Mobile Technology User Networking Session Minutes  
Tuesday July 24, 2012  
10:00 am - 11:00 am

Below you will find the minutes from the Mobile Technology WebEx. Please note: Helpful hints or questions that have been gathered from the WebEx are included in this document, but will also be placed on the Mobile Technology Discussion Forum at: http://www.ilp.pitt.edu/QV/ We encourage you to register for the Mobile Technology Discussion Forum so that you can share your knowledge and questions regarding the various types of technology being used with other child welfare workers across the state.

Thank you everyone who joined the discussion, please continue to look for information from the cwvisit@pitt.edu email account. Our next Networking session is on Wednesday October 31, 2012 (10 a.m. – 12 p.m.)

- **Summary of Participants Who Participated on the WebEx**
  - Registered Participant Summary:
    - 27 participants including QA Staff, Supervisors, IT Staff, and Mobile Technology Users

- **Quality Visitation Workgroup Update**
  - A survey was sent to Administrators in June that asked administrators if they would like various technologies for their agency, such as tablets, mobile printers and voice recognition, as well, other technology areas were requested in the survey.
    - The workgroup reviewed all surveys, and decided to purchase the following technology by September 30, 2012.
      - Fujitsu Tablets
      - Mobile Printers
      - Headsets (which can be used for online training)
      - Voice Recognition Software
    - Distribution of this software will occur in later Fall.
    - Air cards were requested by some agencies, however, the workgroup and OCYF agreed that funding could not be used to purchase air cards because of the variety of online service providers and the ongoing service costs.
    - OCYF/CWRC is currently determining the number of technology to be purchased. Once the numbers are finalized, the order will be made for the technology and Counties will be notified how much of the technology they will receive (if they requested technology).
When the technology is distributed to the agencies, a vamped up Mobile Technology Guide will be provided which will include practice use of mobile technology in the field.
  - If you would like to view previous mobile technology guides, please feel free to visit:
    http://www.pacwrc.pitt.edu/QV.htm
  - Attached to this email, you will find the responses that were gathered from the recent June 2012 Technology Survey. We wanted to provide you with this information because some of the information may be beneficial to your agency when planning the impact of technology within your agency.
    - The following questions were asked:
      - Has the addition of any of the technology listed impacted your hiring practices? If so, please explain.
      - Has your agency implemented any new policies or procedures as a result of using any of the technology identified? If so, please explain.
      - Has the deployment of mobile technology resulted in unanticipated costs related to maintaining hardware, software and Information Technology (IT) support? If so, please explain.
      - Is there anything else you would like to share related to mobile technology or your needs moving forward?

- Caseworker/Supervisor Feedback Regarding the Use of Technology in the Field
  - Voice Recognition Software:
    - Question from Participant:
      - Any report about which is better, DragonSpeak or Windows 7 Voice Recognition?
    - Response from CWRC:
      - Based upon the responses to the June 2012 Technology Survey, 2 counties responded that they prefer Dragon. However, 4 or 5 other counties said that they like Windows 7.
      - CWRC has not found any actual reports on which voice recognition software is better. It depends on what report you are reading about that indicates which software is better.
        - CWRC has found that Windows 7 does have the advantage with CPU use on the computer, because the software is already built in so CPU is less.
    - Response from Dragon Participant:
      - Participant likes Dragon; however it appears at the end of the day that Dragon becomes lazier because of more network use within the agency. The computer freezes.
- **Response from CWRC:**
  - Check to see if your agency is running an agency wide virus scan in the afternoon which could cause a slower network connection. Also, the afternoon may be a busy time for individuals using the network, so could also lead to slower connections.

- **Technology and ICAMs/CAPS software**
  - **Question from Participant:**
    - Are there any agencies noticing a delay with inputting information into ICAMs (similar software to CAPs)?
      - There were no responses from any participants on the WebEx. This question will be placed on the Mobile Technology forum to solicit any feedback. Also if you are reading these minutes, and have noticed a delay, and can offer any troubleshooting suggestions, please email cwvisit@pitt.edu

- **Mobile Printer Feedback:**
  - **Question from CWRC:**
    - How have agencies been using the mobile printers?
      - **Response from Participants:**
        - Agency IT Support Varies
          - Varying responses from participants were provided. Some agencies have not used the mobile printers, because of IT Staff capacity and needing their support to set up the printers. As well, agency may have had initial IT Support to set up the printers, but not ongoing support, because it is lower on the priority level

- **Feedback from CWRC:**
  - During the initial technology distribution, agencies were asked to ensure staff IT support. CWRC will once again ask for IT Staff support for the next round of technology distribution as well as ongoing IT support.

- **Feedback from participant:**
  - Technology has been working well within the agency due to strong Administrator support and ongoing IT Support
    - Other agencies are using the printers for emergency services or on call staff
- Safety Plans are printed immediately

- **Future Networking Calls?**
  - Participants indicated that the mobile technology networking calls are beneficial, and that future networking calls should be scheduled. The future dates will be sent out with the October 2012 Mobile Technology minutes.

- **Reminders/Resources Available**
  - CWRC encourages mobile technology users to continue to keep CWRC informed about the good and bad of mobile technology use, so that CWRC can help troubleshoot and share the value/impact on the child welfare field.
  - Mobile Technology User Discussion Forum
    - [http://www.ilp.pitt.edu/QV/](http://www.ilp.pitt.edu/QV/)
    - Forum includes various tips and techniques that CWRC has heard from Mobile Technology Users, as well it is an opportunity for mobile technology users to share information.
      - Individuals will need to register on the forum, and then Brandie Gilbert will need to approve the individuals prior to being able to post the first time.
  - Mobile Technology Online Trainings:
    - [http://www.pacwrc.pitt.edu/QV/Online%20Trainings.pdf](http://www.pacwrc.pitt.edu/QV/Online%20Trainings.pdf)
    - Using Your Fujitsu Lifebook
      - This course will allow direct service workers the opportunity to maximize the use of your Fujitsu Tablet PC as you conduct home visits. The course will guide you in the use of the many functions of the tablet such as how to take handwritten notes and convert your notes to text; how to use a printed form and complete it without having to use the keyboard; how to create a digital notebook for each of your cases; and how to easily input and then search the information you need. All workshop activities and content are geared to help you conduct home visits, complete the safety assessment worksheet, and create the safety plan. You will even learn how to get a digital signature from each child’s caregiver.
  - **Youth and Family Engagement and the Use of Technology**
    - Family and youth engagement is the centerpiece of a caseworker’s work with families. This workshop will reinforce the critical nature of engagement for all children, youth, and families and explore how technology is a tool that can be used to work collaboratively with youth and families and enhance engagement. Further, this workshop will examine how the use of technology in the field can allow more time to be spent engaging families in the field. Participants will explore how to
maintain and/or enhance their engagement skills with children, youth, and families while learning new strategies to engage children, youth, and families while using mobile technology.

- Enhancing Assessments Toolkit-
  - [http://www.pacwcbt.pitt.edu/Resources/PA%20Enhancing%20Assessments%20Toolkit.pdf](http://www.pacwcbt.pitt.edu/Resources/PA%20Enhancing%20Assessments%20Toolkit.pdf)
    - The Toolkit has been designed to provoke critical thinking amongst caseworkers. It is not meant to replace supervision, nor is it inclusive of all family situations and circumstances. What it does is provide workers and supervisors with a tool to help them apply critical thinking skills as they explore the possible underlying causes of a family's concern(s). We wanted to share this resource to mobile tech users in case you would like to download this toolkit on your tablet and reference it as needed with your cases. The goal in utilizing the toolkit is that you are likely to improve your critical thinking skills, improve your ability to assess families by being able to identify the underlying issues, and impact sustainable changes for children, youth and families.

- Future Networking Session Dates and Times
  - Wednesday October 31, 2012 (10:00 a.m. to 12:00 p.m.)
  - 2013 dates to be provided in October 2012