Mobile Technology Networking Session Minutes  
April 24, 2013  
10:00 am – 11:30 am  

- **Brief Background Information Regarding the Mobile Technology Project**  
  - Federal funds were made available to Office of Children, Youth and Families (OCYF) through the Child and Family Services Improvement Act. While these funds were to be directed to improving Quality Visitation, the legislation did encourage using the funds to increase caseworkers access to technology.  
  - Funding for this project has led to 3 different distributions of technology  
  - Throughout the 3 technology distributions, we have been gathering successes, and lessons learned.  
  - OCYF has decided that there will not be additional funds spend on technology next year as this was just a way to get technology started in the counties. With all the successes that have been learned, it is recommended if counties want additional technology to place their requests in their Needs Based Budget Plan.  

- **Various Examples of Mobile Technology Use Across PA that have been gathered**  
  - Based on our last call in January will highlight some of the new successes heard.  
    - **Tablet Use**  
      - Mobile Hotspot: Some counties are using mobile smartphones and other technology as hot spots for the tablets. Verizon also makes mobile hot spots that you can take with you to connect to the network at an additional fee to your cell phone plan.  
      - Webcam for pictures of the home or children for documentation in the case rather than a camera.  
      - Power outage for a week and their tablets were able to step up allowing them to be able to get the work completed for the agency.  
      - When clients do not have computers, the caseworkers were able to help the clients to sign up for Social Security benefits and help people look for housing with the tablets.  
    - **Mobile Printer Use**  
      - Printers are Bluetooth so caseworkers have connected them to their work cell phones and print photos directly from the cell phones.  
    - **Voice Recognition Use**
- Reminder that there are cheat sheets available and trainings through Nuance for DragonSpeak.
- Windows 7 also has a cheat sheet

**Mobile Technology Resources Available – Resources Available: Help to train new worker, help with resistance**

- **Online Training**
  - “Using the Fujitsu Lifebook” – guide you in the use of the many functions of the tablet
  - “Youth and Family Engagement and the Use of Technology” – explore how technology is a tool that can be used to work collaboratively with youth and families and enhance engagement.

- **In-person Training:**
  - 501: Technology in the Workplace: Legal and Ethical Ramifications
    - Texting and social networking is changing the manner in which individuals communicate and interact in their private and professional lives
    - While these technologies offer many opportunities for increased professional communication, professional roles and boundaries can often become blurred.

- **Quarterly Meetings (via WebEx)**

- **Mobile Technology Discussion Board** ([http://www.ilp.pitt.edu/QV](http://www.ilp.pitt.edu/QV))
  - This forum will provide individuals the opportunity to share ideas, as well as tips and techniques pertaining to mobile technology use

- **Technology Available Based upon returned items:**
  - 22 headsets
  - 66 Bi-Directional USBS (send documents from tablet to desktop computer)
  - 1 mobile printer
  - Respond by 4/30/2013 with your interest in the technology

- **WebEx Needed for DragonSpeak Refresher training?**
  - Nuance has stated that they can do a WebEx for DragonSpeak users as a refresher of the training. Most likely 1 – 2 hours. Would individuals be interested?

**Participant Discussion**

- **Tablet Users Successes and Lessons Learned**
  - Question: There are concerns about workers using signatures with the new technology. Signatures can be copied and pasted in the computers onto documents that clients did not want to sign. We
would hate to think that anyone in our field would do something like that, but the possibility is there. It's an uncomfortable situation. **Answer:** We could include directions in the meeting minutes on how to disable the screen shots. You can Google how to disable the screen shots.

- Steps to Disabling Print Screens:

- Question: There is a co-worker that I was helping with the tablet. Her settings with the writing tool were extremely sensitive, to the point that it is difficult for her to use the tablet and writing feature. Is there a way to get into the settings to adjust the sensitivity to the tablet, so that she can use the writing features? **Answer:** Go to the Control Panel – switch to small icons and adjust the flick switch.

- Mobile Printers
  - Question: The Bluetooth seems to keep falling for the printer. **Answer:** A county synced to smart phone with Bluetooth. Check with firm wear updates on the manufacturing website and update your printer.

- Question: Is there any chance that we can get USB printer cables for the mobile printers?

- Voice Recognition Users Successes and Lessons Learned
  - Question: One issue is that a lot of the training through the Resource Center is based on OneNote. On our laptops, the version of Office (2010) on the laptop which includes OneNote expires after a certain period of time. Is there a way to get OneNote without the expiration date? **Answer:** We can put that on our request but it depends on where the funding is going. There are other alternates to use. One alternative is Evernote or others. Gene will track down a list of OneNote alternatives.

- Various OneNote Type Downloads:
  - OneNote Mobile:
    - [http://alternativeto.net/software/microsoft-onenote/about/](http://alternativeto.net/software/microsoft-onenote/about/)
  - 5 Free Alternatives to Microsoft OneNote (Evernote, Tiddlywiki, CintaNotes, Tomboy, Nevernote)
  - DragonNaturally Speaking Training Videos:
Mobile Printer Users Successes and Lessons Learned

- **Future Networking Session Dates and Times**
  - Thank you to everyone for joining the session and sharing feedback. We hope this information is beneficial to you.
  - Any questions can be directed to Brandie Gilbert at the cwvisit@pitt.edu email account.
  - Wednesday, July 24, 2013 (10 am – 12 pm)
  - Wednesday, October 30, 2013 (10 am – 12)