Virtual Workforce

Adult Protective Investigations
What is Hoteling?

A mobile work arrangement whereby employees perform the normal duties and responsibilities of their positions, away from the employer’s official work location, through the use of:

- Laptop or tablet computers
- Cellular telephones with camera
- Docking stations
In the Hoteling model, employees may begin work at home, but conduct work in the field and/or report to an alternative work site:
- Shared offices
- Satellite offices

Telecommuting is a work arrangement whereby employees are allowed to perform the normal duties and responsibilities of their positions through the use of state issued computers and related equipment in their home.
What is Hoteling?

- Work performed online from any location
- Approximately 2 million employees work virtually together with their team
- Requires little to no daily face-to-face contact with co-workers or supervisors
- Requires technology such as telephones, internet tools, laptop/tablets, car charger
- Creates a work environment without geographical boundaries
Types of Space(s) Needed for Hoteling:

- Shared workstations for investigators and counselors
- Supervisor offices
- Conference rooms for group meetings
- Interview Rooms (supervisor offices/conference rooms could be used)
- Secure network printer
When to Go to the Office

- Drop off and pick up case work
- Pick up documents such as HIPAA pamphlets, forms, etc.
- Interview Alleged Perpetrators, etc.
- Attend staff meetings
- Attend trainings
Concerns/Resolution

How do I print documents?

- Allegation and reporter information can be cut and pasted into a Word document so printers are not necessary.

- The information could also be written down or read directly off of the screen prior to or during an interview.
Concerns/Resolution

Connectivity concerns

- At times, the connection will be lost

- Typing information into a Word document and later cutting and pasting it ensures there is no data loss
Concerns/Resolution

Using a laptop during an interview might create a barrier

- Rapport is built beginning with initial contact
- Actually, there is more eye contact for those who can type without looking at the screen
- If the employee is not initially comfortable taking the laptop in to an interview, they can enter the information in their vehicle or other convenient location.
Planning

- Make a general daily plan, but remain flexible as new priorities arise
- Resist the urge to procrastinate, remain flexible, prioritize, and work quickly and efficiently
Organization

- Become a “creature of habit”… find an organizational system that works for you
- Make sure you always have an ample supply of Notification pamphlets, HIPAA forms and various other forms necessary for the job
- Keep your telephone and laptop charged
Using Time Effectively

CHALLENGES

- Failure to set goals, priorities, or deadlines
- Too much socializing
- Interruptions
- Disorganization
- Procrastination
Using Time Effectively

BENEFITS

- More productivity
- Less stress
- You reach your goals
Using Time Effectively

- Assess your energy level
- Set goals
  - Set deadlines
- Make a schedule
- Revise your plan as necessary
Using Time Effectively

- Start on time, and most important, respect other people’s time.
  - For example, make any referrals to the Registered Nurse Specialist in a timely manner and be sure you have already obtained necessary medical records.
- Do not wait for things to become urgent before attending to them.
- Do not wait for the next day to commence an investigation unless there is a very good reason to do so.
Using Time Effectively

- Create a calendar and weekly schedule
  - Have target dates
  - Color code based on priority

- Create a daily “To Do” list
  - List what must be done
  - Prioritized based on importance
  - Flexibility

- Utilize small blocks of time that would normally be wasted
Working Smart
Commencing an investigation

- Spend the time necessary to contact as many collaterals as possible along with interviewing the Victim and any Alleged Perpetrators.

- If it is clear the victim has CTC, has no disability, and is able to complete all ADLs, contact your supervisor and close the report as No Jurisdiction.

- What other reports can you work on while in the same vicinity, before leaving the area?
Working Smarter, Not Harder

- Notes should be entered within two business days, preferably as the interview occurs or immediately after.

- If you have poor connectivity, enter your notes into a Microsoft Word document to be copied later into the electronic case management system.

- Do not allow an investigation to stagnate...this increases risk to the victim and ultimately requires more time on your part.
Are you stressed? Then it’s important to de-stress. Exercise your body and mind, and get a head start on the day by getting up early.

Learn to better manage your time, so time doesn’t manage you.
Disadvantages

- Lack of face-to-face interaction, camaraderie
- Blurred line between work and home life
- Temptation of procrastination
  - This can wait until later
- Less direct (physical) monitoring of employees
I can't let you telecommute because then I wouldn't be able to manage you.

You're managing me right now, and all it's doing is preventing me from working.

And your point would be...? Just beyond your grasp.

I canceled all telecommuting because there is so much value in having co-workers interact with each other in the office.

Yes, it makes perfect sense. We want to get all of the value of casual interactions.

Do you want to see a picture of my infected toe?
Benefits

- NOT just about cutting space, improve utilization of real estate
  - Reduces real estate expenses per site annually, eliminating unneeded office space

- Productivity increases due to fewer distractions and interruptions
  - Studies show absenteeism significantly reduced

- Increases the amount of time to complete casework, reducing caseloads
  - Shifts employees focus from time to results, leading to increased productivity

- Allows employees a more flexible schedule, at home or in the office

- Reduced need for transportation, which reduces pollution and fuel consumption

- Gives opportunities to the employee to spend more time with the clients

- Improved timeliness of casework documentation
Benefits

- Digital photos can immediately be transmitted to supervisors for review
- Access to intakes and case information in the field while on-call
- Enables collaborative teamwork
- Employee Retention
- Savings from lower lease costs allow all positions to remain filled, which reduces caseloads, in addition to the ability to purchase equipment
In Closing...

Keep your workload at a manageable level through better time management, good organization, communication, and cooperation.

Remember, investigators belong in the field, not behind a desk!
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