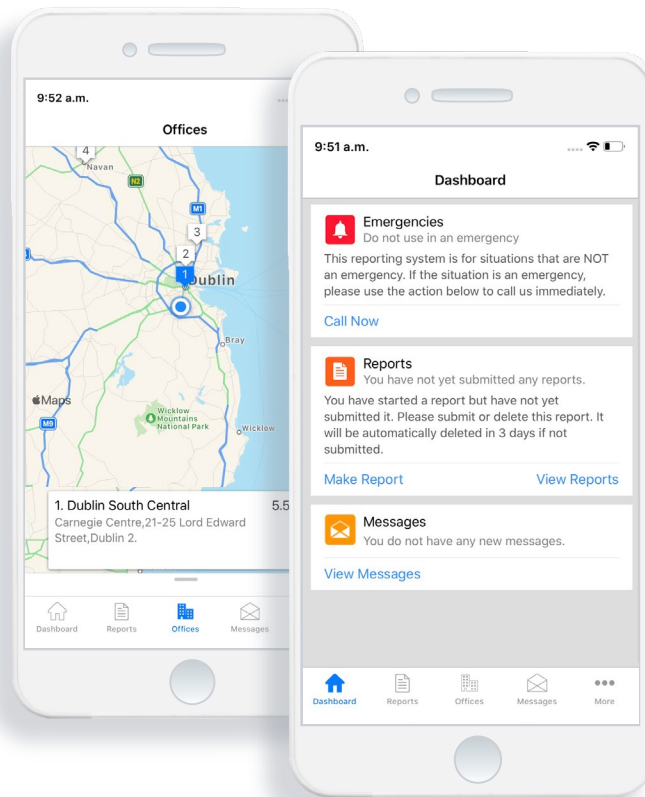## Report child welfare concerns

Transform how reports of suspected abuse, exploitation and neglect can be filed by reporters.

By providing a user-friendly and efficient way to report and track progress on reported child welfare concerns, your agency can ensure that reporters are kept informed about the progress on their reports and the safety of the child.

Report concerns anytime or anywhere

Reporters can easily fill out and submit reports anytime and anywhere using their smartphones or tablets. Sophisticated forms functionality makes filling out and submitting a report easy and error-free for reporters.

Put local offices on the map

Diona Reporter provides an integrated map view to provide reporters with the list of agency offices in their jurisdiction. With interactive maps, people can quickly find the nearest office to their location.

Attach supporting documents

Diona Reporter allows reporters to substantiate a report by attaching supporting documents. Reporters can provide documents by using the device's camera to upload a photo, select a photo from their gallery, or select a file stored on their device. Delivering supporting evidence along with the report directly to the agency can help expedite the intake process thus leading to a faster and safer resolution.

Understand the status of agency actions

Diona Reporter provides an easy interface to view the status of a report, track actions taken by the agency, and contact the agency about the status or progress on a report.

Support multiple mobile operating systems

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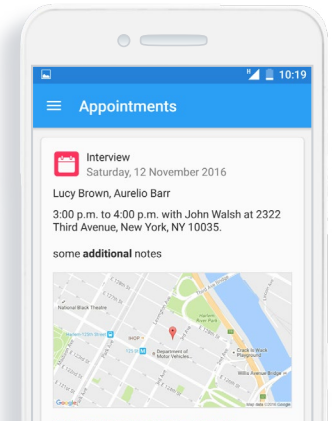
DIONA

Features for a reporter

- Easy and intuitive user interface
- Secure push notifications
- Ability to file a report and upload supporting documentation directly to an agency
- Easy contact for filing emergency reports

Features for an agency

- Extend a new channel to reporters
- Better feedback mechanism to interact with reporters about the status of reports
- Improved response to reports
- Support for practice models such as signs of safety and structured decision making
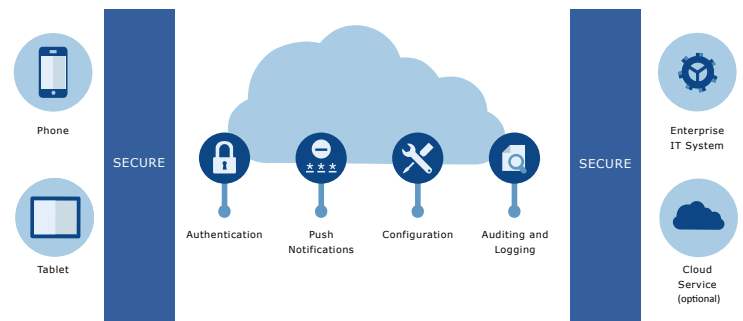
Make security central

IT professionals know that effective security must be integral to every element of an enterprise solution's design. With Diona Reporter, security is designed in from the core out. With multi factor authentication and end-to-end encryption, suspected abuse report data is secure at all times.

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 solutions lift the burden by providing essential non- functional requirements out of the box including reliability, scalability, extensibility, and configurability.

Phone

Tablet

SECURE

Authentication

Push Notifications

Configuration

Auditing and Logging

SECURE

Enterprise IT System

Cloud Service (optional)

Configuration not coding

Agency service delivery is always changing, and as agency requirements change, the supporting technology needs to change with it. Agencies need a truly flexible solution that can implement changes fast without the need for expensive re-coding. This is why configuration beats coding every time. With a user-friendly interface, agencies can alter the look and feel, configure functionality on and off, add/modify forms, using the Diona Configuration Manager. These changes can be quickly made available to reporters without requiring the reporter to reinstall their application. Now that's powerful! Diona Reporter is made to work around the world and can be quickly configured to support the languages that your reporters require. In addition to working with both left-to-right and right-to-left text, Diona Reporter supports double-byte characters including Kanji. New languages can be added quickly and without coding.

Deliver successful projects in less time and with less risk

Diona Reporter 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 weeks rather than months, as requirements change updates can be made in hours rather than days! Starting with a real product specifically designed for Health & Human Services, by people who understand the unique needs of clients and agency social workers, is a much better approach than building something from scratch.

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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