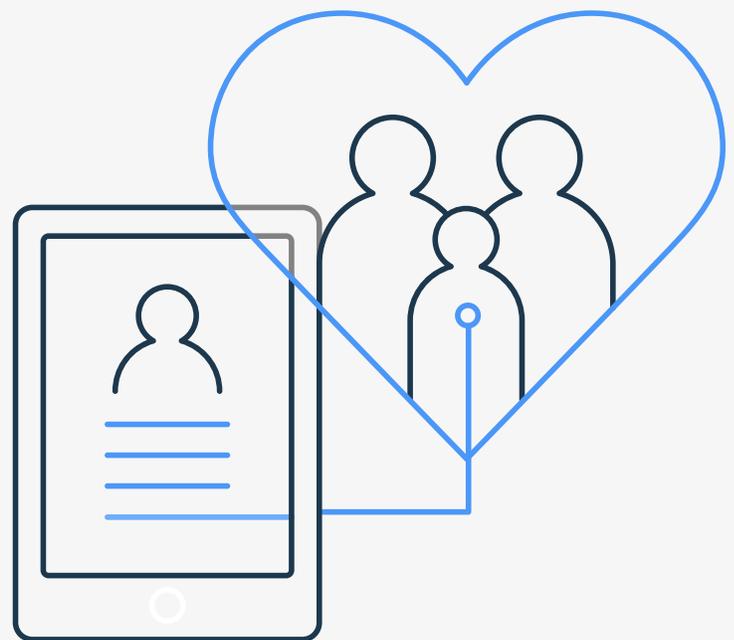


Mobile Tech Helps Caseworkers Improve Child Welfare Services

To make important decisions, child welfare professionals need access to information about the people they serve. That's why mobile tools that provide access to client information on the go can empower caseworkers to provide better care to their clients.



The Paper Chase

Caseworkers are overwhelmed with paperwork, which takes up a third of their time and much of which must be done while stuck at a desk.

A child welfare agency in the United States might serve hundreds of thousands of individuals.¹



A single caseworker typically juggles caseloads of **20 to 30** or even more children and families.²



The Child Welfare League of America recommends a caseload standard for child protective services of between **10 and 17** cases or families per worker.³

The average caseworker spends only about 18 percent of their time in face-to-face contact with children and families.⁴



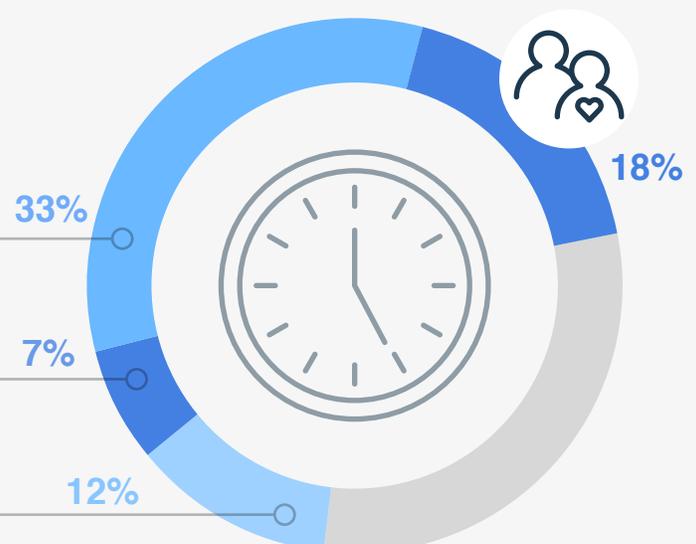
33% or more of their time is spent preparing **documentation**.⁵



7% of their time is spent in **court-related activities**.⁶



12% or more of their time is spent **traveling**.⁷



The Mobile Challenge

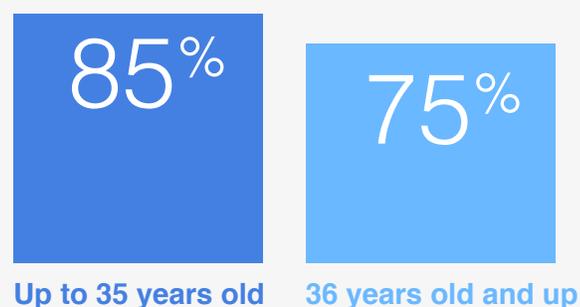
Mobile devices, including tablet PCs, have the potential to free caseworkers from their desks and enable them to spend more time with the people they serve. However, uptake of mobile devices and the systems that would give them access to vital client information has been slow.

Adoption of mobile devices is slower among social programs than other organizations.⁸



Child welfare agencies are typically about **10 years behind** the private sector in the adoption of technology.⁹

Percent of caseworkers who reported to the National Association of Social Workers that they have **never used a tablet PC**:¹⁰



The Benefits of Mobile

Thanks to newly available solutions, however, the use of mobile devices among social programs is on the upswing. Caseworkers and their clients are beginning to realize the benefits.



Nottinghamshire County Council in the U.K. has given social workers tablets that let them do paperwork digitally, freeing them from their desks and giving them more time with clients.¹¹



Bradford Metropolitan District Council, near Yorkshire, England, is using laptops and tablets to increase the time its 75 social workers spend assisting vulnerable children and adults.¹³



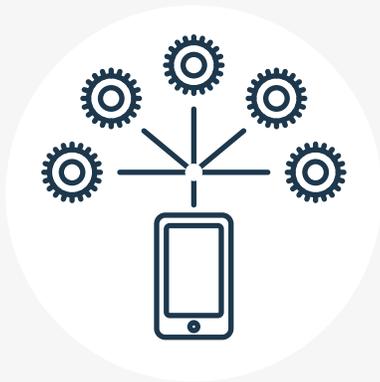
Ventura County, California, has developed mobile technology that enhances the efficiency and effectiveness of child welfare workers.¹²



The state of Massachusetts, seeking to address shortcomings in its child and family assistance programs, has stepped up its acquisition of mobile communication services and mobile devices.¹⁴

Solutions from IBM

Mobile access to case management systems, information, assessment and referral capabilities, and other tools can go a long way toward reducing the caseload and workload, and thus caseworkers have more time to better serve their clients.



A strategic partnership between IBM and Apple has produced an array of mobile solutions for professionals in the field.



In 2012, IBM acquired a provider of health and social program management solutions, Cúram Software, and continues to develop and expand solutions for social programs.



Designed around the individual to offer full lifecycle support from needs to outcomes, Cúram solutions enable providers to collaborate more effectively to help individuals achieve better outcomes.

For more information on how social programs can use mobile technology to help individuals achieve better outcomes, see **“What Child Welfare Caseworkers Need to Go Mobile”**

Sources

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