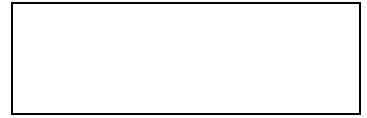


CHILDREN AND FAMILY SERVICES HANDBOOK



REPLACES:

SECTION: 31-

PAGE NO.: 1

ISSUED/REVISED:

IPAD AND IPHONE PROTOCOL FOR
CHILD WELFARE STAFF

SECTION: 31-920

PAGE NO.: 1

EFFECTIVE: 11-18-15

I. GENERAL

The purpose of this protocol is to ensure proper use of the Children & Family Services (CFS) issued iPads and iPhones (including any other county issued mobile and electronic device with similar applicability) and to make users are aware of the acceptable and unacceptable use of these devices. This protocol is aligned with and in support of the current EHSD Internet, Email & IT Standard Usage and Security Policy effective 12/13/2007, the Mobile Device Deployment and Use Policy effective 03/06/2013, the Confidentiality Manual Section 31-003 revised 12/29/2003, the CFS Memo CFS Secure Email Usage, issued 02/11/2015, and the Photographic Identification of Children Protocol Manual Section 31-921.

The following protocols are intended to be a brief guide to CFS issued iPads and iPhones and are not inclusive of the overall EHSD policy regarding the use of electronic devices issued specifically for professional use.

II. REFERENCE

- [DM 28-014](#) Internet, Email and IT Standard Usage and Security Policy
- Information Technology Policies Mobile Device Deployment and Use Policy
- [DM 31-003](#) Confidentiality
- [CFS Secure Email Usage](#), issued 2/11/15
- DM 31-921 Photographic Identification of Children Protocol

III. PROTOCOLS

CFS issues mobile communication devices including iPhones and iPads with Virtual Private Network Tokens (VPN) to enhance productivity and efficiency and provide staff with the ability to quickly respond and communicate, creating a virtual office environment without regard to location. Mobile devices are issued to assist with meeting State and County wide mandates. The following list is a guide and is not inclusive of field use for mobile devices.

A. In the Field Use

1. Remote Access to county desktop and CWS/CMS:
 - a. Research CWS/CMS history;
 - b. Complete Structured Decision Making (SDM) Tools;
 - c. Write Court Reports;

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- d. Document Family Visits;
 - e. Enter Face to Face Contact Notes;
 - f. Update Contact Notes;
 - g. Document ICWA information and history;
 - h. Create and update Case Plans;
 - i. Complete eligibility documents for change of placements and re-entries.
- 2. Use of Outlook Calendar:
 - a. Shared with supervisor and coworkers to inform of staff whereabouts;
 - b. Document Court Hearing dates to share with clients while in the field;
 - c. Schedule future meetings with clients and collateral contacts.
- 3. Voice calls, email and texting:
 - a. Communicate with supervisor regarding case related decisions;
 - b. Use to seek out approvals for social worker related concerns;
 - c. Assist with client collaboration and contact with service providers using secure email/Voltage when sending confidential Juvenile Dependency information;
 - d. Communicate with clients and caregivers efficiently through text and email consistent with manual section 28-014;
 - e. Communicate with youth and Nonminor Dependents in their preferred form.
- 4. Camera:
 - a. Photograph for investigative purposes;
 - b. Photograph children and youth to upload into CWS/CMS per manual section 31-921;
 - i. Valuable tool for AWOL youth;
 - ii. Important to have photo documentation in case file and CWS/CMS in emergency situations;
 - c. Photograph family members for youth and children.
- 5. Internet Usage:
 - a. Internet searches to obtain information, resources and services for clients;
 - b. Research and investigation involving social media applications such as Facebook;

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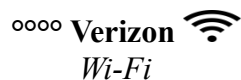
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- i. When using social media, such as escort or dating websites involving information with sexual content social worker will notify a supervisor that such web based content was used as part of an investigation (prior approval encouraged).
6. GPS and Map Applications to assist with in and out of county travel.
7. Remote access to county desktop and CWS/CMS is useful but not limited to the following situations:
 - a. While waiting in Court;
 - b. Between home visits and other appointments when returning to the office is not feasible.
8. Only under close supervision may the County issued iPads and iPhones be used to entertain children and youth during downtimes associated with court, visits, investigations, and community appointments.
9. Overtime will not be granted without prior approval when iPads and iPhones are used for work related activities during non-work hours, vacations and holidays.

B. Wi-Fi and Cellular Data Use

Cellular Data charges apply when iPads and iPhones are not connected to a Wi-Fi source. When not connected to Wi-Fi, Cellular or Roaming charges are incurred by the County. Using a Wi-Fi source in the field is encouraged. iPhones and ipads will display the following icons to show whether they are connected to Wi-Fi or Cellular Data:



C. Security and Care

To adequately secure your device, contact IT at (925) 521-7200 and request assistance to download Mobile Device Management. Mobile Device Management is an application that allows information stored on the iPad and iPhone to be remotely erased by IT staff if devices are lost or stolen.

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CFS employees are responsible for the security, care and upkeep of all issued iPads and iPhones. Mobile devices can represent a significant risk to information and security and can be a conduit for unauthorized access to County/Client data and County IT infrastructure. CFS issued iPads and iPhones contain confidential and sensitive case and agency information. Storage and care should be considered as important as a CFS Case File. The security and care of these devices requires the following:

1. If left in the office overnight, iPads, iPhones and VPN Tokens must be stored securely out of sight and preferably locked in a file cabinet;
2. Never leave iPads, iPhones and VPN Tokens in a County or personal vehicle to avoid the risk of theft and exposure to extreme temperatures;
3. iPad and iPhone Screens must be locked when not in use or unattended;
4. Be sure the devices are in a protective case at all times, as screens and keyboards can be easily damaged with misuse.

D. System Monitoring and Confidentiality

Users expressly waive the right to privacy in anything created, stored, sent or received on CFS iPads and iPhones. While use of the EHSD network provides a reasonable level of privacy, users should be aware that the data created, received, and/or stored on County systems becomes and remains the property of EHSD. Because these devices are used for specific Child Welfare tasks and communications, they are admissible in Juvenile Dependency Court Hearings (Discoverable). Personal use of CFS issued mobile devices, including, but not limited to iPhones and iPads is not authorized.

CONTACT PERSON: First line Supervisors and above may contact the Program Analyst with any questions regarding this Protocol.

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