SocialWorker

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Project Description

We have inquired with different case workers and people who have dealt with social workers and we can confidently assert that in many community centres in Montréal, and as of 2017, case workers still handle all their case files on paper folders and sticky notes. As cases get more complex and spanning over the years, they become more unwieldy.

We propose to build an open source tool to help case workers handle their files. Development will be done using an implementation based on the MEAN stack (MongoDB, Express, Angular, NodeJs). The software will run as a secure web application and have access to an internal encrypted database.

The web application is able to sync and fetch relevant case files for the cases. To assist the frontline workers in the field, the application can adapt to any device.

Different types of cases

Our software will be able to deal with different types of situations commonly encountered in the CACTUS-Montréal community centre, such as.

- AIDS/HIV
- Alcohol and Substance Abuse
- First Nations
- Homeless
- Immigrants
- Mental health
- Poverty
- Sex workers
- Transitioning individuals
- Victims of domestic violence
- Unemployment and underemployment
- Youth

User Stories (Critical)

1. As a user, I want to manage (create, read, update, delete) a profile for the individual (person receiving aid from the social worker).
2. As a user, I want to add records of meetings for each client .
3. As a user, I want to generate anonymized cumulative reports of the assistance dispensed by the community centre.
4. As a user (administrator), I want to manage my employee (social workers) profiles and meetings.

Competition

It is an already mature field, though looking at their websites, there has been little innovation. Surveying the market we have realized that even though it is in the field of social work, companies tend to charge many hundreds of dollars for individual licences. Since there are multiple social workers, this implies that it represents a significant expenditure for organizations.

ACMS Casewatch Millennium. Software installed on workstations, Windows only.
Penelope Case Management Software. SaaS multi-platform.
Eccovia Client Track. Windows-based software, licence in the thousand dollar range per client computer.

Research: Legislative Frameworks and Standards

Since our software manages the case files of potentially many people already in distress, it necessarily contains sensitive personal information. We are going to comply with the strictest standards of privacy, specifically:

- Act Respecting the Protection of Personal Information in the Private Sector Quebec.
- Act Respecting Access to Documents held by Public Bodies and the Protection of Personal Information Quebec.
- Personal Information Protection and Electronic Documents Act (PIPEDA) Canada

Information is going to be stored encrypted on each of the client machines. For larger organizations, there is going to be a database stored in the computer of the manager or a server if they happen to have a server.

Description of the Community Stakeholder

Different front-line workers and social case workers in several community centres in Montréal. We have secured the continuous cooperation of at least two case workers in one such community centre, James McKye and Gabrielle Leblanc of the CACTUS

Montréal community centre. We actively searching for other collaborators, including children's centres in Hochelaga, Batshaw.

CACTUS Montréal is a community organization for the prevention of blood-borne (BBSI) and sexually transmitted infections. One of the programs includes providing safe injection sites for addicts. They also have different programs such as ASSTeQ which is dedicated to trans-individuals, or *Projet pour Toit* which is for people living in a situation of homelessness. CACTUS is a non-profit non-governmental organization.

http://cactusmontreal.org/a-propos/mission-et-historique/?lang=en