

# Child Welfare Central Intake Management: From Idea to Application in 1 day

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## Introduction

The Department of Child Services (DCS) needs to implement a new Statewide Automated Child Welfare Information System (SACWIS) Central Intake Management contact enter and hotline where agency intake workers and investigators will log and track all reported and alleged incidents of abuse, neglect and maltreatment.

The agency needs to create an application where they: log all referral information; document allegations, victims and offenders; conduct safety and risk assessments to determine response priority decisions; initiate and conduct investigations; generate alerts, notifications, approvals and other workflow tasks; and report on key performance indicators complete with executive dashboards.

In addition, caseworkers and investigators must be able to access these referral records, allegations, assessments and investigations via their tablet or smart phone while out of the office.

Lastly, DCS would like to use modern mapping tools to help them geo-locate all referral records so agency leadership can spot trends of where incidents are occurring and so they can perform preventative community outreach activities that guide mandated reporters in recognizing the warning signs of abuse.

By the end of the workshop, you will have a working prototype of the new central intake app.

