



Human Services

Increase case worker connectivity, efficiency, and client engagement through mobile applications

The need to implement mobile technology into human services programs has increased dramatically. Case workers handle multiple cases a month which require them to be out in the field; and having access to timely data and resources while on-the-go is essential for them to do their job.

Most of their time is dedicated to being in court, making home visits, and handling unexpected emergency calls or inquiries. This can make it difficult to keep track of multiple forms, field notes from observations and interviews, and their clients' personal data such as driver's licenses and birth certificates that need to manually entered into agency systems. This is not only cumbersome, but it is inefficient and requires case workers to perform unnecessary, repetitive steps that leave room for error, and take them away from valuable face time with clients.

Mobile technology from Aspect can help automate these manual tasks so case workers can concentrate on situations that demand their level of training and expertise. These solutions can help human services streamline processes, improve the case worker-client relationship, and increase the speed and accuracy of reporting from the field.

The Mobile Case-Worker

Mobile technology gives case workers the ability to use their tablets and smartphones to access case files and resources, and communicate with other staff members through multiple channels without relying on internet or location. By using the cameras on their mobile devices, case workers can instantly document visits, and upload photos and notes to log location and time-stamps. Case workers can also retrieve data that clients log about their own care and progress making it easier to assess and adjust client care while on the field.

Empowering Clients

Streamlining processes and information access is also important when it comes to empowering individual clients. Through mobile applications and technology tools clients can manage benefits and services whenever they want from the privacy of their own home. Clients can also be proactive with their own care by scheduling appointments, managing transportation and child care, updating their records, and logging their progress in between sessions through a secure environment. This data can be easily uploaded into their case file for their case worker to review.

High Risk Management

Mobile technology can assist in high-risk situations. Through mobile and disposable apps, case workers can access vital information, health records, and case history on the fly without sifting through multiple databases. They can also relay information to emergency staff

quickly without inputting the same information twice. This improves response time and gives the necessary information to the right personnel so they can assess the situation and make the best decisions with limited time.

Enabling social workers with mobile technology tools increases their connectivity to data and the internet while in the field, improves productivity, and makes field work safer. Mobile technology helps case workers explore new ways to engage with their clients while encouraging them to be proactive with their own treatment. By adopting these emerging technologies agencies can support their staff by automating processes, and increasing service delivery to give them more face to face time with their clients.

Benefits of Adopting Mobile Technology

- Give case workers access to data and client information on any device
- Capture field data and log visits in real-time
- Reduce manual processes and work around activities
- Improve client engagement and home care
- Decrease response times and improve client safety

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About Aspect

Aspect's fully-integrated solution unifies the three most important facets of modern customer engagement strategy: customer interaction management, workforce optimization, and back-office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world's most demanding contact centers and back offices seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.

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