



IBM Global Business Services

Improving Child Welfare Services by Effectively Managing Unstructured Content

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Objective: Share options for incrementally improving child welfare case management—avoid the barriers associated with tackling major changes

We are presenting a working demonstration of how to Apply ECM to solve real problems facing Child Welfare agencies

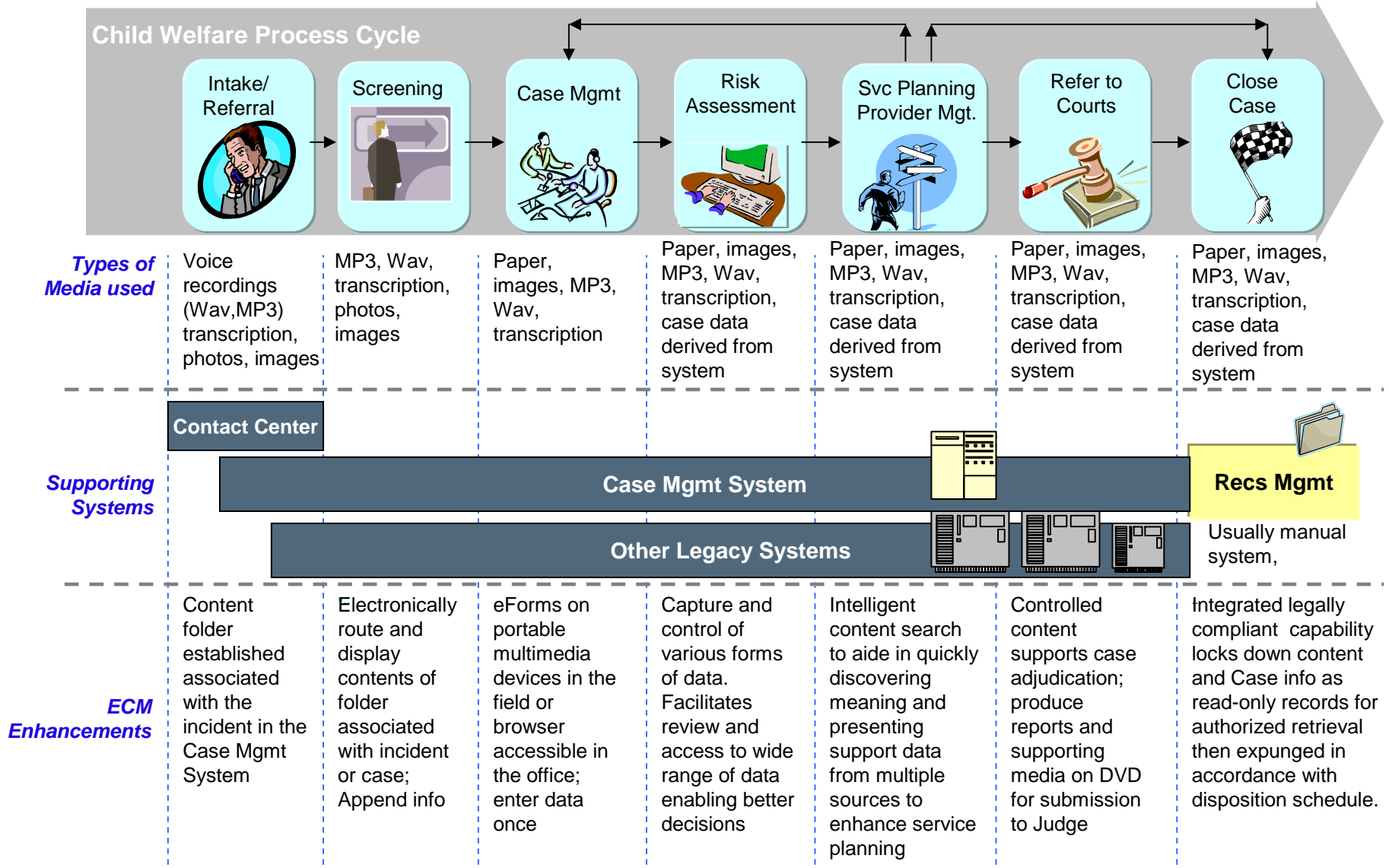
Contents

- Our understanding of Challenges in today's Child Welfare service delivery environment
- Vision for an Improved Solution
- Value to Child Welfare Agencies
- Demonstration
- Incremental Path
- How to Get Started

Delivering Child Welfare related services is no easy task

- **Agencies are challenged due to technology funding limitations**
 - Aging legacy case management systems
 - Vendor dependency
 - Business Intelligence / Reporting Capabilities are lacking
 - Reliance on paper in manila folders, in file cabinets
 - Limits access to a single worker
 - imposes delays in locating information
 - Risks more frequent paper loss or misfiling
 - Unable to accommodate current media types (audio, video, imaging)
 - Workload cannot be effectively shared or load balanced
 - Finding answers requires tedious and error prone manual reviews of case folders
 - Limited stand-alone case management technology requires humans to be the interface with other systems
- **As a result...**
 - Decisions may be delayed or incorrect, putting children at additional risk
 - Workers spend too much time on administration, delay action to help families
 - Lost opportunity to justify funding from Feds if not able to report accurately
 - Ineffective ability to keep up with changing business rules

An end-to-end solution can empower case workers



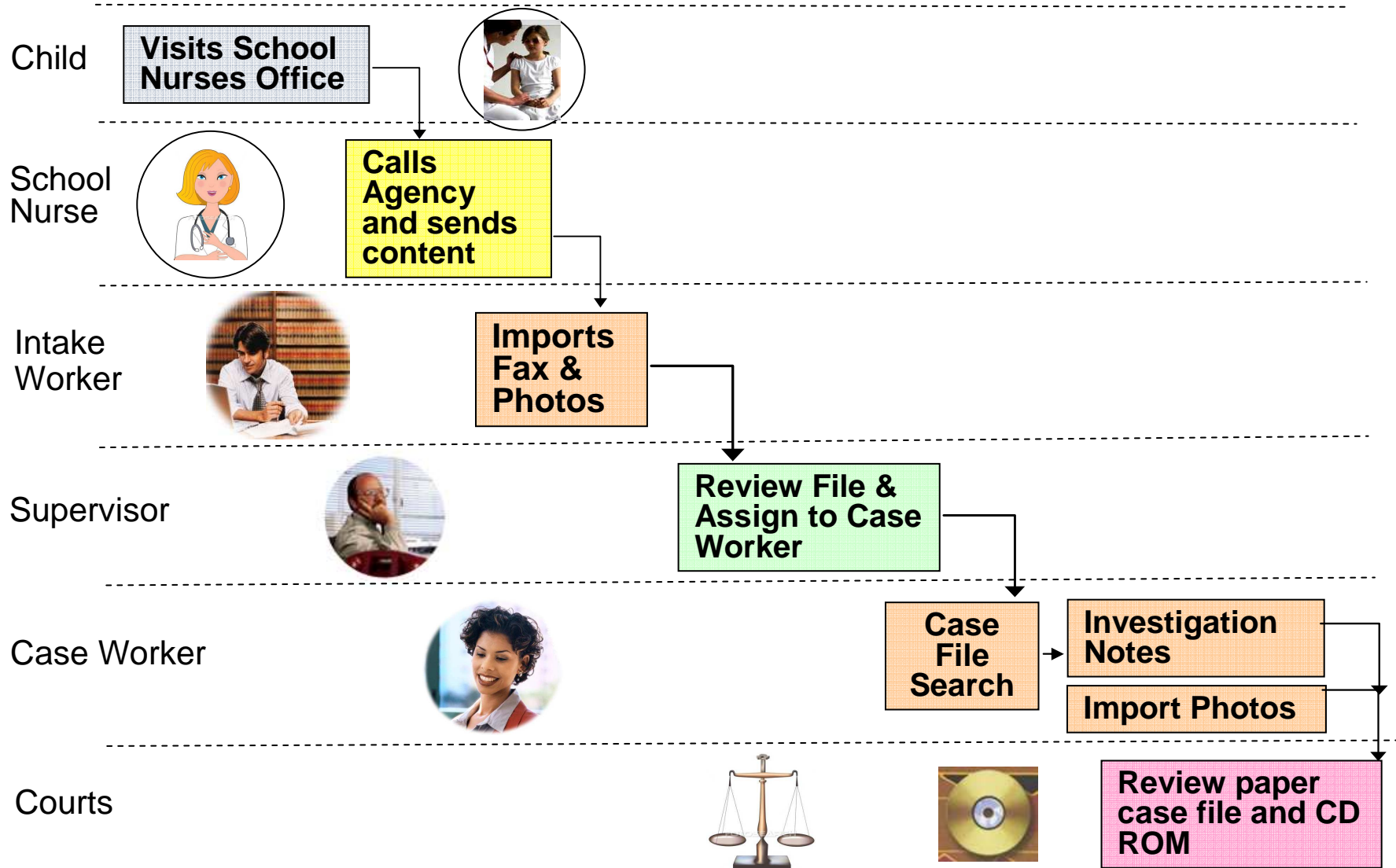
Agencies can provide more effective child welfare services by leveraging capabilities of content management and unstructured queries across the end-to-end process

Benefits

- **Faster, more accurate assessment of volumes of data from myriad sources and in electronic as well as physical formats**
 - improves case worker proficiency including possibility for automated enforcement of policies
 - yields better decisions on incident and case dispositions
- **More accurate and timely reporting**
 - drives allocation of federal funds
 - enables continuous process improvements
- **Compliance with laws on document retention and access**
 - protects privacy rights of affected parties
 - reduces liability associated with mishandling of data
 - provides audit-safe operational environment
- **Cost savings**
 - from elimination of redundant electronic storage
 - from electronic vs. physical document storage
 - Allows agency to consider using savings for other child welfare priorities

All of this nets safer children who are less at risk

Child Welfare Services Process Flow



Child Welfare Services - Intake



John,
Intake
Worker

- John receives a call from a school nurse about a suspected child abuse and creates an Intake Report in the case management tool and enters all key data.
- The Nurse also sends a report via fax and pictures via email



Action	Response	Check List Items
View Page	Yes	Intake case created
View Page	Yes	Reporter Page complete
View Page	Yes	Client Page(s) complete on each household member
View Page	Yes	Relationship Page(s) complete
View Page	Yes	Allegation Page(s) complete on each child victim/perpetrator
View Page	Yes	Out of Home Page complete
View Page	Yes	Attachment Page(s) complete
View Page	Yes	All associated cases linked
View Page	Yes	Assessment Page completed
View Page	Yes	Decision Page complete
View Page	Yes	Notification to reporter generated
View Page	Yes	Interview/Collateral Page(s) complete
View Page	Yes	Staffing Page(s) complete

- John imports the fax and photos into ECM and links to case file
- At Intake completion, John launches an assessment Checklist to the Supervisor



Child Welfare Services – Case Review & Assignment



**Steve,
Supervisor**

Steve reviews the Intake Assessment Checklist, reviews details in the Case Management tool and ECM content and assigns the Intake Report to a Case Worker




Action	Response	Check List Items
View Page	Yes	Intake case created
View Page	Yes	Reporter Page complete
View Page	Yes	Client Page(s) complete on each household member
View Page	Yes	Relationship Page(s) complete
View Page	Yes	Allegation Page(s) complete on each child victim/perpetrator
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View Page	Yes	All associated cases linked
View Page	Yes	Assessment Page completed
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Child Welfare Services - Investigation /Case Management

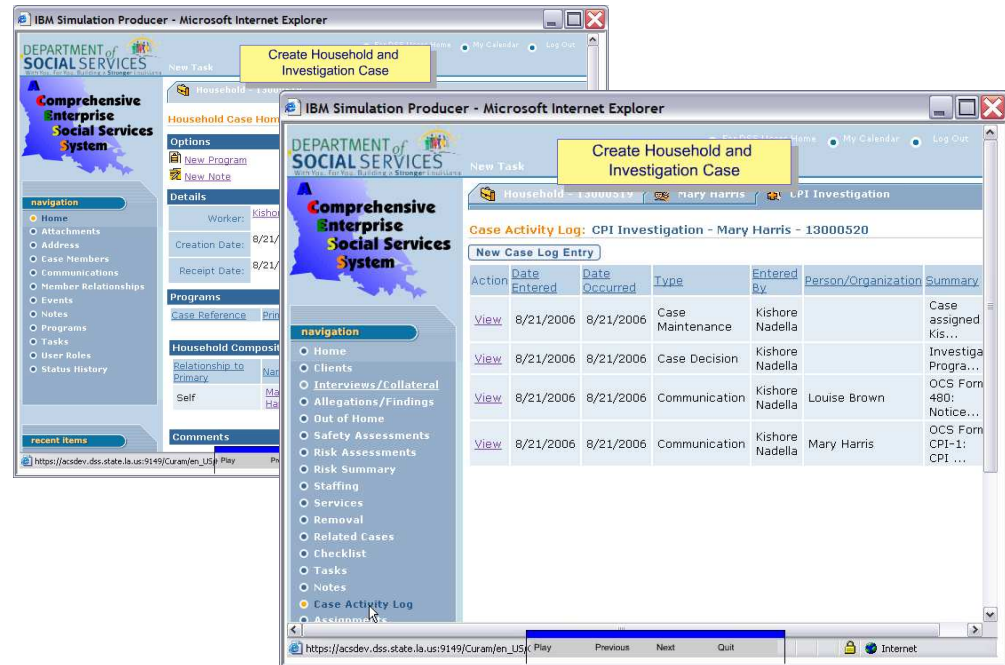


**Lisa,
Case Worker**

- Lisa, Case Worker receives the case assignment and begins the investigation process recording all key information and activities in the Case Management tool and into ECM

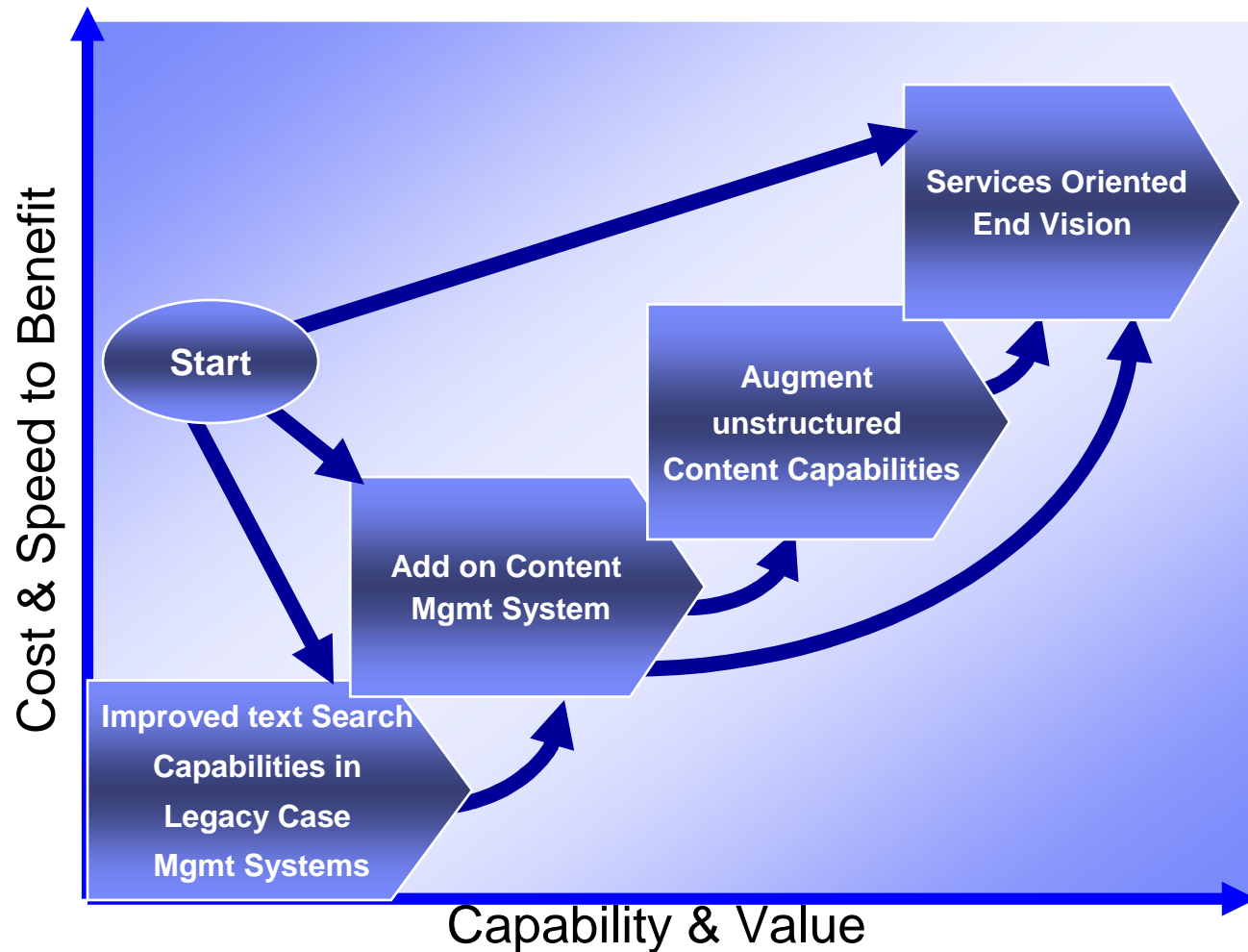

- Lisa also imports faxes, docs and photos into ECM and links to the case file
- Lisa searches for prior relevant info or content and cross references from the Intake Report.
- Lisa also shares decisions, plans and paper files via a CDROM





An incremental path provides benefits while advancing to achieve greater value

Child Welfare agencies can choose where to start and end commensurate with their goals and budgets

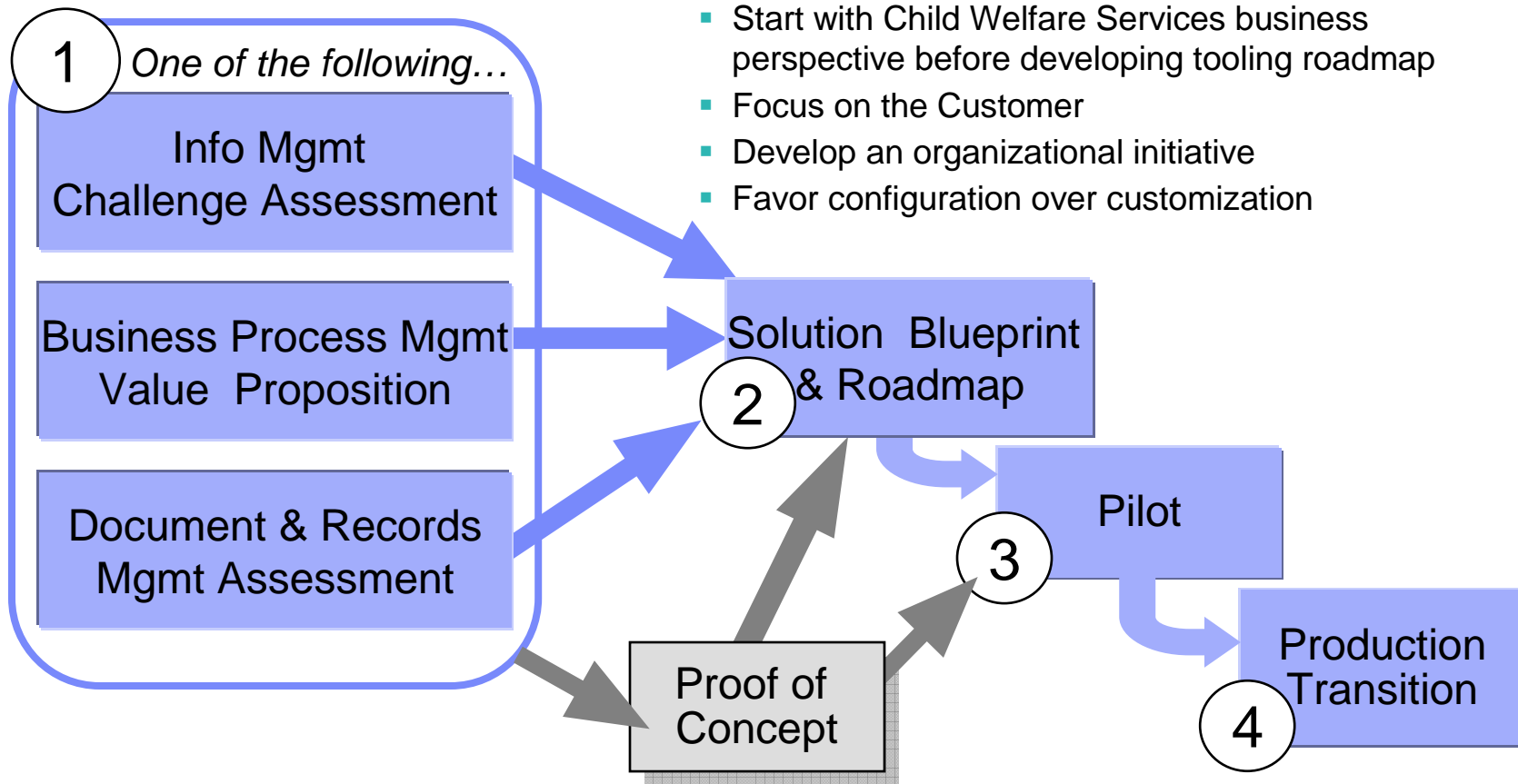


Each increment (or starting point) delivers valuable abilities

<i>Capability Associated with Incidents or Cases</i>	<i>Augment text search in existing systems</i>	<i>Add On Content Mgmt System</i>	<i>Incorporate Greater Unstructured Content Capabilities</i>	<i>End Vision Full Capabilities</i>
Capture & View/Playback		Manual	Automated	Automated
Contact Center Audio		X	X	X
Fax & eMail		X	X	X
Misc Elec Docs (Unstruc content)		Case Worker Managed	Auto Subsystem	Auto Subsystem
Hardcopy Doc Input Subsystem		Optional	X	X
Optical Character Recognition				
Search				
Case Mgmt Text Fields	X		X	X
Metadata in Content Mgmt Sys		X	X	X
Full Text in Content Mgmt Sys		X	X	X
Full Text of other Sources	Optional	Optional	Optional	X
Smart Phone / Tablet Interface		Teathered	Wireless	Wireless
Business Intelligence Analytics	Optional		Optional	X
Generate eMail		Optional	X	X
Connection with Other Sates and Feds				X

IBM Global Business Services can help you to get started with an improved Child Welfare focus

Highly customizable, proven, fast approach typically spanning 4 steps



We'll help you define an incremental improvement approach aligned with your spending priorities