Mobile Technology Web-Ex
Administrators and Information Technology Staff
Minutes
November 7, 2012
1:00 – 3:00 p.m.

Summary of Action Steps from the WebEx:

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsible?</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Forms Completed and emailed to <a href="mailto:cwvisit@pitt.edu">cwvisit@pitt.edu</a> or faxed to 717-795-8013</td>
<td>All Technology Agencies</td>
<td>January 4, 2013</td>
</tr>
</tbody>
</table>

- **Welcome and Introductions of CWRC Staff**
  - Brandie Gilbert (Statewide Training Specialist)
  - Marsha Lynch (Quality Improvement Supervisor)
  - Matt Kerr (Technology Development Department Manager)
  - Gene Detter (Technology Development Instructional Specialist)

- **Technology Distribution**
  - **Technology Purchased**
    - All agencies have received information on the technology that they will be receiving.
    - The following will be distributed across PA based upon agency request:
      - Tablets,
      - mobile printers,
      - voice to text headsets
      - Dragon Naturally Speaking software at the agency’s request.
  - **Update on Distribution Plan**
    - Some of the agencies have already picked up their equipment. We have the goal to have all the equipment distributed by the end of December 2012. Our internal staff at Pennsylvania Child Welfare Resource Center is being asked for travel plans for the counties by November 14th and then they will be contacting the agencies of their visit.
    - Agencies are still welcome to pick up the equipment if they have staff who are traveling to Mechanicsburg. If you wish to pick up the equipment, please contact Brandie Gilbert
  - **User Information Forms:**
    - The user information forms are due by 1/4/2013. This form allows us to contact the users when we have informative sessions about the technology, updates from us and Nuance updates.
    - If there are multiple users using the tablets, agencies can decide who they want as the contact person. Some agencies provide all the contacts with CWRC distributing the information and some
provide one agency contact who distributes the information to everyone. This form was sent by email previously, however, if you are missing this form please email your request to Brandie Gilbert and she will send you a new form.

- **Mobile Technology Guide**
  - **New Information Added**
    - The guides have been expanded for the tablets because of the abundance of feedback received within the past year. Information added includes specifications about the tablets, the prep work needed by the Information Technology staff for the tablets and policies that Administration may need to consider with the usage of this technology. CWRC is finishing the technology guide now and it will be available in December.
    - Sections will also include information on successes and lessons learned throughout the past 3 years of the technology
      - **Examples of Successes Learned**
      - **Successes Learned**
        - One county has cut down their usage of paper, so they will be paperless by 2015.
        - One county has reduced overtime for workers, so they have reduced costs in their overall budget. The paperwork time lapse is much faster.
        - Caseworkers in court that have the air cards, have been able to catch up on their case notes.
        - In some counties, they have used the equipment in court to update plans according to the judges’ orders, print the documents off, had the judge sign the new plan and gave the new plan to the family before leaving court.
        - Some counties the mobile printers during the family group decision making conferences and provide the families with copies before leaving.
        - Some counties have given the on call worker access to the tablet and have been able to have the caseworker meet the child at the hospital and print out the emergency forms needed.
  - **Curriculum**
    - There is a new curriculum coming out across the State that you should consider sending your staff to, “Technology in the Workplace: Legal and Ethical Ramifications”. This was presented at the March PCYA meeting and will be scheduled across the state. It is a 3 hour training.
  - **Technology Information**
    - **T902 Tablet Information**
The largest different in the T902 is the potential for touch screen navigation.
- If your agency decides to purchase Windows 8, the driver for the update is located on the T902 tablet to update. This allows the touch screen navigation to be enabled with Windows 8.

Here are the specs for the T902 tablet:
- Key Features:
  - Brilliant (300 nit) 13.3" HD+ (1600 x 900) Anti-glare LED backlight display
  - Supporting the latest Intel Processor and Chipset Technology
  - Advanced security includes Fingerprint Sensor, SmartCard reader, Intel® AT Technology, embedded TPM, and more.
  - Wireless WAN ready (upgradeable) and LTE ready (TBD)
  - Modular bay with quick release latch for quick user interchangeability
  - Robust bi-directional display hinge, hard drive shock sensor, magnesium-alloy cover, anti-microbial and spill-resistant keyboard

- Key Enhancements from T901:
  - Thinner, lighter form factor with new look and feel
  - Corning® Gorilla® Glass—increased durability and damage resistance
  - Latest sensors: Accelerometer, gyrometer, magnetometer, ambient light sensor
  - Windows 8 ready (drivers when available and pre-install of Win 8 at TTM)
  - Optional dual digitizer w/capacitive multi-touch functionality capable of supporting 10 finger input
  - Updated Design: Isolation keyboard, backlit keyboard (post-launch) and edge-to-edge glass (bezel-less)
  - Optional TCG OPAL compliant SED drives

Headsets distributed with each of the tablets as well additional headsets may be distributed based upon agency need:
- A large number of counties do not have speakers, so the headsets can be used for the online training that Pennsylvania Child Welfare Resource Center offers. There are online courses about using the tablets in the field and in the home with families.
- Microsoft Office License
- These tablets have the Windows 7 operating system but do not come with the Microsoft Office licenses. Your Information Technology staff can install the Microsoft Office on the tablet to enhance it for the user. In the user guide we have the link to the Microsoft home page to provide you with the information that you need to load this software.
  
  o Loading Agency Forms:
    - The Information Technology staff can also load all the county specific forms to the tablet for usage. Some counties are loading the air cards that can be used. This has been a positive feedback from caseworkers.
  
  o **Question from Participant:**
    - Do these tablets qualify for the Windows upgrade?
  
  o **CWRC Answer:**
    - Yes. They have the drivers built in to handle Windows 8. The tablets have gorilla glass so it should be more durable. CWRC purchased bump cases for the tablets. The tablets operate under the Windows 7 operating system and the voice to text feature can be used with the headsets.

- **Mobile Printers**
  - Combination bags (hold printer and tablet) will be distributed with each printer
    - As well, a Bluetooth adapter and charger for the printers. In the guide for the Bluetooth Adapter there is a section that shows how to install the adapter internally into the printer versus installing them externally on the unit so that they will not be lost or get damaged with usage.
    - When Matt Kerr tried out the printer, he was able to get the Bluetooth up and running in about 2 minutes time.
  
  - CWRC did research printer/scanner combos; however, the good mobile scanner printers that we found were not cost effective for mobile usage like the counties would need. A
  
  - Some of the benefits are that the printers run off batteries so the caseworkers do not have to worry about finding an outlet for electricity.

- **Voice Recognition**
  - **New User Suggestion:**
    - have previous users who have used the voice recognition collaborate with the new users and/or be a resource for the new users. It takes about 8 hours of continuous usage to train to use the software.
  
  - **Successes Learned**
• We have heard that there are workers who are caught up on their paperwork finally with the usage of the equipment. Some with carpal tunnel have benefited from this.
  o Dragon Naturally Speaking
    • For the Dragon Naturally Speaking, CWRC burned a copy of the disc for each county, with a label containing the serial number, product key and the number of licenses allotted to each county. This is not an auto run disc. You will insert the DVD, open the executable file and enter your serial number. **Do not install more copies than were allotted to your county.** The difference is from last year is that the instructions for the set up of the Dragon software is within the DVD, not a separate disc. There are helpful tips located at the Nuance website.

• **Reallocated Equipment**
  o Administrator will be contacted if additional equipment is available for their agency
    • Some counties after they saw the equipment decided that they may not have needed the initial number. Brandie Gilbert will be contacting the Administrator about additional equipment that becomes available when other counties have reduced the number of items needed. Brandie will be contacting agencies within the next week or so about this equipment. (Update: all agencies who will receive additional equipment have been contacted by Brandie Gilbert)

• **Web-ex for Equipment Users**
  o Reminder of the Mobile Technology Sessions which are scheduled in 2013. Mobile Technology Users, IT staff, Supervisory Staff, and Administrators are encouraged to participate
  o 2013 Dates
    • Wednesday, January 30, 2013 (10-12)
    • Wednesday, April 24, 2013 (10-12)
    • Wednesday, July 24, 2013 (10-12)
    • Wednesday, October 30, 2013 (10-12)

• **Open Discussion**
  o Nothing presented by the callers.