



COLORADO

**Governor's Office of
Information Technology**

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**Mobile Friendly Case Management Solution for
Colorado Adult Protective Services**

Nomination Category	Improving State Operations
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I. EXECUTIVE SUMMARY

In 2014, the Colorado Department of Human Services (CDHS) Adult Protective Services (APS) worked to create and implement a mobile-friendly case management application that radically changed the way they do business in Colorado.

APS receives reports of abuse, neglect and exploitation of at-risk adults from across the state. For each allegation, an investigation is undertaken that includes an assessment of the client's needs. APS focuses on the person (versus the crime), and implements services to improve safety.

The previous system used to manage cases had complex case management workflows, was extremely slow and inefficient, and lacked reporting capabilities. Without the proper tools in place, APS oversight was difficult and counties were often falling short in providing adequate and timely responses to Coloradans.

APS is underfunded, as it is in most states, and finding a solution was not easy. A cloud-based solution was built on the Salesforce platform to allow APS to effectively track abuse cases and drastically decrease time spent on case documentation. Through the solution's mobile abilities staff are able to input information while in the field, and they can now capture the full 360 degree view of a case. Robust analytics provide insight on client relations, repeat offenders, and staff efficiency -- allowing APS to better serve the state of Colorado while saving 50 percent annually and reducing the time it takes to review a case by 75 percent.

II. BUSINESS PROBLEM AND SOLUTION DESCRIPTION

The work of CDHS Adult Protective Services (APS) involves complex case management workflows. Up until last year, the teams were working on a legacy system that was slow and inefficient, lacking useful reporting capabilities, and cumbersome to search. Callers were not being provided information in a structured manner, there was limited tracking for staff training and oversight, and it was a costly system to maintain. Cases were not being managed well and as a result Coloradans were getting a less than ideal response from the state. In addition, the system incurred a messy paper trail for tracking clients, and it was extremely difficult to identify repeat offenders.

In the legacy system APS had to take reports, investigation notes and assessments by hand on paper. This information was then manually put into the system via two separate modules. Consequently, counties were reporting 35-45 minutes to enter a new report. Additionally, many users could not access the legacy system remotely because of a lack of operating system cross compatibility.



To fix this business problem, the case management app solution was built by APS with the help of vendor Vertiba. The app implemented a quick, complete intake process for abuse allegations, and -- for the first time in its history -- Colorado now has a solution that standardizes communications on cases and processing across all its 64 counties. The app has standardized the investigation, the assessment of the client's strengths and needs, and the service planning and implementation by building in documentation elements that effectively "drive" the worker to complete required tasks. These new processes have been instrumental in improving overall casework and protective services provided to vulnerable adults in Colorado.

Designed with the user in mind, the app's one-stop-shop dashboard view tracks tasks, relationships between clients, support networks and perpetrator profiles. These dashboards eliminate the need to juggle spreadsheets and manually track cases. The app was also built with robust analytics to provide insight on client relations, repeat offenders, and staff efficiency. It establishes communication for instant updates and collaboration, and enables a higher level of oversight and follow-up with alerts and email notifications.

In addition, a case review tool was developed within the app to make case reviews and audits quick and efficient, cutting the time it takes to review a case by 75 percent. It works by gathering the entire case history and transferring data into a Word document in chronological order. This solution not only makes the data easier to digest, but also offers an Excel scoring tool to help APS with formal case audits.

Before starting the app solution, APS formed partnerships in the field to get statewide buy-in. A task group of county APS supervisors and caseworkers and county department directors met for several months to develop the initial system requirements. This allowed APS to identify the needs of all levels of APS staff and build a system that works for everyone. During and after implementation, APS teams were updated with periodic webinars on the tool's functionality and were given the opportunity to see the system prior to training and rollout. Users were also provided weekly emails describing various parts of the system and features, connected with a specific helpdesk for the solution, and engaged in train the trainer help sessions.

III. SIGNIFICANCE

The APS case management app solution is hugely significant for the State of Colorado -- it was built in a way to enable adoption, and it is now creating change.

Calling to report something as private as an abuse allegation can be difficult for the person on the other line -- making it absolutely integral that APS capture information fast and accurately. The mobile app solution was designed with the user in mind, built to be easy enough for staff to input case information from anywhere. Most assessments occur when caseworkers are in the field, and so the application pages have been



developed for them to quickly add intake data, and work on all types of mobile devices, tablets/iPads and smartphones. With these new mobile and electronic features, there has been a drastic reduction in time spent on case resolution. Instead of 35-45 minutes, the time to take a report has dropped to 15-20 minutes -- an approximately 50 percent time reduction.

Additionally, the new system is incredibly transparent. APS can track what workers are doing and when they're doing it. Staff are now able to consistently track daily documentation activity, see timing of case entry, and scan and collect quality documentation. Custom reporting features streamline the process, providing the ability to automatically schedule and email supervisors on a regular basis, significantly increasing the quality of care for Coloradans.

The tool also includes custom formulas to automatically calculate improved safety and reduced risk for each case as a result of APS intervention. These formulas take both the client's abilities and mitigating services in place (like the presence of a wheelchair for a person unable to ambulate) into account to address the needs. No other state that the state is aware of is looking at a risk and safety formula like this, and it allows the State of Colorado to document progress over time and quantitatively measure the impact of the APS work being completed on a case. This is a model that the State of Colorado will be working to have scientifically validated with the hopes of publishing so that it may be shared with other state APS programs and add to the very limited research available nationwide related to protective services for adults.

The system also categorizes cases as emergency or non-emergency and automatically calculates a response date based on program rules. The system calculates the due dates for completing the investigation and the client assessment and case plan, and provides that information right on the case records, reports and dashboards to help workers with time management and workload.

This outstanding app solution has raised the bar for case management in Colorado, allowing staff to work more efficiently in the office and field, residents to get help faster, and for APS to better report on and improve efforts.

IV. BENEFIT OF THE PROJECT

The benefits of the case management app are vast for the State of Colorado's management of APS.

The app has been designed to help direct the intake screener to ask the right questions of the person calling to make the report. This enhancement provides better information for APS to evaluate and determine how and when to respond to the report. The app generates a recommendation for response based on the data input during intake. This



has helped to ensure that there is a similar response to reports no matter where in the state the at-risk adult resides.

Additionally, this app allows real-time documentation of intake. The previous system required APS to take the report on paper and then transfer it later to the system. Real-time documentation in the system has cut the time to take a new report in half. At the same time that APS implemented the new app, the State of Colorado also implemented mandatory reporting of mistreatment of at-risk elders. This is the first time Colorado has had any type of mandatory reporting for adults. As a result of this new law, Colorado has experienced a 40 percent increase in the number of reports. The app has allowed the counties to successfully manage this very large increase in reports because it is so much more efficient.

The app has also been designed to help direct a worker in his or her case work by requiring very specific information be documented. With this new structured documentation format, we have seen vastly improved investigations, assessments, and overall casework. The system doesn't let the worker forget the many tasks that need to be completed and the questions for which they need to find answers. Quality casework and improved safety for the clients is the goal and this app is helping workers achieve this goal.

Since its implementation, there has been a significant increase in the timeliness of initial responses to new reports and counties have consistently hit their goal of 98 percent. There has also been an increase in timeliness of investigations. With a goal of 90 percent timeliness, measurement started in August 2014 with counties at 75 percent. Steady upward progress has been documented, with counties reaching their 90 percent goal in February 2015. Additionally, there has been an increase in timeliness of assessments. This goal was also 90 percent timely, with counties starting at 71 percent in August 2014. With the new system, counties were exceeding 91 percent in January 2015, and were up to 93 percent by February.

With this app the state also has a significant increase in reporting capabilities. For the first time in Colorado's history data is captured that will allow APS to continue to understand who is being victimized, who the perpetrators are, where the service gaps are, which services are most impactful for improving safety, and more. This knowledge will allow Colorado to improve services to at-risk adults in many ways over the coming years.

In addition, the app is a one-stop shop for tracking other APS program requirements that are not specific to providing protective services for at-risk adults. These include modules to track ongoing education completed by APS staff members, multidisciplinary team activities, and community education activities. There is also an area to find all our community training materials and materials created for APS staff members, such as desk aids and other training materials.

