



**“Measuring Return on Investment”**  
Using Technology to Keep Kids Safe

Frances P. Allegra, CEO  
Pat Smith, CIO

## Fran's Background



- ❖ CEO of Our Kids, private non-profit foster care agency for Miami and Florida Keys, previously Our Kids COO
- ❖ Former General Counsel, CHARLEE Homes for Children (private foster care agency in Miami)
- ❖ Former Senior Attorney with Florida Department of Children and Families
- ❖ JD, Seton Hall University School of Law. BA, Dickinson College

## Pat's Background



- ❖ Global Vice President IT, Stiefel Laboratories, Inc. now Glaxo Smith Kline, Inc.
- ❖ Senior Vice President, *Mercantil* Commercebank, N.A.,
- ❖ BA degree, University of Missouri, a graduate degree from the University of Maryland and Certificate in Telecommunications from the University of Miami
- ❖ Technology innovations have been profiled in publications such as *Computerworld*, *Mobile Enterprise Technology*, and *Florida Trend* magazine. Winner of the *Intel Premier IT Professional Knowledge Award* in Fleet Management. Winner *Technology Leader of the Year 2010*, The Greater Miami Chamber of Commerce.

## Our Kids – We Create Safe Havens For Children And Families Through Adoption And Foster Care



- ❖ Prior to Our Kids, Miami made national headlines for the disappearance of a child named Rilya Wilson
- ❖ Rilya Wilson is still missing today
- ❖ Her case worker, who falsified her home visits, was prosecuted
- ❖ Our Kids, a non-profit 501 (c) (3) agency, was created specifically to respond to the State of Florida's request to privatize Miami-Dade and Monroe's counties foster care system

## “Why can we track packages around the world but not our children?” asked Florida Governor Crist



Florida Governor Charlie Crist, FRC Case Supervisor Herve Perval, Former Secretary General Butterworth, during the February 2008 announcement of the DCF Remote Data Capture Program in Miami



## Project objectives



- ❖ Accountability
- ❖ Give case workers more time to spend with children and families
- ❖ Validate location, date and time of the required 30 day home visits
- ❖ An early warning system of children not seen on time
- ❖ Securely protect the privacy of our children and families

## Our Environment



## Environment



- ❖ Seven different IT environments, plus State
- ❖ Less than 40% had a cell phone; computers were shared
- ❖ Remote workers who often visited scary neighborhoods during evening hours
- ❖ Little accountability

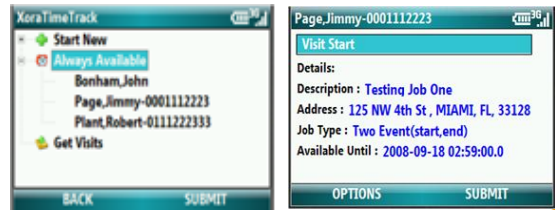


## Project team

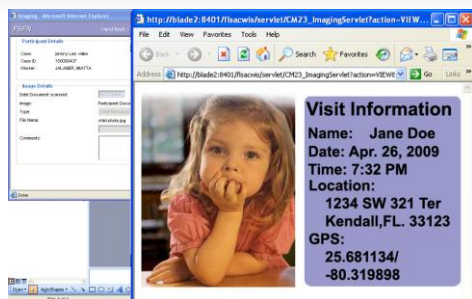


- ❖ “Branded” the project
- ❖ Found a technology partner
- ❖ “Shadowed” case workers on-the-job
- ❖ Held focus groups to choose equipment
- ❖ Built infrastructure and support team
- ❖ Created excitement with a launch event

Solution: AT&T 3G connected PDA with camera, GPS tracking and XORA Software



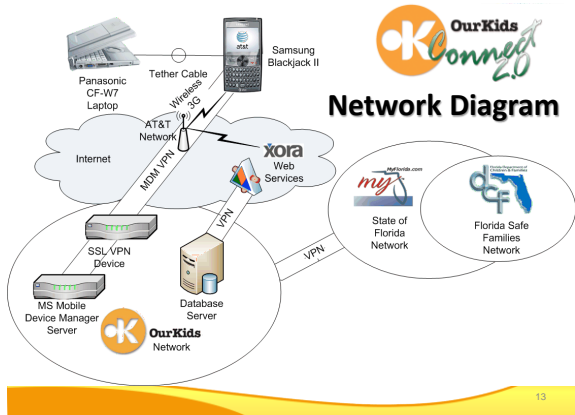
## Upload Image On State System Called Florida Safe Families Network



## Solution Components

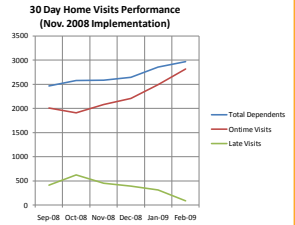


- ❖ End-to-end encryption
- ❖ Computrace LoJack for lost or stolen computers
- ❖ Remote device management through MDM and Bomgar
- ❖ Last home visit date for each child on phone
- ❖ “Breadcrumb trail”
- ❖ Mileage tracking
- ❖ Alert button
- ❖ Picture never stored on phone

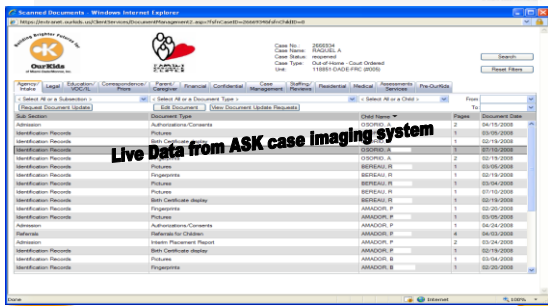


## OK Business Intelligence

- ❖ Provide workers with personalized views of tasks to be completed and alerts indicating potential problems.
- ❖ Provide management with overall performance data



Anywhere access to electronic case file system called ASK



## Web-based Case Management dashboard

Home Visit Scorecard (agency detail)  
Report Date: Sun 14, 2011, 12:45 pm

Agency Breakdown of Visitation for 04/14/2011

AGENCY	DEPENDENTS	ON-TIME VISITS	LATE VISITS	ON-TIME VISITS	ON-TIME VISITS	SUCCESS
111105-000000-000000	170	110	0	0	0	100%
111105-000000-000000	463	414	24	0	15	94.4%
111105-000000-000000	0	0	0	0	0	0%
111105-000000-000000	500	500	0	0	20	100%
111105-000000-000000	0	0	0	0	0	0%
111105-000000-000000	473	474	0	0	14	100%
111105-000000-000000	0	0	0	0	0	0%
111105-000000-000000	947	912	19	0	15	96.2%
111105-000000-000000	153	150	2	0	1	98.0%
<b>111105 TOTAL</b>	<b>1743</b>	<b>1748</b>	<b>25</b>	<b>0</b>	<b>71</b>	<b>100.0%</b>

Children are exempt if they are also under, abandoned, on the run or out of state.  
The success percent is computed as the # of home visits exempt divided by on-time visits.  
Children tracked include Primary and Country Cases for Out-of-Home Care, In-Home Care, and IOPC.  
Visits count only if the visit takes place in the child's current residence.  
The date of contact is populated.  
The 'visit begin' and 'visit end' date are populated.  
Visits will be tracked based on the date they are ENTERED, not the date of the visit.

Feedback has been positive

- ❖ Sponsored Egghead contest for 'early adopters'  
-- "I feel like I can get my job done now for the first time in three years"



Egghead award winner Karen Sanchez of CHARLEE using OK Connect equipment

## Issues and Solutions

- ❖ Poor phone battery life
  - ❖ Substitute MDM for APN
  - ❖ New version of XORA software
  - ❖ 400% improvement in battery life
- ❖ Missing GPS coordinates
  - ❖ Training; new software
  - ❖ Last known location
- ❖ Loss or theft
  - ❖ Strict replacement policy
- ❖ Unscheduled visits
  - ❖ Create ad-hoc visits
- ❖ Upload to State system
  - ❖ Back-end integration using web service

## Lessons learned



- ❖ Train, train and re-train
- ❖ Strict scope control
- ❖ Vendor partnership
- ❖ First the carrot, then the stick

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## Cost model



- ❖ Pilot
  - ❖ One-time cost of \$587K for computers, phones, software and launch expense
  - ❖ Recurring cost per child per year is \$6 per month per child
- ❖ Statewide implementation
  - ❖ “Foster care workers to get \$6.3M upgrade”, July 25, 2009, Miami Herald

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## ROI: Peace of mind



- ❖ There will never be another case like Rilya Wilson for the citizens of Florida



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## What's next?



Videoconferencing over 3G between child in school and judges in the courtroom

## Digital Pen project for Children's Legal Services



27 Attorneys; 350 forms a week; saving 56 hours per week  
Saves processing time

Print your forms on the same printers and paper you use today...

... Capture electronically the result of every completed paper form.

**Thank you**  
**Any questions?**

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