THE USE OF COMPUTER TECHNOLOGY IN SERVICE DELIVERY

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Presented at:
NACSW Convention 2008
February, 2008
Orlando, FL

The Use of Computer Technology in Service Delivery
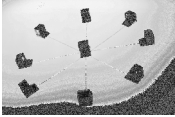
Is it Technology Overload and Being Overwhelmed

or Fear of the Unknown and the Black Hole of Information?

Points to Ponder

• Very few people respond to change with quiet reservation. Particularly a major change like adding technology.

• The good thing is that technology can do a tremendous amount of work for an organization.

• The bad thing is that technology can do a tremendous amount of work for an organization.

• Like any family stress brings out the roles that staff take on within the organizational structure.

How is planning and implementing technology like doing therapy with Families?

You Know them

The Hero

The Scapegoat

The Lost Child

The Placater

The Mascot

How is planning and implementing technology like doing therapy with adolescents?

What would a therapist do?

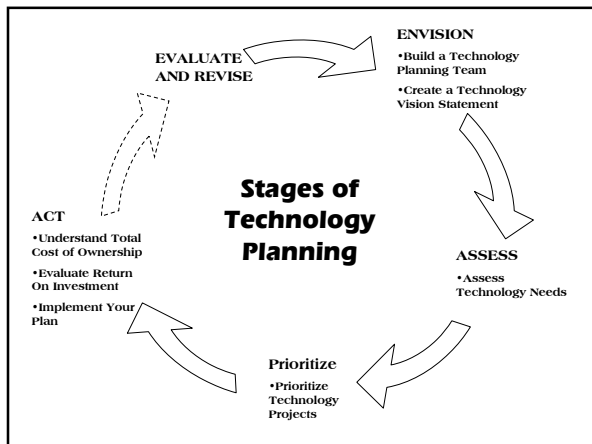## How is planning and implementing technology like doing therapy with families?

1. Engagement – There has to be a point where the system is engaged in the process. For whatever reason there is something creating the desire for change.

2. Defining and Redefining Problems/Needs – In any system there is a constant defining and redefining the problems and needs.

3. Parental Empowerment – With this type of change in an organization, leadership has to be in charge. Input and feedback is important, but the final decision comes from leadership. There could be lots of effort put into splitting, sabotage and undermining by staff if this is not established in the beginning.

4. Setting Clear Rules and Consequences – Accountability for following administrative policy for IT use is very important. This emphasizes the significance of the change. (maybe it will go away)

How is planning and implementing technology like doing therapy with families?

5. Troubleshooting – As with any effort, things will come up that need to be addressed. How this is handled could impact the outcome of the project.

6. The Adolescent's Bid to Reclaim Authority – there will likely be times that staff will make attempts to go back to the way it was. The Israelites wanted to go back to Egypt.

7. Working with Outsiders – there may be times that outside resources or consultants may need to be brought in to assist with the project. Like picking a therapist, make sure the person is a good one.

8. Improving the Adolescent's Functioning – Training is a key effort to ensure that the technology implementation is successful.

How is planning and implementing technology like doing therapy with families?

9. Restoring Nurturance and Tenderness – Trust in leadership, the goal of the project and advantages of technology with need to be addressed on some level. (how will the change help you and listening to the concerns of staff)

10. Surfacing other Family Issues – There will likely be some issues come up that have likely been avoided such as personnel and organization protocol. (staff competency make be one of these)

11. Predicting Relapse – Over time that may be some efforts to go back to the way things were. (look for the signs of regression)

12. Maintenance and Follow-up Needs – This is an ongoing process that is better to be included in your plan. It could be anything from hardware network changes, to additional training, to process management, to employee supervision.

ENVISION
•Build a Technology Planning Team
•Create a Technology Vision Statement

EVALUATE AND REVISE

ACT
•Understand Total Cost of Ownership
•Evaluate Return On Investment
•Implement Your Plan

Stages of Technology Planning

ASSESS
•Assess Technology Needs

Prioritize
•Prioritize Technology Projects

The Organization's Technology Plan Needs to…

1. Needs to be congruent with the mission and goals of your organization

2. Need to create a vision for how technology will impact your organization – make the use and benefit of technology a priority.

3. Need to address staff "buy in" to the benefit of technology – "the human factor" – there is an element loss and grief in making this type of change.

The Organization's Technology Plan Needs to…

4. Technology is always a work in progress. This involves purposeful planning.

5. The implementation, use and oversight of computer technology is a process to manage.

6. This may mean a gradual implementation over several months or years based on your plan.

7. It does not end with implementation. The follow up to implementation is management and crisis intervention.

What are some ways that technology can be used in social service settings.

1. Developing a data base to store, manage and analyze information more easily (MS Access, Sequel Server)

2. Choosing an application that will allow staff to more easily access the data.

3. Choosing applications that meet your agency's needs. Crystal Reports, Web Based Products, MS Project, MS PowerPoint, Abbra Accounting Software, Razors Edge Donor Software, Virus Protection, PrimoPDF PDF Conversion Software, Spam Blocking, SAP Inventory Control, Email, Clinical Software, Spy Ware, Adware, Firewalls, Graphics (Print shop), Language Studies, Operating Systems, Educational Software, etc.

What are some ways that technology can be used in social service settings.

4. Find out what is free. There is a lot of open source software out there available (PrimoPDF, Java).
5. Communication via a local area network is a huge benefit as long as it is not the primary source of interaction.
6. Security and integrity of information. Backup and storage will save money in the long run.
7. Cut down on the amount of paper that is needed and that needs to be stored.
8. Scanning options can improve efficiency and cost effectiveness.
9. Hardware options are more easily upgraded. External storage makes data storage cost effective.

Questions