

Case study

Empowering, Inc. Services

Agency energizes community workers with
HP Pro Tablet 10 EE



Industry

Community Services

Objective

Increase staff efficiency and program effectiveness to support kind, gentle, safe home and community environments for children

Approach

Leverage HP's commitment to the healthcare industry: Provide HP Pro Tablet 10 EE mobile devices to visitation facilitators and HP EliteDesk Small Form Factor PCs to accounting and leadership staff

IT matters

- Enhance visitation-facilitator mobility with tablet PCs
- Transform from paper-based to electronic information entry
- Interface directly with online data management system
- Save time and space with fast, compact desktop PCs

Business matters

- Empower visitation facilitators to spend 90% of their time delivering direct services
- Eliminate need for one full-time accounts receivable specialist
- Meet analytic requirements for performance-based contracting
- Build kind, gentle, safe home and community for children



“The HP commitment to healthcare led us to the HP Pro Tablet 10 EE, which gives our visitation facilitators mobile power to work more effectively with families out in the community.”

– April Cathcart, Executive Director, Empowering, Inc. Services

Empowering, Inc. Services is an agency, based in Spokane, Wa., that supports safe home and community environments where children can thrive and families can stay together. Of about 100 total employees, 70 are visitation facilitators who spend most of their time out in the community working with children and families. Yet paper-based reporting systems were forcing these visitation facilitators to spend too much time on administrative tasks instead of direct services. Meanwhile, accounting staff and program managers were hampered by the size and slowness of “dinosaur” desktop PCs. Empowering changed all of that through a transformative relationship with HP. The HP Pro Tablet 10 EE frees visitation facilitators to work effectively on the go, while HP EliteDesk Small Form Factor PCs deliver productivity-enhancing speed and power in the office.

empowering, inc.
SERVICES

empowering, inc.

Empowering, Inc. Services is made up of two organizations that operate in partnership with a social entrepreneurial business model. Founded in 1999, Empowering, Inc. is the original non-profit agency whose mission is to promote experiential learning opportunities in homes, schools, and community events. Empowering, Inc. Services was formed in 2007 and approximately 95% of its clients are involved in the child welfare system. By mitigating family risks, the agency strives to prevent the placement of children in foster care. For those already in foster care, Empowering, Inc. Services nurtures the parenting quality necessary for children to reunite with their families.

“I’m a clinical social worker by trade and an entrepreneur by spirit,” says April Cathcart, executive director of Empowering, Inc. Services. “All of the families we see have some issues with behavioral health. The more indicators of stress in a family, the more likely children could experience abuse and neglect. We focus on behavioral health changes to build home environments where children can thrive.”

Empowering, Inc. Services, in partnership with Empowering, Inc., has clear ideas about how to bring about such changes. By facilitating fun, hands-on activities, the agency offers at-risk caregivers and children opportunities to learn and practice new skills. Sitting in a room and talking to a therapist can be valuable, but even more powerful is going to a playground with the whole family or celebrating birthdays together—with support to help choose healthy behavior in real-life situations. That’s why the 70 visitation facilitators work out in the community instead of behind desks.

Community visitation, data entry demand mobile solution

Empowering’s visitation facilitators typically spend hours driving to see children and families across a large swath of mostly rural Washington. Until recently, they lacked mobile devices to support their work on the road. Most wrote their family visitation notes by hand, with information typed later into an electronic format for billing. On average, they spent 20% of their time on administrative tasks, and even then not all of the notes became available electronically for data analysis. These paper-based processes were a legacy of the decades-old agency, SCAN (Spokane Child Abuse and Neglect Prevention Center) that employed most of the facilitators before merging with Empowering. The Empowering

leadership immediately recognized that mobile devices would be powerful efficiency tools for visitation facilitators. Soon, another critical need for the devices emerged. The state passed legislation mandating performance-based contracting—and the first service chosen for compliance was visitation facilitation. In performance-based contracting, data collection and analysis are critical tools for measuring agency effectiveness.

Empowering, Inc. Services needed a mobile device that was rugged to withstand heavy field use; easy to use for staff who’d never before used computers on the job; and that interfaced easily with the agency’s online data management system. What’s more, the device had to be affordable for a cost-conscious public service agency.

HP commitment to healthcare builds relationship

This is where HP came on the scene. Empowering had heard that HP Corporate Social Responsibility and Healthcare teams were looking to do a proof-of-concept test for a mobile device with a non-profit organization. Cathcart contacted HP, which mobilized a team to help Empowering plan for online data collection—and to select, finance, deploy, and service the optimal tablet devices. “We forged a strong alliance based on our mutual commitment to rural healthcare,” Cathcart says. “A top HP executive even came into our office on one of his days off, bringing in samples of the three devices we had narrowed down to, and let us test them.”

HP Pro Tablet 10 EE brings visitation facilitators closer to the community

The device Empowering, Inc. Services chose for visitation facilitators is the HP Pro Tablet 10 EE. A 10” diagonal Windows® tablet toughened for heavy use, the HP Pro Tablet 10 EE features long battery life, a quad-core Intel® processor, and flexible wireless connectivity. The agency opted to configure theirs with the optional stylus, which many visitation facilitators favor because the Apricot data management software they use from Software Solutions Global has a lot of check boxes and pulldown menus. Empowering, Inc. Services also provides employees with the optional keyboard base, requested especially by the more technically experienced workers

Customer at a glance

Application

Use of Apricot data management in visitation facilitation; billing and accounting; and program management

Hardware

- HP Pro Tablet 10 EE
- HP EliteDesk Small Form Factor PC

who wanted more than a touchscreen. “We needed something that was ruggedized for fieldwork, very easy to learn for the non-technical person, and yet full-featured for our technically savvy users,” says Heather Fitzgerald, Director Of Empowering, Inc. “Now because of those tablets, our visitation staff can take their notes in their sessions with their families when they move to a park or a playground, and we’ve been able to shift our entire visitation program into an online data management collection system.”

HP EliteDesk Small Form Factor PCs deliver desktop speed, power

In addition to visitation facilitators, Empowering employs accounting administrators, program managers, and therapists. Each of these requires fast, powerful desktop devices to interface with the Apricot data management system; in many cases staff members need to keep several online applications open at once. Space was another consideration. Because staff members pop in and out of the office so frequently, instead of full-size cubicles the agency purchased second-hand library carrels from a local university. The legacy “dinosaur” desktops took up too much precious space and wasted workers’ time waiting for screens to load. To replace them, Empowering chose HP EliteDesk Small Form Factor PCs. Designed to pack high performance into a small footprint, these devices feature the stringently tested dependability of the HP Elite line, robust security features, and the latest Intel Core™ processors¹ with vPro™ supportⁱⁱ to simplify PC management. The therapists are next in line to receive these devices, after accounting staff and program managers.

HP connected Empowering with HP Partner TechPower IT Solutions of Redmond, Wa., for assistance with the delivery, setup, launch, and servicing of the tablet and desktop PCs, which Empowering acquired on a three-year lease with affordable monthly payments.

Operational efficiencies deliver savings, support better outcomes

One type of advantage Empowering gains from its HP solutions is operational efficiency. Having facilitators use their tablets to enter information directly into the online data management system renders that data electronically available both for analysis—which is critical to performance-based contracting—and billing. Direct data entry has streamlined visitations billing from a 40-hour-a-week job down to 15 hours at most; when Empowering merged with the other agency, it was able to combine two accounts receivable positions into one through attrition, eliminating the overhead of one full-time salary.

Every hour and dollar saved strengthens Empowering’s ability to serve the community. Visitation facilitators have reduced the proportion of their time spent on administrative tasks from 20% to less than 10%, freeing time for direct services to families. Executive Director Cathcart’s office happens to lie outside of Empowering’s Library of Experiential Education, where visitation facilitators drop by to pick up games, hula hoops, rubber chickens—all sorts of interactive toys used to encourage fun family interactions and provide fresh learning opportunities. Cathcart sees that since receiving their tablets, the facilitators have been coming in with “more pep in their step.”

“The mobility of these devices has transformed the way our visitation program operates,” Cathcart says. “Families have more meaningful experiences when they’re not in a 10 by 10 session room for a four-hour visit. They go to the library, check out some games, walk to the park. You’re practicing your new communication and conflict-resolution skills, with the support of your visitation facilitator, at the time you need to use them. That’s how we build kind, gentle community environments.”

Learn more at
hp.com/go/healthcare

ⁱ Multicore is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. Performance and clock frequency will vary depending on application workload and your hardware and software configurations. Intel’s numbering, branding, and/or naming is not a measurement of higher performance.

ⁱⁱ Some functionality of vPro, such as Intel Active Management Technology and Intel Virtualization Technology, requires additional third party software in order to run. Availability of future “virtual appliances” applications for Intel vPro technology is dependent on third party software providers. Microsoft® Windows required.

Sign up for updates
hp.com/go/getupdated



Share with colleagues

© Copyright 2017 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Intel, Intel Core, and Intel vPro are trademarks of Intel Corporation in the U.S. and/or other countries.

Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

4AA6-9050ENW, October 2017

