

Assessing Mobile Technologies in Child Protective Services: An Extended Pilot in New York City's Administration for Children's Services

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This project involved a large scale deployment of wireless laptops to CPS workers in New York City's ACS. The pilot ran from August – October 2007 and involved approximately 135 child protective services workers and supervisors in the Staten Island and Williams Street (Manhattan) offices. The report shows the complexity of deploying technology into a well established profession. The study focused on mobility, productivity, and satisfaction, and includes a set of recommendations and future considerations.