

The extended assessment examines the long term impacts of laptop use in child protective services in NYS and makes recommendations for maximizing mobile technology investments. In order to do this, three districts were selected to participate in data collection activities from July 2008 to October 2008. Districts selected to participate in this extended assessment were considered the 'best case for use' and were selected based on several criteria including:

- **Participation in a previous assessment:** All districts that participated in prior assessments were considered for participation.
- **Connectivity:** Only districts that secured wireless connectivity for each laptop were considered for participation.
- **Length of time:** Districts with wireless connection in use for over 240 days (6 months) were considered for participation.
- **Geographical location:** Districts representing regional and geographical differences in NYS were considered for participation.
- **Favorable policy and management conditions:** Districts representing favorable overtime or general use policies in prior assessments were considered for participation.

From these criteria, three districts were chosen – New York City Administration of Children Services, Onondaga County Department of Social Services, and Wayne County Department of Social Services.

## Types of Data

The data used in this extended assessment comes from two data collection periods. The first data collection period represents the initial assessment completed in each of the three districts. In this initial assessment, data was collected using surveys, workshops, and data extracted from NYS's child welfare information system, CONNECTIONS. In the second data collection period, data was collected by group videoconference interviews and data extracted from CONNECTIONS (see Table 1 below).

**Table 1. Data collection timeframe and type of data collected**

	First data collection period		Second data collection period	
	Pre-test period	Test period	Pre-test period	Test period
NYC				
Timeframe	82 days4/29/07-7/21/07	82 days7/29/07-10/19/07	293 days10/08/06-7/28/07	293 days7/29/07-8/1/08
Data collection	Baseline survey; Post surveyWorkshops; teleconferencesCONNECTIONS data		Video conferenceCONNECTIONS data	
Onondaga				
Timeframe	51 days9/28/07-11/18/07	51 days11/19/07-1/09/08	256 days3/07/07-11/18/07	256 days11/19/07-8/1/08
Data collection	Baseline survey; Post surveyTeleconferences; District questionnaireCONNECTIONS data		Video conferenceCONNECTIONS data	
Wayne				
Timeframe	40 days10/20/07-11/29/07	40 days11/30/07-1/9/08	245 days3/29/07-11/29/07	245 days11/30/07-8/1/08
Data collection	Baseline survey; Post surveyTeleconferences; District questionnaireCONNECTIONS data		Video conferenceCONNECTIONS data	

Both data collection periods extracted CONNECTIONS data for two time periods – a pre-test period (i.e.,

caseworkers had not received mobile technologies) and a test period (i.e., the time following caseworkers receiving the laptops). Data extracted from the CONNECTIONS database contained information on case records and caseworkers' progress notes. The information within each of these records included: State ID, Person ID, time-related information about the **investigation stage** (intake Start Date, Investigation Stage Start Date, Investigation Stage End Date); **progress notes information** (Progress Notes ID, Progress Notes Event Date, Progress Notes Time, Progress Notes Entry Date, Progress Notes Types, Progress Notes Purposes); **safety assessments** (Safety Submit Date, Safety Approval Date) logged by caseworkers in each County DSS.

### Wayne County Department of Social Services

#### First data collection period

The first data collection period collected data from a pre and post online survey, telephone interviews, and data extracted from CONNECTIONS. For a full description of the methods used please reference: [http://www.ctg.albany.edu/publications/reports/assessing\\_mobile\\_demo](http://www.ctg.albany.edu/publications/reports/assessing_mobile_demo). Click on "Wayne County" and see Appendix A.

#### Second data collection period

The second data collection period used two types: videoconferences with a sample of caseworkers and supervisors, and data extracted from CONNECTIONS. Two video conferences were held with caseworkers and supervisors on August 27, 2008. Seven caseworkers and seven supervisors from both Manhattan and Staten Island participated. All participants were given sample questions prior to the videoconference focusing on: use, location, changes in work, integration into work like, satisfaction, perceptions of timeliness, and value to clients.

The CONNECTIONS data were pulled by the date a progress note was entered by participants during two timeframes—the pre-test and test periods. These timeframes were equal in duration. A total of 30,972 progress note entries and 1,650 unique investigation stages made up the dataset from 14 CPS caseworkers (see Appendix E for more information).

### Onondaga County Department of Social Services

#### First data collection period

The first data collection period collected data from: a pre and post online survey, telephone interviews, and data extracted from CONNECTIONS. For a full description of the methods used please reference:

[http://www.ctg.albany.edu/publications/reports/assessing\\_mobile\\_demo](http://www.ctg.albany.edu/publications/reports/assessing_mobile_demo). Click on "Onondaga County" and see Appendix A.

#### Second data collection period

The second data collection period used two types: videoconferences with a sample of caseworkers and supervisors, and data extracted from CONNECTIONS. Two video conferences were held with caseworkers and supervisors on September 8, 2008. Five caseworkers and eight supervisors participated. All participants were given sample questions prior to the videoconference focusing on: use, location, changes in work, integration into work like, satisfaction, perceptions of timeliness, and value to clients.

The CONNECTIONS data were pulled by the date a progress note was entered by participants during two timeframes—the pre-test and test periods. These timeframes were equal in duration. A total of 83,734 progress note entries and 4,406 unique investigation stages made up the dataset from 47 CPS caseworkers (see Appendix E for more information).

### New York City Administration for Children's Services (ACS)

#### First data collection period

The first data collection period collected data from a pre and post online survey, workshops, individual interviews, and data extracted from CONNECTIONS. For a full description of the methods used please reference [http://www.ctg.albany.edu/publications/reports/assessing\\_mobile\\_2008](http://www.ctg.albany.edu/publications/reports/assessing_mobile_2008). See Appendix B.

### Second data collection period

The second data collection period used two types: videoconferences with a sample of caseworkers and data extracted from CONNECTIONS. Two video conferences were held with caseworkers and supervisors on September 15, 2008. Three caseworkers and eight supervisors participated. All participants were given sample questions prior to the videoconference focusing on: use, location, changes in work, integration into work like, satisfaction, perceptions of timeliness, and value to clients

The CONNECTIONS data were pulled by the date a progress note was entered by participants during two timeframes—the pre-test and test periods. These timeframes were equal in duration. A total of 73,212 progress note entries and 3,797 unique investigation stages made up the dataset from 72 CPS caseworkers (see Appendix E for more information).

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