep people safe in their homes, on their jobs, and in their communities and:

- Decrease the rate of children with founded allegations of child abuse and/or neglect.
- Decrease the percent of children in out-of-home placement five years or more.
- Increase the percent of child victims in Child Protective Service intakes seen by a social worker within 24 hours of the intake.

CA staff will increase productivity by conducting work while out in the field without returning to the office. This will allow them to comply with requirements such as completing initial face to face interviews in 24 or 72 hours and conducting monthly health and safety visits. CA will also minimize the loss of potentially sensitive data through device management. The need to replace lost equipment will be lower because we can more easily locate lost equipment. CA social workers will have access to prompts and workflows via FamLink helping them to conduct thorough assessments and case management.



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STAKEHOLDER IMPACT

CA's federal partners, along with Washington's Chief Information Officer, embrace a mobile technology workforce that creates efficiency and a better working experience for our social workers.



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