

# STREAMLINE PROCESSES TO MAKE A MAJOR DIFFERENCE FOR MINORS

ZEBRA TECHNOLOGIES CHILDFIRST



## THE CHALLENGE

More than 400 forms, thousands of pages, and a ceaseless number of redundant entries – your paper trail is wide and all-consuming, obscuring critical information, delaying response, and devouring precious time better spent assessing children's welfare. Add to that your inability to confirm home visits and reports, and the potential for problems – as well as harm to children – is great.

## THE SOLUTION

How much more effective could your agency be if you could streamline processes? Efficiency is yours with ChildFirst. Now you can maximize productivity, improve accuracy, instantly access data, and account for everyone's performance. That's the transformative power of this bundled solution. ChildFirst combines Mobile Epiphany's highly customizable software platform, Touch Mobile, with a choice of two rugged, intuitive mobile devices by Zebra Technologies, either the TC55 or the TC70/75. So your caseworkers can make the most of their workday for the betterment of children in their care.

### The Daunting Landscape of Child Welfare

- Child abuse reported every 1A0 seconds in the U.S., affecting 6 million children<sup>1</sup>
- 1,560 child abuse fatalities in 2010<sup>2</sup> with 80% under the age of four<sup>3</sup>
- An average of 400+ forms to complete per child
- 40-50% of social workers' time spent processing files<sup>4</sup>

## SIMPLIFY AND ACCELERATE WORKFLOWS

By cutting out paperwork, your Child Protective Services agency invites in opportunity ... for greater efficiency and more time to assess the well-being of children.



### GET IT DONE FASTER.

- Slash days wasted on manual processes
- Free up time to assess children's welfare
- Accelerate delivery of services and protection
- Augment productivity
- Help raise job satisfaction

### AUTOMATE WORKFLOWS

With ChildFirst, information is now manageable. Caseworkers need handle it only once and let ChildFirst do the rest. It instantly and automatically collects and distributes the information to a secure, and HIPAA-compliant database, as well as to SACWIS (Statewide Automated Child Welfare Information Systems) and other necessary backend systems.

### KEEP PACE WITH THE INFLUX OF INFORMATION

Caseworkers can stay abreast of pressing issues, thanks to ChildFirst. Trust it to automatically trigger complex actionable items, such as reports and alerts, ensuring nothing falls through the cracks. And since the information is collected in real-time, all appropriate stakeholders have the most current data at hand.

### EMPOWER CASEWORKERS TO WORK ANYWHERE, ANYTIME

No need to wait to return to the office. With ChildFirst, caseworkers can complete tasks on the spot. Whether or not they have an Internet connection, they can access the device's database, fill reports, query information, capture photos, and more. Once connected to a Wi-Fi or cellular network, ChildFirst will automatically synchronize and disseminate their new entries.

**MOBILE TOOLS CAN IMPROVE CASEWORKER PRODUCTIVITY BY AS MUCH AS 45 PERCENT.<sup>5</sup>**





## ENSURE INFORMATION IS ACCURATE AND ACCESSIBLE

Quick, reliable information is the new order of the day for your Child Welfare agency. With ChildFirst, you have visibility to meaningful data and confidence to make faster, better decisions for children.

### LEAVE NO ROOM FOR ERRORS

Your caseworkers can forgo mistakes by typing or dictating their information into ChildFirst, ensuring accuracy and legibility. Since ChildFirst's digital forms precisely mimic those of your state, province, county, or municipality, your social workers are sure to find the workflow familiar.

### TAKE THE GUESSWORK OUT

Using ChildFirst, your team can verify details. They can look up pictures by bar code or GPS location to confirm a child, his or her home, parents and more. Plus, videos can provide evidence, and maps can pinpoint exact locations.

### FIND IT FAST

The sooner your agency is cognizant of an issue, the faster it can respond. ChildFirst instantly puts critical information at your caseworkers' fingertips. Using the data exploration and query tool, they have rapid and real-time access to the database and a multitude of ways in which to conduct their investigation, including by case number, name, and address.

### TURN INSIGHT INTO FORESIGHT

Whereas paperwork obscures patterns, ChildFirst uncovers them. Using ChildFirst data mining, you can gain an eagle-eye view of your cases. And that's information that you can turn into actionable intelligence.

## INPUT IT CORRECTLY. OUTPUT IT QUICKLY.

- Mitigate potential harm from errors
- Increase visibility
- Improve decision-making
- Speed up response time
- Maximize operational efficiency



## HEIGHTEN ACCOUNTABILITY

When your agency has visibility into what your caseworkers are doing, you have control over the quality of service delivered and the care given. With ChildFirst, you have an ironclad means of validating each and every caseworker's home visitations, reducing the chance for risk.

### COUNT UP THE ADVANTAGES OF ACCOUNTABILITY.

- Elevate quality
- Validate performance
- Bolster safety for children
- Boost public confidence



### STAMP EVERY ENTRY

Every time a caseworker enters data, ChildFirst automatically stamps it with the current date, time and GPS location of that particular activity. This provides a method of verification by date, time and location that proves that caseworkers performed their duties.

### CAPTURE EVIDENCE

Your agency can also use bar codes as a means to prove caseworkers' attendance. With ChildFirst, caseworkers can scan bar code tags placed at doorjambes or mailboxes to validate their presence.

### TRACK PROGRESS

Since ChildFirst digitizes workflows, your agency can track caseworkers' progress throughout the entire process, by simply generating reports to compare activity time and performance. Such visibility can be used to take corrective measures, improve training, and elevate the quality of your services.

**MASSACHUSETTS  
CASEWORKERS MISSED  
NEARLY ONE-FIFTH  
OF THE MANDATORY  
MONTHLY HOME VISITS  
IN 2013.<sup>6</sup>**



## USHER IN A NEW LEVEL OF EFFICIENCY

THREE COMPONENTS. ONE SEAMLESS SOLUTION

Imagine the impact of having one seamless solution from the frontline to the backend. Consider it done with ChildFirst – the platform and devices to streamline and speed up every step of the process, from caseworker visits to data entry to reporting and data integration throughout your entire backend system.

### CHOOSE FROM OUR TWO PURPOSE-BUILT DEVICES

THE TC55 TOUCH COMPUTER OR THE TC70/75 MOBILE COMPUTER



Like other field workers, caseworkers need a rugged, reliable device to provide remote access to real-time data. They also need a device that is easy to use. With the pocket-sized TC55 and the TC70/75, they have a choice of mobile computers that offer it all – enterprise-grade reliability and consumer-grade ease.

Either way, caseworkers can quickly and accurately capture virtually any type of data – from

bar codes and signatures to photos and videos, all of which enhance on-the-job efficiency and service. The display screens are optimized for viewing in all type of lighting conditions, and help to ensure battery life for a full shift and more. And with drop, tumble and environmental sealing specifications, Zebra Technologies' mobile computers come with durability that caseworkers can count on anywhere, even in rainy weather.

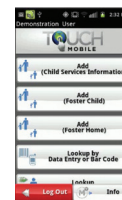


TC55 Touch Computer



TC70/75 Mobile Computer

- Enterprise-grade features consumer-grade ease
- Dual mode touch panel
- Full-shift power
- Integrated scanner and imager
- IP67 Sealing allowing for use in rainy weather
- Push to Talk (PTT)



### Mobile Epiphany Touch Mobile Application

- Android and Windows compatibility
- Mimics any agency's exact forms and processes
- Seamlessly integrates with backend systems
- More cost-effective
- Offers airtight security
- Truly paperless, automating collection and flow of information
- Validates user's interaction with the system
- Extremely versatile
- Easy to learn. Easy to use



## GET THE JOB DONE WITH THE TOUCH MOBILE APPLICATION

### **TRULY PAPERLESS**

Time and accuracy are on your side with Touch Mobile, slashing hours and errors inherent to manual recordkeeping. Using Touch Mobile, caseworkers can type or dictate information, rather than handwrite it, and instantly distribute the data to all appropriate systems. Since the Touch Mobile application runs on the device's database, users have access to critical information even without a network connection.

### **LOWER INVESTMENT. HIGHER RETURN**

Expending an exorbitant amount of time and money to develop your own platform is unnecessary. Touch Mobile has done it for you, at a fraction of the cost. This enterprise-class platform rapidly customizes applications that can then be quickly deployed on caseworkers' mobile devices, with complete reporting and integration capabilities into backend systems. Plus, it's future-ready, able to easily scale features and functionality as your needs change.

### **AIRTIGHT SECURITY**

Whether you choose to store your data on Mobile Epiphany's HIPAA-compliant cloud servers or on site, you can rest assured that it's secure. That goes for the devices too. Touch Mobile protects their privacy with AES-256 encryption and with SSL encryption, when data is being transmitted.

### **EXTREMELY VERSATILE**

Touch Mobile puts so much at your fingertips, enabling you to achieve more on the spot. Capture signatures, scan mailbox or door tag bar codes, take and edit photos, associate them to cases, record videos, generate reports, query information or log data. Whatever it is, you can do it faster and better with Touch Mobile.

### **PROOF IN HAND**

Don't presume, when you can know. Validate every system interaction with Touch Mobile. It stamps each data entry with date, time, geo-location and user identification. Having that insight can help your agency better track the progress and productivity of your caseworkers.

### **EASY DOES IT**

As robust as Touch Mobile is, it is surprisingly easy to learn and use. Given its oversized buttons and step-by-step guidance, caseworkers are sure to master it with minimal training and come to adopt it as their tool of choice.

### **TAILORED SPECIFICALLY FOR YOU**

Technology should adapt to you, not vice versa. With Touch Mobile, it does. Compatible with Android and Windows, this highly customizable software platform can be modified to replicate and mobilize the exact forms, terminology, and processes of your agency. Plus, you'll find it can easily manage all your document types, from Microsoft Word, to Excel, PDF, DWG and more. So you're ready to work, from day one.



## EXPERT PARTNERS. EXCEPTIONAL RESULTS

Zebra Technologies has been providing agencies the cutting-edge solutions they need to be more efficient and effective, so residents can expect better service and faster response.

With our expertise and extensive portfolio, you can unburden caseworkers from their paper-mired world, immediately elevating productivity, accuracy and performance. Now, that's not just a change for the better; that's a change for the betterment of children.

**Learn how you can streamline your operations.**

Visit [zebra.com](http://zebra.com) and [www.mobileepiphany.com/solutions/statelocal-gov/](http://www.mobileepiphany.com/solutions/statelocal-gov/) for more information.

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