

# **Assessing Mobile Technologies in Child Protective Services (2008-2009): A Demonstration Project in 26 New York State Local Departments of Social Services**

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The New York State (NYS) Mobile Technology Demonstration Project is a multi-year initiative to assess the use of mobile technologies in child protective services (CPS) work in New York State. Starting in 2006, this collaborative effort among the NYS Office of Children and Family Services (OCFS), county Departments of Social Services (DSS or local district), and the Center for Technology in Government (CTG) at the University at Albany has had four distinct evaluation studies. This assessment focuses on the most recent effort in 2008-2009. Starting in January 2009, twenty-six NYS local social service districts received mobile technologies for CPS. There were 505 mobile devices deployed CPS caseworkers and supervisors and managers. This assessment solely addresses measures of productivity and efficiency.