Mobile Technology User Networking Session Minutes  
Wednesday April 25, 2012  
10:00-12:00 pm

Below you will find the minutes from the Mobile Technology WebEx. Please note: Helpful hints 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/](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. Future Networking Session dates and times are:

- **Tuesday July 24, 2012** (10 a.m. – 12 p.m.)
- **Wednesday October 31, 2012** (10 a.m. – 12 p.m.)

**Summary of Participants Registered to Participate on the WebEx**

- Registered Participant Summary:
  - 28 participants registered including:
    - Mobile Technology Users, Administrators, Technical Staff, and Quality Assurance Staff

**Quality Visitation Workgroup Update**

- Quality visitation funding continues and will continue until 2016. Funding will not all be used towards mobile technology, but there will be some money put towards future technology purchases. A survey will be going out in the next couple weeks to Administrators to assess the current technology needs.
  - The Mobile Technology Sessions that occur help to gather the strengths and needs of technology and help to plan for future purchases.
  - Technology purchases will be made in late summer/early fall
- At the June 2012 PCYA session, there will be a technology fair on June 13th.
  - Technology vendors will present various technology options that are available which may influence future technology purchases. Currently there are 8 or 9 technology vendors signed up
  - This technology fair is open to county agencies as well as private provider agencies.

**Caseworker/Supervisor Feedback Regarding the Use of Technology in the Field**

- **FUJITSU TABLETS:**
  - **Strength Feedback from Participant-Webcam Feature**
    - Franklin County-2 intake workers have started using the tablets to interview clients with the webcam feature recording the session with the client’s permission. The overall goal of the recording, is
to have it on file for court if an individual is not able to testify in court
  o 2 intake workers who have completed the child first training has started using this feature
  o Client signs a form that also explains that the video may be used in court.
  o Strengths viewed so far from this recording include:
    ▪ Helps with dictation and is a more accurate use of the interview
• Question from Participant
  o Are the recorded interviews permissible in court?
    ▪ Response from Franklin:
      • Have just started using this feature about a month ago. The form does state that the recording is permissible to use in court.
• Strength Feedback from Participant-Writing Pen Feature
  • The writing pen works extremely well, and is very accurate
  • Writing pen even works with very messy handwriting
    o Helpful Hints from Participants:
      ▪ One participant uses tablet writing pen to write down all her notes...Including phone messages which she can save the information including date and time of the message, instead of having post-it notes all over her desk of the messages.
      ▪ Uses tablet/pen feature during interviews to write down information. Find that saves about ½ the time because you can write down the information and it is already in the computer.
      ▪ If participants do complete the pen training so that it learns your handwriting, you will find that it is extremely accurate. You do need to proofread just like you would in Dragon or regular typing.
      ▪ Northampton County: most caseworkers are using the tablet/pen feature. Find that work is more accurate. Even use the tablet during work meetings.
Bedford County: participant stated that she is not a fast typist and finds that the writing pen feature helps her notes to be more accurate and thorough

**Barrier-Internet access**
- Bedford County-Participant has just received tablet not that long ago from another worker, have found the tablet very beneficial, however county does not have wireless access in the field.
  
  o **Helpful Hints from Participants:**
    - Some counties have chosen to purchase air cards.
    - CWRC is not able to purchase air cards due to the ongoing cost, such as monthly internet access cost
    - Recommend mobile wireless hotspots, such as Starbucks, area malls, McDonalds

**Question from Participant-Forms**
- Have any counties developed signature forms or forms that could share?
  
  o **Helpful Hints from Participants:**
    - Bucks County has made all their forms in templates now. Blank Forms are placed on the tablets C drive
    - Completed forms are saved on flash drives that are encrypted which then the users place on the agency drive so that if the tablet is lost, then personal information is not on the tablet.
    - Windows 7-under the pen function, unlocks the signature and you can sign directly on the page.

  o **Steps to access signature feature:**
    - **Step 1:** In word document, click the review tab, ink annotations.
    - **Step 2:** Choose which color ink and the ink size that you wish to use

  o If any agencies have forms that they would like to share with mobile technology individuals, please email cwvisit@pitt.edu

  o **Question from Participant**
    - Are signatures on tablet as legal as on paper?
      - **CWRC feedback:**
• According to OCYF’s perspective, Yes, they are as good as on paper, however, your agency will want to check with you solicitor as far as your counties legal perspective…it may vary between agencies

□ Delaware County Feedback:
• Have not had any issues with tablet signatures in court

○ VOICE RECOGNITION SOFTWARE:
□ DragonNaturally Speaking:
• Question from Participant
  ○ County just received CAPs, has anyone used Dragon with the CAPs system?
□ HelpfulHints from Participants:
• Dragon is made directly with Microsoft Office products so when you enter CAPs it does not go directly in the document. However, you can use cut and paste and insert the text into the dialogue box. So although it is one extra step, it still saves time as far as having to type the information.

• Strength Feedback from Participant-
  ○ Have found the software to be very accurate

□ Struggle-Finding time to use voice recognition
• Some participants have found it hard to make the time to learn and do speech recognition, feel that there is not enough time in a day to sit down and learn/use it.
  ○ HelpfulHints from Participants:
    ▪ Set a goal to try and use it at least 1 time per week. Also be sure to retrain it, so that it updates information and learns new words

□ Voice recognition headphones:
• Starting on page 27 of the Mobile Technology T901 Guide, you will find information regarding setting up voice recognition.
  http://www.pacwrc.pitt.edu/QV/T901GuideAndAppendices.pdf
- Windows 7 has voice recognition built in; you just need the headsets to activate the software. If you are interested in voice recognition, and have windows 7, talk to you administrator about including headset requests into their Needs Based Plan and Budget.

**Key things to remember about voice recognition!**

- Allowing Windows 7 to access your documents for commonly used names and words helps to ensure higher levels of accuracy.
- Try not to hand correct because then this minimizes the future accuracy that voice recognition may have
- Voice recognition is very person specific (if you have a cold when you first start the software, you may want to retrain it later)

- **Differences observed between DragonNaturally Speaking and Windows 7?**
  - Feedback regarding Windows 7 has been mixed, however, some of the same concerns that have been received about Dragon such as users remembering commands, and finding the time to use the software.
    - CWRC has found that the commands are identical between Dragon and Windows 7
      - Windows 7 does not require as much setup, and does not increase the windows CPU.
    - With both the software, it is important to remember that you need to train yourself to not hand correct the mistake, so that it learns the correct version.

- **MOBILE PRINTERS:**
  - **Strength Feedback from Participant-**
    - Worker was on-call after hours, and needed to print an emergency release form at the hospital. Worker was very grateful to have the mobile printer to print the release.

- **Previous question during January Mobile Tech Session about purchasing Printer/Scanner combination**
  - CWRC has been researching various printer/scanner combinations, but have not found any combinations that are receiving “high” ratings from consumers.
If anyone does find printer/scanner combinations with “high” ratings please contact CWRC with any recommendations.

**Resources Available**
- 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.
- 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.

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