



The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

YEAR:
2012

STATUS:
Laureate

Organization:
Suffolk County Department of Social Services

Organization URL:
<http://suffolkcountyny.gov/departments/socialservices.aspx>

Project Name:
Police Incident Request Tracking

What social/humanitarian issue was the project designed to address? What specific metrics did you use to measure the project's success?

The creation and deployment of this database would fill a critical need for Child Protective Services, Adult Protective Services and Child Support Enforcement bureau staff and greatly increase turn-around time for receiving the necessary current incident information from the Suffolk County Police Department, especially when it came to those cases with court dates. Dennis Corbett, our lead programmer/analyst, did an outstanding job, gathering the necessary information and business rules that were needed by our Department of Social Services Child Protective Services and Adult Protective Services units and the Suffolk County Police Department to create the workflow diagrams and flow charts, meet project timelines/milestones and communicate consistently with the project users. The turnaround time for responses from SCPD was brought from days/weeks behind for top priority and urgent cases (which sometimes only had a few hours to gather the information for a last-minute court date) to now being completed practically the same day as entered into the system. This is critical information needed to be brought as cases are heard by a court judge to determine best placements for vulnerable children and seniors. The metrics used were the length of days needed to obtain information for each of the 3 priority statuses. In almost every case, the length of time went from weeks or days to being done the same day as requested for high priority status, and within a day or two for the urgent and within a month for routine (which was the goal!).

Please describe the technologies used and how those technologies were deployed in an innovative way. Also, please include any technical or other challenges that were overcome for the successful implementation of the project.

Police Incident Request Tracking uses a programming technology that at the time of its creation was new to both our Information Technology unit and the Department of Social Services and to Dennis Corbett himself. The technologies used: VB.net, ASP and IIS would entail coordination between state users and outside county agencies (Suffolk County Police Department and our county Department of Information Technology, the Family and Children Services Administration division and the Department of Social Services), all of which would be accessing the database from different areas of the county, so security issues also had to be resolved. The Incident Request forms would be going from the DSS department to the SCPD, which would then research the needed information and then email it back to FCSA in a timely fashion to meet court dates.

Please list the specific humanitarian benefits the project has yielded so far.

It is critical to have the necessary information regarding individuals involved with Child Protective/Adult Protective cases as they are brought before a judge to resolve custody and other issues. This project now provides the necessary information to the caseworkers so that timely police incident information is available for the court cases.

Please provide the best example of how the project has benefited a specific individual, enterprise or organization. Feel free to include personal quotes from individuals who have directly benefited from the work.

At the Suffolk County Advisory Board on Child Protection/Executive Task Force to Prevent Family Violence Awards Day 2010, the Suffolk County Police Department Central Records staff received an award directly related to their use of the new Police Incident Request Tracking system to provide information to the Family and Children's Services Administration Division staff to vulnerable populations within the Department of Social Services. Clearing up the huge backlog at SCPD meant that FCSA, which includes CPS, APS and CSEB staff, would have the most current information needed when attending court with their clients, without such information their future well-being could be jeopardized needlessly.