## Help for Caseworkers

Give your professionals in the field the ability to review, update, and act on essential information about their clients and cases.

In the office or in the field with a client and their family, whether online or offline, Diona Visits is an enterprise solution that turns tablets and smartphones into tools to help caseworkers be more efficient and effective.

By simplifying and assisting with the mechanics of casework, Diona Visits helps put the focus where it should be - on attending to children and families at the moment of need.
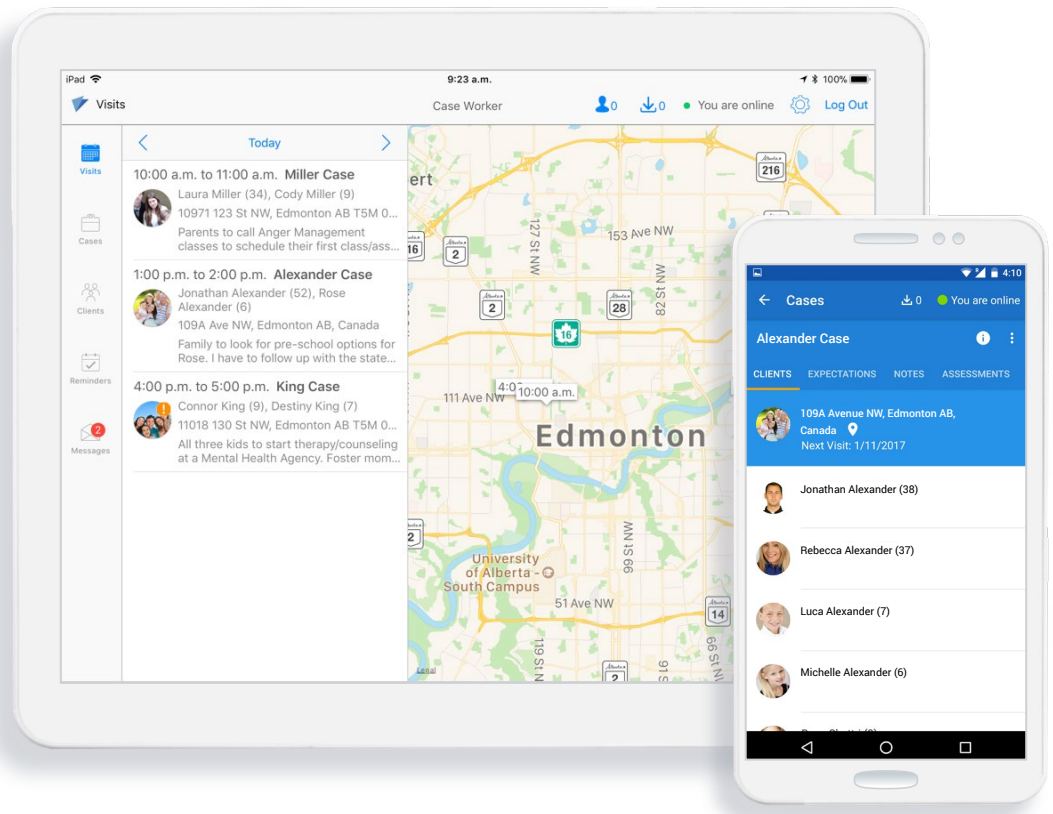
## Work online and offline

Casework is about working with clients in the field. Caseworkers want to be in the community, and Diona Visits offers them the freedom to leave their desks and spend more time doing the work that matters most. Diona Visits offers true work flexibility.

Some engagement solutions offer no real mobility at all and require caseworkers to be connected to the internet at all times. Diona Visits offers true connectivity on the road (and it's smart enough to keep working even when there's no network to connect to).

## Note-taking made easy

Diona Visits employs multi-media to offer clearer and better record-keeping than words alone. By combining different approaches including handwriting, typed, speech to text, audio and video recordings and photographs, caseworkers can find a work style that suits them and their agency best.

## Get more out of every client visit

Every minute spent with a client counts. Diona Visits helps ensure that the focus is where it should be, with the client, rather than on shuffling paper.

With visit details including expectations, reminders, and tasks easily at hand, caseworkers can be confident that they can manage their workload more effectively and with better outcomes.

## Plan and prepare better for each day

Having a unified view to plan and prepare for client visits, activities, and appointments for the day means getting off on the right foot. Heavy caseloads can be managed more easily and with less stress.

With status, client information, and an integrated map view easily at hand, preparation can be done more quickly and completely and better outcomes can be achieved.
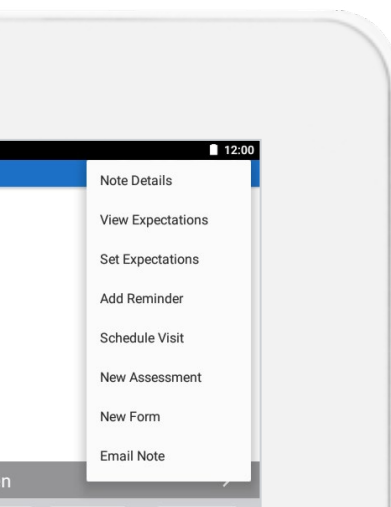
## Assessments and forms

Diona Visits offers an easy, secure, and efficient way to manage and conduct assessments and fill out forms in the field on a tablet. It works both online and offline and integrates with agency systems and processes to simplify and expedite the assessment process and get to better outcomes.

Assessments and forms have time and data entry control, and can be sent directly to agency back-end systems, or stored in the Diona Data Store. PDFs can also be generated on-the-fly and shared with clients and stakeholders.

## Use technology that makes things easier

Let's face it, many enterprise software systems brutalize their users. Poor user interfaces that are counter-intuitive and require extensive training create a training and support burden and leave caseworkers feeling as if they

are spending too much time and energy on the wrong things.

Diona Visits is different. Through an intuitive and easy to master user interface, caseworkers can quickly learn how to use the solution.

## Manageable mobile technology diversity

For agencies, the prospect of developing for different device types and operating systems can be daunting. By design, Diona solutions support Android, iOS, and Windows 10 devices while taking advantage of their built-in capabilities. That's one less thing to worry about and a cushion against change in the rapidly evolving mobile device market.

## Get a handle on your non-functional requirements

Behind-the-scenes requirements can pose some of the most difficult challenges for an IT project. Individually, they can require serious expertise and collectively, they can be overwhelming. Diona lifts the burden by providing essential non-functional requirements out of the box including reliability, scalability, extensibility, and configurability.

## Rapid assessment deployment

Need to create or amend an assessment or form that your organization relies on? With Diona Visits, assessments and forms can be configured, expanded and added with no software development or coding, allowing delivery to caseworkers in hours instead of weeks or months.
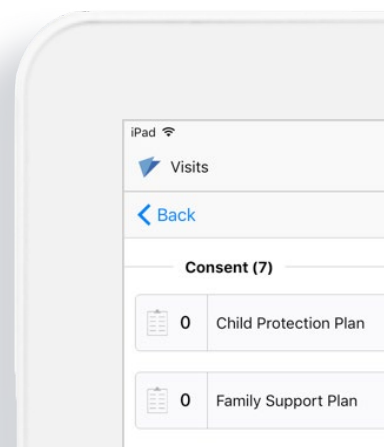
## Release the value of your enterprise system investment

Many agencies have made large investments in systems of record for case management, eligibility, and assessments. A system of engagement offers the opportunity to get more out of that investment. A system of engagement moves data and processes away from the enterprise back office and closer to the field where they have more value.

By better connecting caseworkers with the system of record designed to support their work, caseworkers are more efficient and more effective. It's called a system of engagement and transforms how organizations get work done.

## Deliver successful projects in less time and with less risk

Diona Visits is a commercial-off-the shelf (COTS) solution. This reduces the time, resources, and success risks associated with one-off coding projects. Projects can be delivered in months rather than years, as requirements change updates can be made in hours rather than days! Starting with a real product specifically designed for

Health and Human Services, by people who understand the unique needs of clients and agency caseworkers, is a more efficient, and cost effective approach than building something from scratch.
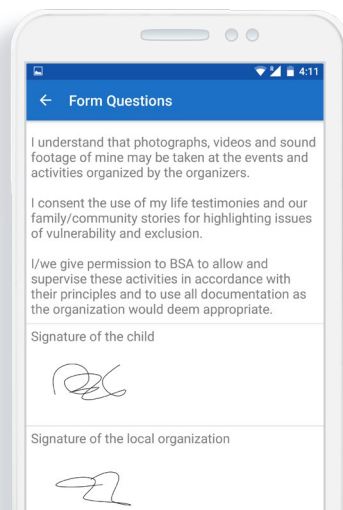
## Keep sensitive information safe

Bringing paper-based client information into the field is inherently risky. Diona Visits features strong encryption and data protection features which protect agencies and their clients. Only information needed in the field is brought into the field, and data can be wiped remotely if the device is lost or stolen.

## About Diona

Diona provides innovative systems of engagement solutions to government Health and Human Services, Social Care, and Social Security agencies and NGOs around the world. Diona's family of social program engagement solutions turn mobile devices—such as smartphones and tablets—into tools to achieve better outcomes by helping agencies serve people more effectively, while improving how their employees work and collaborate.

## Contact Diona

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