

# Government

## Family Services



Colorado child welfare division saves \$104,000 a year with TeleNav Track™.

### BENEFITS OF TELENNAV

- Improved security**  
 TeleNav Track gives the Division of Children, Youth and Families (CYF) peace of mind by improving caseworker safety.
- Increased efficiency**  
 With GPS navigation, CYF caseworkers save time and money, to the tune of at least \$104,000 per year.
- Faster Service**  
 With TeleNav Track, caseworkers can more quickly respond to children and families and provide them with nearby referrals.

### SITUATION

Based in Golden, CO, the Division of Children, Youth and Families (CYF) investigate allegations of child abuse and neglect, providing protective services to victimized or at-risk children and youth. The division's 135 caseworkers respond to over 6,000 welfare referrals per year throughout Jefferson County. With the economic downturn and the stresses families' experience, the division's workload has increased and the safety of caseworkers, who go alone into volatile situations, is at great risk. With such an important need, CYF looked to TeleNav for GPS data that would allow them to monitor caseworker safety.

### CHALLENGE

After hearing about other states that have lost caseworkers due to the volatility in the homes they visit, CYF decided not to wait for a tragedy before implementing safety measures.

Previously, caseworkers would hope for the best and not think about the worst that could happen. Plus, caseworkers wasted a lot of time printing out maps or getting lost while finding homes.

### SOLUTION

CYF credits TeleNav Track with the peace of mind they have by knowing where every caseworker is at any given moment. "Ensuring the safety of our caseworkers was our primary motive in implementing TeleNav Track," said Tara Czyzewski, systems and designs specialist with the Division of Children, Youth and Families. "Now, rather than wondering where our caseworkers are at 2:00 a.m., we can quickly look online to see that they have arrived safely."

In addition to providing the locations of each caseworker on a map, TeleNav Track includes a "hot key" alert button that allows caseworkers to call for help. Managers can send for help and follow caseworkers on the map to see if they have moved from their original location.

"Although our caseworkers were initially reluctant to be tracked, once they saw the safety benefit, they were convinced," said Czyzewski. "They feel safer and now do their jobs with greater peace of mind."

While safety is their top priority, CYF also benefits from TeleNav Track's GPS navigation. Rather than printing maps, caseworkers can be on their way and respond more quickly to children and families in need. These time savings translate to cost efficiencies, to the tune of \$104,000 per year.

In addition, caseworkers can more easily provide referrals to families in need. They use TeleNav



Track's integrated business search feature to look up nearby substance abuse providers, parenting classes, residential placement centers, mental health providers and more. Providing nearby resources greatly increases families' probability for success.

The division also uses TeleNav Track's breadcrumb report to track mileage and resolve any inaccuracies.

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Systems and Designs Specialist

### RESULTS

TeleNav Track provides CYF with all the elements of a GPS solution without the hassle and expense of a hard-wired solution. "We liked that we could easily add it to our existing cell phones," said Czyzewski. The division also benefits from the professionalism of the TeleNav customer service team. "They are awesome," said Czyzewski. "We get such a quick response and they make us feel like our business counts. We all really appreciate the TeleNav team."

**How can we help your business?**

For more information contact us.

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