

2/6/13

## Schedule 13 Funding Request for the 2013-14 Budget Cycle

Department: Human Services

Request Title: Workforce Tools - Mobile Computing Technology

Priority Number: S-12C, BA-9J

Dept. Approval by: Will Be 2-6-2013 Date

OSPB Approval by: \_\_\_\_\_ Date

Decision Item FY 2013-14  
 Base Reduction Item FY 2013-14  
 Supplemental FY 2012-13  
 Budget Amendment FY 2013-14

Line Item Information		FY 2012-13		FY 2013-14		FY 2014-15
		1	2	3	4	5
	Fund	Appropriation FY 2012-13	Supplemental Request FY 2012-13	Base Request FY 2013-14	Funding Change Request FY 2013-14	Continuation Amount FY 2014-15
<b>Total of All Line Items</b>	<b>Total</b>	0	1,923,000	0	723,000	723,000
	FTE	0.0	0.0	0.0	0.0	0.0
	GF	0	1,800,090	0	470,490	470,490
	CF	0	0	0	0	129,600
	RF	0	0	0	0	0
	FF	0	122,910	0	252,510	122,910
	MCF	0	0	0	0	0
	MGF	0	0	0	0	0
	NGF	0	1,800,090	0	470,490	470,490
<b>(5) Division of Child Welfare, Mobile Computing Technology (New Line)</b>	<b>Total</b>	0	1,923,000	0	723,000	723,000
	FTE	0.0	0.0	0.0	0.0	0.0
	GF	0	1,800,090	0	470,490	470,490
	CF	0	0	0	0	129,600
	RF	0	0	0	0	0
	FF	0	122,910	0	252,510	122,910
	MCF	0	0	0	0	0
	MGF	0	0	0	0	0
	NGF	0	1,800,090	0	470,490	470,490

Letternote Text Revision Required? Yes:  No:  If yes, describe the Letternote Text Revision:

Cash or Federal Fund Name and COFRS Fund Title IV-E Federal Funds

Reappropriated Funds Source, by Department and Line Item N/A

Name:

Approval by OIT? Yes:  No:  Not Required:  why not OIT!

Schedule 13s from Affected Departments: N/A

Other Information: The Department requests roll-forward authority through FY 2013-14.

why different if "ongoing"?

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# DEPARTMENT OF HUMAN SERVICES

John W. Hickenlooper  
Governor

FY 2012-13 Supplemental and FY 2013-14 Budget Amendment  
February 15, 2013

Reggie Bicha  
Executive Director

Signature

Date

**Department Priority: S-12C, BA-9J**  
**Workforce Tools: Mobile Computing Technology**

Summary of Incremental Funding Change for FY 2012-13	Total Funds	General Fund	Federal Funds
Workforce Tools - Mobile Computing Technology	\$1,923,000	\$1,800,090	\$122,910
Summary of Incremental Funding Change for FY 2013-14	Total Funds	General Fund	Federal Funds
Workforce Tools - Mobile Computing Technology	\$723,000	\$470,490	\$252,510

### Request Summary:

The Department is requesting \$1,923,000 in FY 2012-13 and \$723,000 in FY 2013-14 and beyond to create efficiencies for county department child welfare workers. This request establishes a Departmental source of funds that counties may access for technology improvements and wireless data plans. Funding will be provided to eligible counties to enable timely and efficient entry of information concerning children and families receiving child welfare services. Title IV-E funds, which are part of the Social Security Act and fund services for the benefit of children in foster care, have been utilized where authorized. The Department requests roll-forward authority for FY 2012-13 funding in the event that the expenditures are not completed within the fiscal year.

### Problem or Opportunity:

County child welfare workers spend a large amount of time away from the office working with families and in court hearings. When away, workers have limited access to data systems and are unable to enter information into the data systems in a manner that complements the work activities and maximizes the time available. One

opportunity to increase statewide efficiency that many county departments have yet to take advantage of is using technology to remotely access Colorado Trails (Trails), the statewide child protection and child welfare database, and enter information real-time. Timely data entry allows for expedited and informed decision-making.

### Brief Background:

Much of a child abuse/neglect investigation and work to stabilize a family occurs off-site. County department caseworkers are continuously in homes, schools, courts, and other community settings. During an investigation, most caseworkers write longhand and then enter the information into the Trails database. Others transfer written notes into Microsoft Word and then cut and paste the information into Trails.

This process is not efficient as it requires staff to complete the same task twice. The duplication of information entry creates delays in investigating and providing services to families, leads to potential transcription errors in Trails and deprives county department supervisors of

*total funds \$1,923,000  
General Fund  
total funds \$723,000  
General Fund*

*just checking  
do you want this in the summary*

*ok this way but pretty specific*

*\* There is an opportunity to increase the efficiency of CW workers. By increasing CW efficiency more time can be devoted to CW + us to redundant actions.*

performing a full review of the work in a timely manner.

While three counties have invested in remote-access technology, the majority of counties are unable to provide staff the hardware, software, and connectivity that supports the caseworker while in the field. Laptops, tablets, smart phones and wireless internet cards allow caseworkers to better perform the myriad of required social work tasks, including updating an assessment in Trails, meeting with the child and family, and documenting court testimony in Trails.

To obtain the hardware a county department will need to apply to the Department to receive funds to purchase the hardware. County departments funding applications will be tailored to the type of technology (laptops, tablets, smartphones, etc.) that meets the county's needs. While all counties are eligible to apply, funds will be distributed and participation in the data plan will be based upon the county department's demonstrated need for hardware, Trails connectivity or improved Trails connectivity, and/or a more cost-effective data plan to support caseworkers in the field.

The Trails system is a client-server program and is compatible with an Android system or Windows 8. Though compatible, connectivity and processing time needs to be improved to enable productive remote access. A software solution and/or a Trails interface upgrade enables connectivity. The data-plan, and possibly the hardware purchase, can best be negotiated by the Department.

**Proposed Solution:**

The Department seeks to provide technology to support the county departments' mobile workforce. This includes:

- providing counties funds to purchase hardware, such as tablets, laptops or smartphones;
- software that improves Trails responsiveness when accessed remotely, addresses data security, and allows for simplified ongoing support; and

- data plans for mobile devices that enable internet access in remote areas of the state.

**Alternatives:**

The alternative is to not fund this request. The effect of this alternative is that caseworkers will still be performing double entry of information, which is not efficient.

**Anticipated Outcomes:**

It is anticipated that by providing added mobility to caseworkers, they will be able to use their time more efficiently, spending more time on casework and less time on administration. Children and families will be served in a more effective manner. These resources allow for timely and informed decision making and value-added services for Colorado families.

By providing county departments with funds to purchase state-of-the art technology for caseworkers, there is potential to save twenty-four hours per month of caseworker administrative time. This estimate is based on anecdotal evidence that it often takes a full day in the office for every 4 days spent in the field. With mobile hardware, one day will be saved for every four in the field, because work can be completed remotely. Assuming caseworkers are out of the office at least 12 days a month, the following cost-benefit analysis results:

- Number of workdays gained through efficiency:  $12 \text{ days in the field/ month} * \frac{1}{4} \text{ days saved} = 3 \text{ days saved per month.}$
- Annual number of hours saved per caseworker:  $8 \text{ hours/day} * 3 \text{ days/month} * 12 \text{ months/year} = 288 \text{ hours per year per caseworker.}$
- Annual savings per caseworker:  $288 \text{ hours/caseworker} * \$24/\text{hour (caseworker salary and benefits)} = \$6,912 \text{ savings per caseworker.}$
- Annual savings across the state:  $\$6,912 / \text{caseworker} * 1,200 \text{ caseworkers} = \$8,294,400.$

Alternatively, a breakeven analysis shows that caseworkers need to save 39 hours per year to offset the cost of the equipment and data package. This analysis assumes the equipment has a three-year lifespan.

Annual cost of each tablet/laptop: \$333/  
 tablet/laptop + \$540 / data plan + \$62.50 /  
 Trails enhancements = \$983.83 per year.

○ Annual cost of tablet/laptop:  
 \$1,000 / 3 years = \$333.

○ Annual cost of data plan:  
 \$45/month \* 12 months = \$540.

○ Cost of Trails enhancements per  
 caseworker = \$75,000 / 1,200  
 caseworkers = \$62.50.

• Number of hours saved per year to recoup  
 costs of technology upgrade: \$983.83 per  
 year / \$24 per hour (caseworker salary and  
 benefits) = 39 hours.

*why annual  
cost for  
equipment?  
why place  
in a  
one-time cost  
over 3 yrs?*

**Assumptions for Calculations:**

The Department worked with the Office of Information and Technology to arrive at an estimated cost. Costs are based on providing laptops to caseworkers, although other mobile hardware solutions may be requested by the counties. The following is the funding level needed:

FY 2012-13			
	Total Cost	General Fund	Federal Funds
Hardware	\$1,200,000 ✓	\$1,200,000	\$0
IT Upgrade	\$75,000 ✓	\$62,250 ✓	\$12,750
Wireless	\$648,000	\$537,840	\$110,160
<b>Total</b>	<b>\$1,923,000</b> ^ ^	<b>\$1,800,090</b> ^	<b>\$122,910</b> ^

*How about table for FY 2013-14?*

Cost components include:

- Laptops and Tablets: 1,200/caseworkers x \$1,000 each = \$1,200,000 (General Fund; one-time). 1,200 is the Department's assessment of caseworker(s) in the field based on Trails and historical data. The number of caseworkers does not include approximately 400 caseworkers from the counties that currently have mobile technology, although

*the number*

that does not preclude these counties from applying for funding. *(?) why not?*

- Software to enable Trails response time is estimated at \$75,000 (83% General Fund / 17% federal funds; ongoing). The Department is currently exploring the possibility of VMware, which creates a virtual desktop.
- Wireless Internet: 1,200 caseworkers x \$45/month/user = \$54,000/month x 12 = \$648,000 (Year 1: 83% General Fund / 17% federal funds; Year 2: 63% General Fund / 20% cash funds / 17% federal funds; ongoing).
- The Department assumes that it is cost-effective for the Department to negotiate the purchase of the technology and the data plan given the economies of scale.
- The Department with partner with county departments and the Office of Information Technology to develop a process for reviewing funding requests and allocating funding for the purchase of hardware ; no new resource is needed to accomplish this work.
- In the event that distribution of funds for hardware extends beyond FY 2012-13, the Department requests roll forward authority.

The Department anticipates that tutorials that come with hardware as well as security and log-on tutorials will be minimal and the responsibility of the county departments that obtain the hardware.

The Department anticipates that the mobile hardware will need to be replaced on a three-year cycle. *1000 / 0 / 0 / 1000*  
*'11 / 2 / 3 / 4'*

**Consequences if not Funded:**

These recommendations support the efficient delivery of child welfare services to Colorado children and families. Without the technology enhancements, caseworkers will continue to spend more time at their desks on administrative work, reducing the time available in the fields with children, families, and communities providers.

**Impact to Other State Government Agency:**

The Governor's Office of Information Technology will assist in the implementation of this budget amendment.

**Relation to Performance Measures:**

This funding request supports Governor Hickenlooper's Child Welfare Plan "Keeping Kids Safe and Families Healthy." This includes strategies of: a common practice approach across counties; managing decisions and performance through data; and, aligning funding with outcomes. Additionally, a key C-Stat measure that will be positively affected is 'Timeliness of Assessment Closure' as data entry affects screening and assessment processing time.

*define C-Stat*

**Supplemental, 1331 Supplemental, or Budget Amendment Criteria:**

Given the ongoing challenges facing Colorado's Child Welfare system, the Executive Branch decided to take advantage of improving revenue forecasts and implement critical Child Welfare reforms.

**Current Statutory Authority or Needed Statutory Change:**

This requested is supported by 26-5-102 (2)(a) C.R.S., which authorizes reforms in child welfare and related delivery systems to be directed at more efficient and responsive service systems for children, youth, and families.

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 648,000  
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 723,000  
 x .636F  
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 455,490

63% JF  
 63% JF

.20 CF  
 144600

.17  
 122910