

CHILDREN'S ADMINISTRATION
Mobile Computing



2016 SUPPLEMENTAL BUDGET

Request	FY16	FY17	15-17
FTE	0	0	0
GF-State	\$457,000	\$208,000	\$665,000
Total	\$914,000	\$416,000	\$1,330,000

DECISION PACKAGE SUMMARY

The Children's Administration (CA) requests \$665,000 GF-State and \$1,330,000 Total Funds in the 2016 Supplemental Budget for additional smartphones and tablets in order to build an infrastructure that would support mobile computing. By funding this request, CA is expected to increase worker safety, efficiently utilize social worker time by allowing them to document and conduct activities without returning to the office, and provide enhanced data security in the event of lost or stolen devices.

PROBLEM STATEMENT

Currently, CA social workers must conduct their investigations and case management duties using a number of outdated devices such as flip phones, digital recorders, and digital cameras.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 when making these critical decisions in the field.

CA currently has over 500 smart phones, 50 tablets, 150 net books, and 450 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 as well as paper case files 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 leasing 600 tablets and purchasing 600 smart phones, associated cases and chargers, and Air Watch Mobile Device Management software to replace existing aging technology for social workers. The requested equipment will enable a 50 percent implementation statewide. Having the right devices would allow CA to deploy mobile versions of 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 deploy enterprise-level mobile device management services on these new devices that would be able to track and locate devices if they became lost or stolen. This service would also provide the ability to



DSHS VISION
 People are healthy • People are safe • People are supported • Taxpayer resources are guarded

DSHS MISSION
 To transform lives

DSHS VALUES
 Honesty and Integrity • Pursuit of Excellence • Open Communication • Diversity and Inclusion • Commitment to Service

remotely wipe encrypted data from those devices to prevent third party disclosure of confidential information. Acquiring these devices 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 worker and 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.

EXPECTED RESULTS

CA will have the ability to track devices staff use resulting in improved worker safety and accelerated timeliness of service delivery. 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.

STAKEHOLDER IMPACT

CA stakeholders support child safety, social worker safety, and creating efficiencies to adhere to case requirements.

Addendum to Two-Pager – Children’s Administration (CA)

1. The budget request supports DSHS Goal(s):

Protection – Each individual who is vulnerable will be protected.

Safety – Each individual and each community will be safe.

2. This decision package is essential to implementing CA’s Strategic Objective.

1.4: Number of Child Protective Services investigations open more than 90 days will decrease.

1.1: The high percentage of alleged child victims seen by a social worker within 24 hours of the intake in emergent cases will be maintained.

3. This decision package supports the Results Washington goal(s) to:

Goal 4: Healthy & Safe Communities - Safe People - 2.1.a Decrease percentage of children with founded allegation of abuse or neglect.

Goal 4: Healthy & Safe Communities - Safe People - 2.1.b Decrease percentage of children in out-of-home placement 5 years or more.

Goal 4: Healthy & Safe Communities - Safe People - 2.1.c Increase percentage of child victims in emergent Child Protective Service intakes seen by a social worker within 24 hours of the intake.

4. What alternatives were explored by the agency and why was this alternative chosen?

The CA staff can continue using flip phones and not have access to FamLink while working in the field **but** that would not allow staff to effectively investigate cases in the field.

5. What are the consequences of not funding this package?

Not funding this package would prevent CA staff access to systems while in the field and impede the ability to make quicker decisions that would benefit the child in situations of danger.

6. What changes would be required to existing statutes, rules, or contracts in order to implement the change? Please list specific statutes or WACs that would need to be amended.

This request has no impact to existing statutes, rules or contracts.