

\_experience the commitment



## Mobile Solutions for Human Services

### About CGI

At CGI, we're in the business of satisfying clients. For 30 years, we've operated upon the principles of owning clients' problems and delivering quality services to solve them. A leading IT and business process services provider, CGI has approximately 24,500 professionals operating in 100+ worldwide offices.

In the human services field, CGI works with organizations to help transform their operations through technology innovations, achieving service and policy goals while spending less time on paperwork. We work with clients to modernize their systems and integrate business processes and workflows across their organization. This streamlines and improves service delivery; provides timely data for planning, evaluation, and resource allocation; and allows information technology systems to easily expand as technology advances.

### Improving service delivery by staying connected in the field

With more caseworkers working outside the office than ever before, mobile technology applications and platforms are helping human services organizations improve service delivery to vulnerable children and families. CGI offers the Mobile Worker Suite to provide caseworkers with the tools they need to make effective use of their valuable time.

#### **Mobile Worker Tablet**

CGI, in partnership with Microsoft, offers the Microsoft Windows XP Tablet PC Edition solution. Caseworkers use the tool on field visits to conduct child safety assessments, complete in-home interviews and inspections, and conduct licensing reviews. The Mobile Worker Tablet has been operational and in production within the Wisconsin Department of Health and Family Services since August 2003. When running in connected mode, caseworkers have immediate access to data and can record information and seek needed approvals. The tool also allows caseworkers to download and run in disconnected mode when performing casework in areas that lack wireless coverage.



#### **Mobile Worker PDA**

Offering similar functionality as Mobile Worker Tablet, Mobile Worker PDA enables human services practitioners to conduct casework and capture digital images to be uploaded to the primary system of care. Using the Crossfire Platform, the solution provides an unparalleled level of platform and device support. The tool supports over 500 mobile products and can run on a wide array of platforms, including Windows Mobile and Pocket PC, Blackberry, Symbian, and Palm.



#### **Mobile Worker GPS**

CGI, in partnership with Cingular and Sprint, offers Mobile Worker GPS, which runs on a PDA and has integrated GPS, mapping, messaging, and photograph capabilities. In addition to Mobile Worker PDA functionality, the GPS tool allows caseworkers to have access to real-time maps and driving directions. The device can be used to record a digital photograph and GPS stamp, providing organizations with indisputable evidence that a site visit or child contact has been made. The tool also tracks the mobile

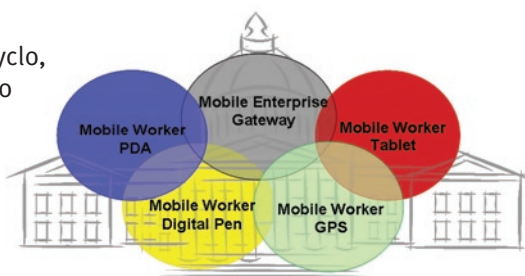


## Improving service delivery by staying connected in the field

activities of caseworkers; if an emergency arises, the case manager can locate the caseworker in closest proximity to the child in need. The tool comes with a standard set of reports that provide information on site visits and other activities.

### **Mobile Enterprise Gateway**

CGI, in partnership with Adesso and Syclo, offers the Mobile Enterprise Gateway to provide human services departments with an enterprise-wide mobile computing solution. Mobile Enterprise Gateway is a set of server-based middleware that interfaces between a broad set of client-access devices and a department's application infrastructure, hiding the complexities and intricacies of these devices and channels. CGI has developed a set of human services frameworks that plug into our partners' mobile gateways, enabling organizations to extend any of their existing applications to their mobile workforce. The tool also provides the infrastructure to reformat content for display on any size computing device.



### **Solutions That Revolutionize Human Services**

Handheld, mobile computing is revolutionizing human services field work by improving individual and overall organizational performance and better serving citizens. Some potential uses of the tools within the CGI Mobile Worker suite include:

- Child protective services workers investigating alleged incidents of abuse can register an on-the-spot determination of abuse and locate an appropriate emergency substitute care provider, quickly enabling the child's immediate safety.
- Social workers and case managers can conduct in-home assessments and eligibility interviews, meeting the needs of customers who cannot visit a human services office, facilitating program participation and giving customers access to whatever services they need to reach self-sufficiency.
- Fraud and quality control investigators can use mobile technology during home visits and inspections to conduct on-the-spot verification of the case's financial, asset, and household information.
- During a disaster situation, workers can use the application at the disaster site to authorize emergency benefits for citizens in need. Managers can track and communicate via instant messaging with workers in the field, even when land-based telecommunication is unavailable.

## Delivering results

Through CGI's Mobile Worker Suite, human services agencies can better serve their customers while increasing caseworker accessibility, efficiency, and responsiveness.

- New models of service delivery—provide a single, powerful tool that allows an additional, out-of-office access channel for clients
- Improved field operations—collect information at the source and make observations as they occur
- Enhanced decision making—validate data on the spot and receive immediate results
- Better data quality—enter data only once to improve worker productivity and avoid data entry mistakes and lost details
- Expanded use of data—repurpose captured information; gather digital photos, GPS stamps, and signatures; and access an electronic record from the moment the caseworker is involved

For more information about CGI's mobile solutions for human services, please contact Mark Johnson at [mark.johnson@cgi.com](mailto:mark.johnson@cgi.com).

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