

New and Improved Child Welfare Database Survey Response

Summary 398 Responses

Local Department Number of Responses

| | | |
|------------------------|-----------|-------|
| ALLEGANY COUNTY | 16 | 4% |
| ANNE ARUNDEL COUNTY | 20 | 5.1% |
| BALTIMORE CITY | 55 | 13.9% |
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| CALVERT COUNTY | 8 | 2% |
| CAROLINE COUNTY | 6 | 1.5% |
| CARROLL COUNTY | 17 | 4.3% |
| CECIL COUNTY | 25 | 6.3% |
| CHARLES COUNTY | 11 | 2.8% |
| DORCHESTER COUNTY | 3 | 0.8% |
| FREDERICK COUNTY | 20 | 5.1% |
| GARRETT COUNTY | 9 | 2.3% |
| HARFORD COUNTY | 9 | 2.3% |
| HOWARD COUNTY | 6 | 1.5% |
| KENT COUNTY | 6 | 1.5% |
| MONTGOMERY COUNTY | 36 | 9.1% |
| PRINCE GEORGE'S COUNTY | 19 | 4.8% |
| QUEEN ANNE'S COUNTY | 4 | 1% |
| SOMERSET COUNTY | 4 | 1% |
| ST. MARY'S COUNTY | 17 | 4.3% |
| TALBOT COUNTY | 9 | 2.3% |
| WASHINGTON COUNTY | 10 | 2.5% |
| WICOMICO COUNTY | 10 | 2.5% |
| WORCESTER COUNTY | 4 | 1% |
| Other | 17 | 4.3% |

What features do want to see?

| Question | Count | |
|--|-------|-------|
| Cleaner search process | 25 | 63.8% |
| Easier way to Merge records | 229 | 57.5% |
| Undo process to correct user error | 258 | 64.8% |
| Process based functionality that allows you to know step by step what is needed and what needs to be completed | 253 | 63.6% |
| Better Help | 99 | 24.9% |
| As system that is not chopped up. No Folders, No Tabs, no Links | 13 | 32.7% |
| | 0 | |
| What do I need to do today, this week (scheduler) | 194 | 48.7% |
| Desk Manager | 78 | 19.6% |
| Able to create Ad Hoc Reports | 92 | 23.1% |
| Quick Help on line | 103 | 25.9% |
| Case at a Glance | 203 | 51% |
| The ability to complete Forms and have that information populate to the system | 306 | 76.9% |
| Responses from one question that will be intuitive to respond to other forms that have similar questions | 25 | 63.6% |
| | 3 | |
| While I am interviewing a client, the system will remind me of other work that is due but not completed | 133 | 33.4% |

What would you like to see added to the new System?

| | | |
|---|-----|-------|
| Better way to search for Providers for service logs | 228 | 57.4% |
| Easier way to search Placements | 151 | 38% |
| Remove Redundancy | 291 | 73.3% |
| Google maps | 66 | 16.6% |
| Easier way to create new referrals | 137 | 34.5% |
| Easier way to set up household members | 213 | 53.7% |
| Search and Identify Resources and Placements | 138 | 34.8% |
| Ability to get electronic signatures | 217 | 54.7% |
| Forms that can be accessed from phones or tablets | 261 | 65.7% |

| | | |
|---|------------|-------|
| System accessible without using DHR equipment | 219 | 55.2% |
| Interface to other computer systems | 151 | 38% |
| Other | 46 | 11.6% |

What would not carry over to the New System?

| Question | Count | |
|---|--------------|-------|
| Ticklers | 172 | 53.4% |
| Current Search Limitations | 159 | 49.4% |
| Inability to remove staff, clients and Provider records | 150 | 46.6% |
| Inability to add CPS allegations | 110 | 34.2% |
| Current Case Plan | 56 | 17.4% |
| In-Home Service Progress Review | 91 | 28.3% |
| Other | 19 | 5.9% |

What kind of Equipment would like to use

| Question | Count | |
|--|--------------|-------|
| Tablet with at least 8 hour battery | 274 | 69% |
| IPad | 220 | 55.4% |
| Android Phone | 120 | 30.2% |
| IPhone | 153 | 38.5% |
| Windows Phone | 35 | 8.8% |
| Laptop | 210 | 52.9% |
| Portable Printer | 158 | 39.8% |
| State Issued Hot Spot for access to Internet | 259 | 65.2% |
| Wireless key board and mouse | 171 | 43.1% |
| Wireless headset to record to system | 104 | 26.2% |
| Other | 18 | 4.5% |

Would you like to Participate in a Pilot?

| | | |
|------------------------------------|-----------|-------|
| Screening | 5 | 3% |
| CPS Investigation | 27 | 16.3% |
| In- Home | 35 | 21.1% |
| Out of Home | 40 | 24.1% |
| Adoption | 6 | 3.6% |
| Resource Home | 4 | 2.4% |
| Administration Support | 6 | 3.6% |
| Clerical Support | 4 | 2.4% |
| Budget and Finance | 4 | 2.4% |
| Office of Licensing and Monitoring | 0 | 0% |
| Social Services Administration | 6 | 3.6% |
| Office of Inspector General | 1 | 0.6% |
| OTHS | 0 | 0% |
| Other | 28 | 16.9% |

| | | |
|--------------------|-----------|-------|
| Worker | 86 | 51.5% |
| Supervisor | 44 | 26.3% |
| Administrator | 11 | 6.6% |
| Aide | 3 | 1.8% |
| Assistant Director | 4 | 2.4% |
| Fiscal Staff | 3 | 1.8% |
| Licensing Staff | 0 | 0% |
| Other | 16 | 9.6% |