

MOBILE TECHNOLOGY FOR SOCIAL WORKERS

A CASE STUDY

DANE COUNTY DEPARTMENT OF HUMAN SERVICES
CHILD PROTECTIVE SERVICES

Identifying the Business Need

High Turnover and Paperwork Overload

25%

In 2012, child abuse and neglect reports jumped by 25% over a two year period.

30%

Dane County DHS was facing a 30% turnover rate in the initial assessment unit.

75%

Agency social workers were spending 75% of their time on paperwork.



450 BACKLOGGED CASE FILES

When a local case made national headlines, Dane County's child abuse and neglect reports jumped 25%.

Finding a Solution

Compass® CoPilot

"We want our social workers working with kids and families. We don't want our social workers sitting in front of a computer typing out what they wrote with a pencil in a notebook. This was a no-brainer."



Nick Zweifel
District 3 Supervisor,
Dane County Government Board of Supervisors



CAPTURE DOCUMENTS IN THE FIELD

Compass CoPilot works the way social workers work, with an interface to capture everything they need while in the field.



FIND INFORMATION IMMEDIATELY

With everything at hand, social workers can easily locate any document they need.



MAKE MORE INFORMED DECISIONS

Having immediate access to all the necessary information enables more timely and better informed decisions.

Results and Benefits

Turnover Cut in Half and Paperwork Burden Reduced



2-3 HOURS

Social workers say Northwoods' solution is helping them save between 2 to 3 hours a day on documentation so they can increase the amount of time they spend working with families.

50% TURNOVER REDUCTION

Since implementing Compass CoPilot, Dane County DHS has seen a 50% reduction in turnover in the initial assessment unit.

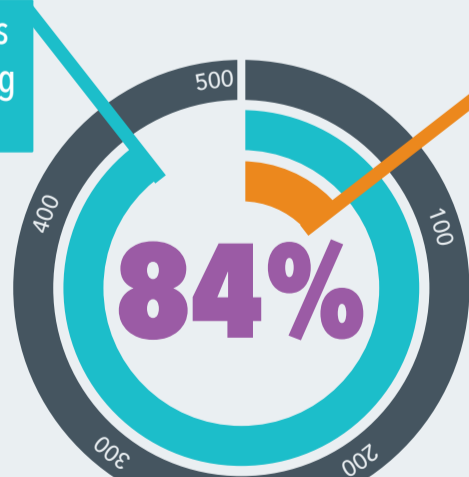


July 2012

Before the Compass solution, the backlog was 450 cases.

Sept. 2014

Time savings have reduced the backlog to 70 cases.



Time savings have reduced the backlog by **84%**, from **450** cases in July 2012 to **70** cases currently.

"It's hard for me to put in words how beneficial it is to have all your information with you all times. That's the key."

Lisa Martin
CPS Initial Assessment Supervisor,
Dane County Department of Human Services



DOWNLOAD THE DANE COUNTY DHS CASE STUDY:

STAFF TURNOVER CUT IN HALF FOR DANE COUNTY SOCIAL WORKERS USING MOBILE APPLICATION



Dane County DHS turnover has been cut in half, and social workers can access necessary case information in the field to make critical decisions and strengthen families.

teamnorthwoods.com/Resources/CaseStudies

