

Community Based Care
of Central Florida



protects children

and their privacy

- **Business Needs** - A way to secure children's personal data to prevent identity theft, comply with government regulations, and ensure confidentiality
- **Networking Solution** - Virtual private networking and advanced cybersecurity services extend organization's ability to safeguard the children in its care.
- **Business Value** - AT&T solutions enable organizations to manage their network in-house, which saves money and helps them better protect the children and their private medical records.
- **Industry Focus** -
Child protection and advocacy
- **Size** - Active caseload of more than 2,500 children

About the customer

Community Based Care of Central Florida (CBCCF) is the lead nonprofit organization for foster care and adoption in Orange, Osceola and Seminole counties. It's one of the agencies responsible for protecting children who come into the child welfare system because they were abused, neglected or abandoned. Its top priority is keeping kids safe.

The situation

Caring effectively for children in Florida's child welfare system means working with dozens of other agencies and organizations, which requires CBCCF to collect and share the children's personal data. This sensitive data includes health records, social security numbers, court reports and other information that must be protected under state and federal laws. CBCCF needed a way to safeguard the digital data of the children in its care.

The solution

AT&T MPLS networking lets CBCCF share sensitive data without leaving the security of its virtual private network. Adding AT&T Cloud Web Security and AT&T Threat Manager Log Analysis further insulates the information and increases protection against digital attacks.

Working to break the cycle of abuse

Community Based Care of Central Florida (CBCCF) protects children who are abused, neglected and abandoned. As the lead agency for child welfare services in the region, CBCCF services include foster care, adoption, mentoring and independent living.

The agency has an enviable record of success in helping children. It has facilitated 400 adoptions in the past two years, and has reunited 69% of children with their families. The agency serves 35% of families in their own homes. The vast majority (70%) of children in licensed care live in foster homes, not group care homes.

CBCCF's services are proving to be effective in stopping the cycle of abuse. More than 98% of children experience no abuse within the critical first six months after termination of services. The agency is also a careful steward of resources. More than 94% of every dollar goes to services and programs.

Chief financial officer Len Hartman stressed the importance of safeguarding children and the organization's bottom line. "We take pride in two important areas: protecting children and being a nonprofit with a low 5% administrative expense," he said.

A national leader in progressive child welfare systems, CBCCF forges community partnerships and innovations that promote healthy, safe and self-sufficient families. It strives to empower families to safely care for their children by engaging, protecting and inspiring every child, every day, said Glen Casel, CBCCF President and CEO. "CBC of Central Florida is one of the agencies responsible for taking care of children who've been abused or neglected," he said. "And certainly, that includes the protection and privacy of our children as much as it does their day to day safety."



Safeguarding children and their data

Personal data is collected and transferred across the agency network daily to effectively and efficiently support its core value – serving children and families.

Katria Jenkins, Ed.D., executive director of CEC's, Osceola County operations, said the agency recognizes the vast responsibility to protect the identity and privacy of children in its care. "They are entitled to normalcy and they should not have to worry about their personal information following them wherever they go," she said.



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Glen Casel

President and CEO,
Community Based Care of Central Florida

CBCCF case managers document each child's situation at every stage of intervention to measure progress. This data collection often takes place at children's homes, schools, physician offices and anywhere else they receive services. “Workers don't stay in the office,” Dr. Jenkins said. “Most of the time they're doing home visits, they're in court, they're taking children to appointments.”

As a result, case workers had to be able to enter and update information from the field. They also needed to be able to access existing information about their clients, Casel said. “We need to be able to retrieve records and do things in a near real-time basis while

never having a fear that somebody might find a way in to our network and to our documents.”

Through no fault of their own, many children have entered the foster care system as a result of being abandoned, neglected or abused. Without adequate security measures, sensitive personal information may be more vulnerable to hackers and identity thieves. In the case of children, identity theft can go undetected for years. CBCCF officials understood the importance of safeguarding the information collected from the vulnerable children they serve.

Security, agility, mobility

According to Casel, CBCCF approached AT&T for help designing a solution that would help protect its network and the personal information of the thousands of children the agency serves each day.

Added Casel: “The real challenge for us in designing a network with AT&T was to have that very high level of security and yet deliver something that was very nimble and very mobile.”

The agency's account team recommended the AT&T Virtual Private Network, a network-based IP VPN solution that is provided over the AT&T Global Network utilizing Multiprotocol Label Switching. The solution provides high-performance, any-to-any connectivity that enables CBCCF to transmit data to any location without leaving the security of its private network.

CBCCF took network security to the next level by adding AT&T Cloud Web Security and AT&T Threat Manager Log Analysis. The Cloud Web Security provides near real-time protection against viruses,

malware and hackers. It enables CBCCF to provide safe and reliable connectivity for its case workers wherever their job takes them. The service also gives the agency cloud-based controls that it can use to filter content.

AT&T Threat Management Log Analysis delivers log monitoring, correlation and expert analysis of security activity across customers' infrastructures in near real-time. The service helps CBCCF improve the effectiveness of its cybersecurity to actively analyze logs and alerts from all the devices that staff use, and notify the agency of any identified threats.

Using cloud web security and threat manager is a proactive approach to network security that helps the agency protect all layers of its network. "AT&T has done a great job in customizing their approach to us based on our needs," Casel said.

Getting the job done

As a not-for-profit organization, CBCCF appreciates that the AT&T solutions have allowed staff to manage the network in-house at a lower cost. The agency's information services team now has more visibility into suspicious activity and can work toward compliance with state and federal regulations covering children's Protected Health Information.

Management Information Services director Mark Mon said his team gained confidence from AT&T's experience and expertise. "AT&T came in and basically said, 'You're going to be up. If something happens,

we're going to be there to help you through the problem. You're going to be able to get your job done.'"

CBCCF envisions a world in which every child has a safe, loving and nurturing home – free from abuse, neglect and abandonment. As the agency works to achieve that vision, AT&T services are helping the agency protect the children it serves and their information.

"AT&T was able to put us on a road map that took us from 'We need some help when it comes to cybersecurity,'" Mon said, "to 'We're doing the best job we can to make these kids' data safe.'"

"AT&T has helped us protect our kids from a digital attack at a cost within our budget," he added. "While these children and youth are under our care, we are committed to protecting all aspects of their lives."

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