

DHS News

Newsletter of the Allegheny County
Department of Human Services



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Mobile application provides a new option for caseworker safety

Earlier this year, CYF partnered with Alert Media to offer SafeSignal, a tool designed to improve caseworker safety.

SafeSignal is a mobile application that alerts law enforcement and CYF leadership in the event of an emergency. Prior to making a visit, caseworkers can log into the SafeSignal app to enter their location and any notes about the visit. The caseworker will then place a tether, or headphones, into the headphone jack of their cell phone. If there is an emergency, the caseworker can pull the tether or headphones from the jack which will cause the app to contact the call center at SafeSignal. The call center will reach out to emergency services, the caseworker supervisor, clinical manager, regional office director, and the main number for the intake department. Law enforcement will be dispatched to the caseworker's location, using both GPS and the information entered into the application.

"DHS administration has prioritized improved caseworker safety over the last few months and worked hard to find tools and practices to keep our staff members safer. We are excited to offer SafeSignal as another option that caseworkers can use to make home visits a bit more comfortable," said Bill Bedillion, CYF safety, permanency, and best practice specialist. "While CYF's main goal is to ensure the safety, permanence and well-being of the children we serve, we can't help our families or our kids if our caseworkers aren't safe themselves."

The SafeSignal application is now available for use by caseworkers, caseworker supervisors, and client interaction specialists. Plans are in place to expand usage of the application to other offices that conduct home visits with clients.

To learn more about SafeSignal, contact Bill Bedillion at William.Bedillion@AlleghenyCounty.US.