

Does Mobility Make a Difference? A Cumulative Study of the Impact of Mobile Technology in New York State Child Protective Services

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Anthony M. Cresswell, Meghan E. Cook, Natalie Helbig, Taewoo Nam, Weija Ran, Jana Hrdinova

Over the past six years, the New York State (NYS) Office of Children and Family Services (OCFS) has invested in a mobile technology strategy to support child protective services (CPS) work. This report presents results from a multi-year assessment on how the use of mobility technology has affected CPS casework. Findings suggest that laptop use has transformed on-call work processes, provided caseworkers with access to critical information while away from the office, and enabled an immersive community experience for caseworkers. These results have also led to modest, but meaningful improvements in productivity. The report also outlines elements of supportive mobile environments and offers recommendations for improving OCFS' mobile technology strategy.