Mobile Technology User January 31, 2012 WebEx Minutes

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/ 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:
Wednesday April 25, 2012 (10 a.m. – 12:00 p.m.)
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:
  - 62 participants registered including:
    - Mobile Technology Users, Administrators, Technical Staff, and Quality Assurance Staff

- **Background Information Regarding the Mobile Technology Project**
  - Purpose of Quarterly web-ex sessions
    - Set up to provide participants the opportunity to share how you are using mobile technology in the field so that users in other counties can benefit from the experience of others.
    - We encourage users to use this time to ask questions related to the use of technology; even if these questions are technical in nature.
    - If we are not able to answer the questions that are asked, we will make every effort to follow-up with the vendors or other individuals who might have the answers and then communicate the answer to Administrators, IT Staff and technology users across the State. Any follow-up related to the use of the technology will be posted on the Mobile Technology Discussion Forum.
  - Funding background
    - Federal funds were made available to 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.
    - The overall belief was that caseworker turnover could be partly attributed to the vast amount of paperwork (etc) and that if access to technology could decrease the amount of time it took for caseworkers to complete paperwork, it may increase the time spent with families. The increase in efficiency may then decrease caseworker turnover.
    - OCYF partnered with The Training Program to develop a research project that would involve use of the tablets. While the focus of the research
was on engaging families (through the use of tablets during caseworker visits). There were benefits to doing this first on a small scale so that the lessons learned from the use of the technology could be applied to future efforts in this area.

- Before moving forward with purchasing / distributing additional technology, each county was asked to complete a larger Quality Visitation Survey that included information about their IT capacity and asked counties what technology they would like to have access to.
- This resulted in the following technology being made available to counties: additional tablets, mobile printers and voice to text software/support.
- When counties requested items, The Pennsylvania Child Welfare Training Program was also able to let them know of any issues that counties might encounter based off of their current IT capacity. (This included if their current systems couldn’t support requested software).
- Lessons learned and more information on each type of equipment being used is available on the CWTP website.

- **Information available on the Training Program Website pertaining to Quality Visitation and Mobile Technology**
  - Website address: [http://www.pacwcbt.pitt.edu/QV.htm](http://www.pacwcbt.pitt.edu/QV.htm)
  - Includes information on the following
    - Various Quality Visitation Improvement Efforts such as Quality Visitation Field Guide, Mobile Technology Guides, Mobile Technology Online Trainings, Mobile Technology Discussion Forum, Quality Visitation Workgroup.
    - Technology users are encouraged to look at the Mobile Technology Guides. These guides contain more information on the products that were distributed to counties and it includes helpful hints regarding the function of the products and feedback gathered from caseworkers who were actively using the technology when working with families.
  - **Mobile Technology Online Forum** [http://www.ilp.pitt.edu/QV/](http://www.ilp.pitt.edu/QV/)
    - Developed for Mobile Technology Users to share information and resources. Will include helpful hints that are gathered pertaining to the mobile technology.
    - Individuals will need to register, and the Training Program will need to approve the registration before you can make any posts. This will help stop Spammers from posting content on the forum.

- **Various examples of mobile technology use across the State:**
  - Training Program has heard of examples such as:
    - View progress in family goal: If one goal in the FSP is to provide a safer home for the child(ren), (example cleaning up trash through the house,
hiding electrical wires, etc)...the caseworker would take a picture of the home in the beginning of the case, and then at different intervals of the case to show a slideshow to the family the efforts and improvements that the family has made.

- Use the drawing feature to engage children
- Approve stipends electronically through their supervisor prior to leaving the home.
- Use down time to complete paperwork (such as being in court).

- **Open discussion from participants about the technology use:**
  - **FUJITSU TABLETS:**
    - **Strength Feedback from Participants**
      - Having the tablet available during supervision has helped to capture notes during the meeting
      - Helps to “go green”
    - **Any Barriers?**
      - **Feedback from Participants:**
        - Using the tablet in the home, may create engagement barrier with family, but using the tablet feature helps that barrier because it is like writing on a tablet.
    - **Question from Participant**
      - How do you get the signature pad to change from stylus to text and vice versa to allow signature or allow text of name?
        - **Helpful Hints from Participants:**
          - Click on the Review tab in your toolbar and you can choose whether you want text or to fill out a form in handwriting.
    - **Question from Participant**
      - Has anyone noticed sensitivity of the pen feature on the tablet? Sometimes will open up wrong thing.
        - **Feedback from Participants:**
          - Sensitivity can be modified in the control panel.
            - **Step 1:** Go to the control panel
            - **Step 2:** Click on “Pen and Touch”
            - **Step 3:** Click on “Pen Options”
            - **Step 4:** Click on “Set Sensitivity”
    - **Question from Participant**
      - How are you accessing the internet when out in the field?
        - **Feedback from Participants:**
- Agency has purchased air cards to use
- Using mobile hotspots between visits such as McDonald’s, Panera Bread, etc

- **Question from Participant**
  - Are caseworkers using the tablet in the home or just in the car/work to type up notes?
    - **Feedback from Participants:**
      - In Snyder, most workers have embraced tablets, and the clients have been very receptive to the tablets. Workers have shared with other workers various techniques and have improved the timeliness of documentation.
      - While in the home have used the tablet to look up addresses and phone numbers for family resources.

- **Question from Participant**
  - When writing in the FSP, do other counties have to go back to the agency to have supervisors sign?
    - **Feedback from Participants:**
      - Overall input was “Yes”
      - One concern was brought up that if you would not go back and have the supervisor sign then something critical to the case could be missed
      - Adams County uses an internet based program to complete the field and if key elements are not done then it would show up incorrect, so this is required.

  - **DRAGON NATURALLY SPEAKING:**
    - **Feedback from Participant who has been in the field for 5 years:**
      - “Find Dragon very helpful. Not a person who knows how to type. Went to the training a month ago, just started using it (and probably only using 5% of the capabilities of the software), but now caught up on all dictation.”

- **Feedback from Participant**
  - Dragon is very beneficial especially for someone who has carpal tunnel

- **Feedback from Participant**
• It is helpful, however it does get some of the command words mixed up with actual agency words example:
  o Command Word-“Center” (which updates the text to the center of the document) gets mixed up with word use such as “the child welfare center.”

  ▪ Question from Participant
  • How do you teach Dragon one word that it cannot get right?
  • Helpful Hints from Participants:
    o Some have found that it is more difficult to pick up the smaller words such as *is, he, was, the*. However, you need to train the word via voice instead of hand correct.
    o If your headset includes the USB connector this may improve the effectiveness. The USB connector is a sound card which records the users voice more effectively
      ▪ There are USB connectors available for purchase if you do not have that headset.
    o If you have a docking station, depending on where you plug in the headset may affect the accuracy.

  o WINDOWS 7 HEADSETS FOR VOICE RECOGNITION:
    ▪ Feedback from Participant
    • Voice recognition can be a bit challenging in an office cubicle
      o Helpful Hints from Participants:
        ▪ Make sure to set up the profile in the typical setting that you will be using, so that the background noise is the same.
        ▪ Talking in longer phrases in a row helps to improve accuracy.

    ▪ Question from Participant
    • How do you access voice recognition?

**Steps to access voice recognition:**

**Step 1:** Go to Start > Control Panel > Speech Recognition, and click on "Start Speech Recognition."
**Step 2:** Select the headset microphone. You will then be directed to read a speech sample aloud.
**Step 3:** Once you've completed the Wizard, take the tutorial which teaches the basics of using speech recognition including the commands.
**Step 4:** After you have completed the tutorial, you will see a speech recognition icon that will display at the top of the screen and you can enable or disable use.
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)

- MOBILE PRINTERS:
  - Mobile Printers Use
    - Snyder County uses the printer in court to quickly change in the document any Judge orders, print it out, have the Judge sign, and then give it directly to the family.
    - Snyder County also uses the mobile printer during FGDM meetings.
    - One agency has the mobile printer assigned to the overnight worker who prints out the safety plans, protective custody letters, etc.

- ADDITIONAL TECHNOLOGY USED?
  - One county is using voice recorders then transfers it to speech recognition software. Remember, you cannot record actual client’s conversations, because of confidentiality.

- ADDITIONAL TECHNOLOGY NEEDS/IDEAS FOR FUTURE?
  - Mobile Scanner would be beneficial if there are good reviews.
  - Action Step for the Training Program: Recommendation to investigate mobile printer, Fujitsu Scan Snap S1100 for $199.00.

- General Comments from the Training Program:
  - USBs are available, if you feel that you would use USBs to transfer data from tablet to desk computer, please have your Administrator contact Brandie Gilbert at the Training Program (cwvisit@pitt.edu).
  - Reminder about Online trainings that are available (Using Your Fujitsu Tablet PC, Engagement and the Use of Technology).
  - Quality Visitation Workgroup.
o Designs interventions to improve child welfare services throughout Pennsylvania as a result of the Child and Family Services Improvement Act of 2006.

o Workgroup makes recommendations/interventions including: to protect and promote the welfare of all children; prevent the neglect, abuse or exploitation of children; support at-risk families through services that allow children to remain with their families or return to their families in a timely manner.

o If would like to join the Quality Visitation workgroup, please contact Brandie Gilbert at cwvisit@pitt.edu and she will forward your request to the workgroup chairs.

- Pennsylvania Children and Youth Association (PCYA) has planned a vendor day at their next meeting. They are hoping to incorporate technology related needs in the Needs Based Budget.

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