



**State of Florida**  
**Department of Children and Families**



# **Virtual Workforce**

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**Adult Protective Investigations**



# What is Hoteling?

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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





# Hoteling vs Telecommuting

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- 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?

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- 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, lap tops/tablets, car charger
- Creates a work environment without geographical boundaries



# Types of Space(s) Needed for Hoteling:

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- 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

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- 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

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## **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

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## **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

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## **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

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- 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

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- 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

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## CHALLENGES

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



# Using Time Effectively

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## BENEFITS

- More productivity
- Less stress
- You reach your goals



# Using Time Effectively

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



# Using Time Effectively

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- 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

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- 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

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- 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

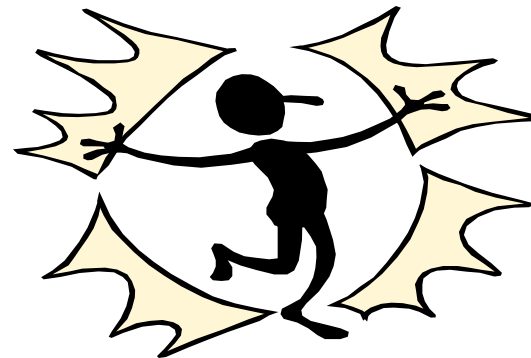


- Notes should be entered within two business days, preferably as the interview occurs or immediately after
- If you have poor connectivity, enter your notes into a Microsoft Word document to be copied later into the electronic case management system
- Do not allow an investigation to stagnate...this increases risk to the victim and ultimately requires more time on your part

# Working Smarter Without Stress



- 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





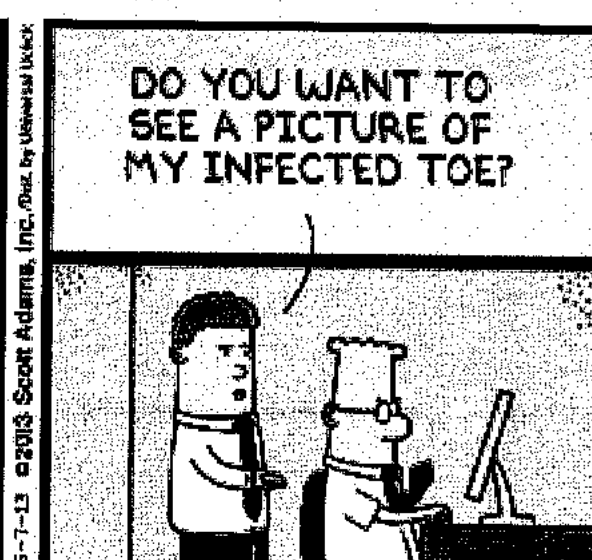
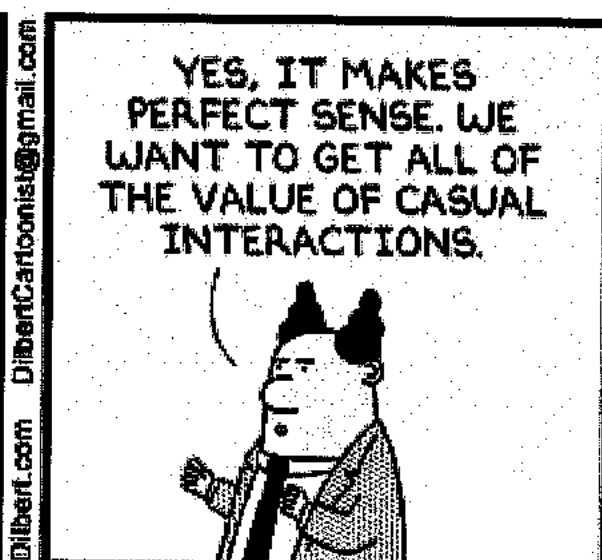
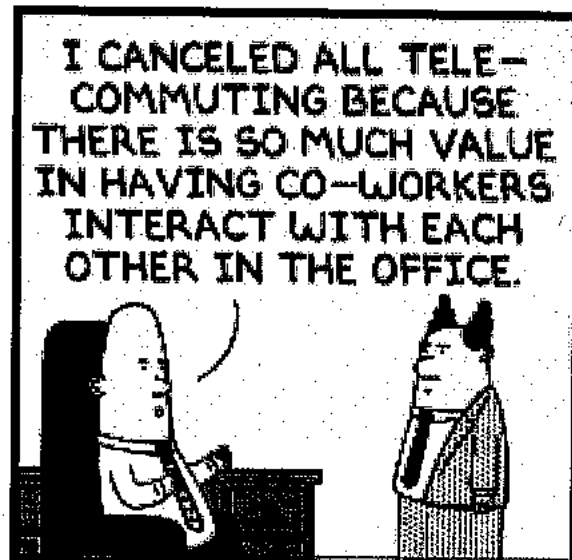
# Disadvantages

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- 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



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# Benefits

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- 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

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- 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...

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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!





# Contact Information

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Robert Anderson, State Director Adult Protective Services  
(850) 488-2881 - [robert\\_anderson@dcf.state.fl.us](mailto:robert_anderson@dcf.state.fl.us)

Lee Ann Christenson, Deputy Director  
(850) 717-4380  
[leeann\\_christenson@dcf.state.fl.us](mailto:leeann_christenson@dcf.state.fl.us)

Nelson Mongiovi, Regional Program Administrator  
(813) 868-8431  
[Nelson\\_mongiovi@dcf.state.fl.us](mailto:Nelson_mongiovi@dcf.state.fl.us)