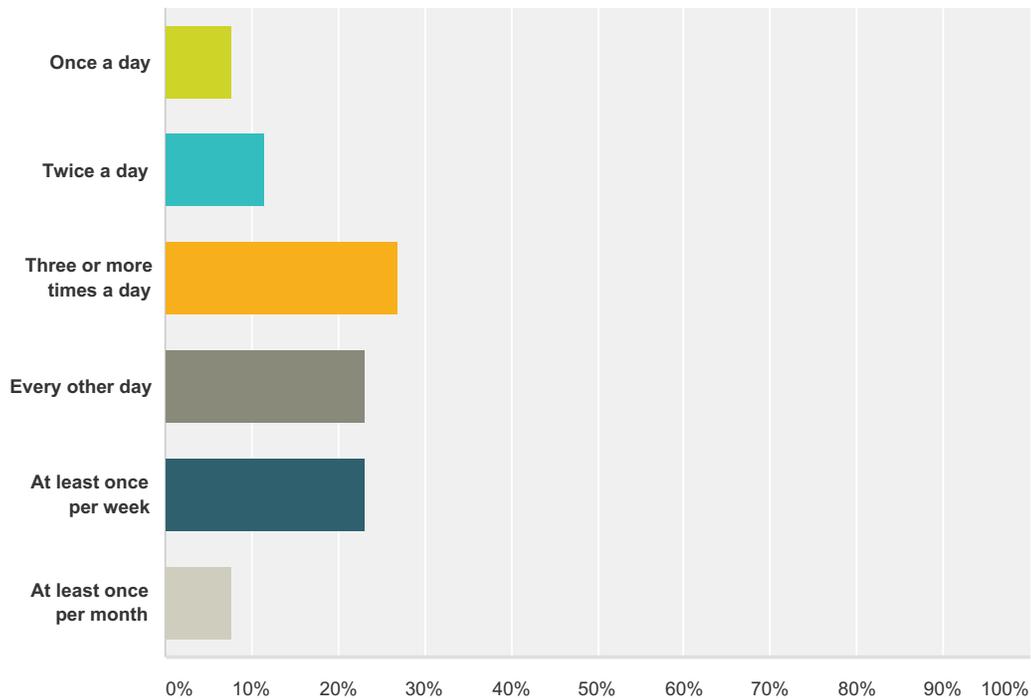


Q1 How often have you used SpeakWrite during the Pilot?

Answered: 26 Skipped: 0

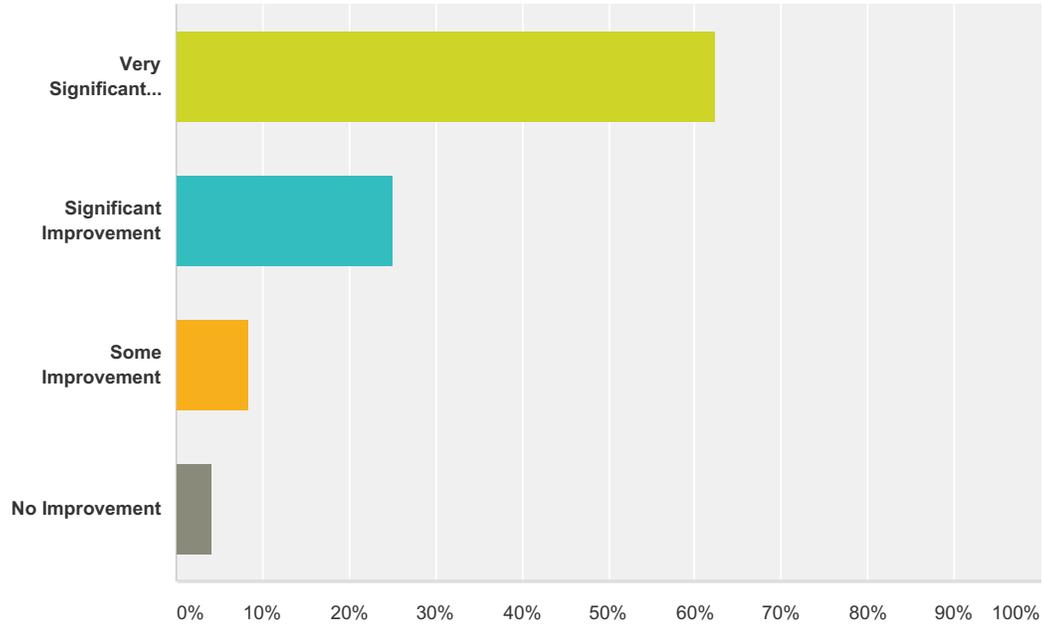


Answer Choices	Responses
Once a day	7.69% 2
Twice a day	11.54% 3
Three or more times a day	26.92% 7
Every other day	23.08% 6
At least once per week	23.08% 6
At least once per month	7.69% 2
Total	26

#	Other (please describe)	Date
1	I was transitioning positions within the Department otherwise I would have used it more.	2/13/2017 8:15 AM
2	I am a supervisor and have not had a need. My workers love it!	2/13/2017 7:17 AM
3	It could vary depending on work performed.	2/8/2017 11:19 AM
4	too many constraints, either by our state policies, or by the pilot. I would have used it all day every day, had we not been limited to the one speaker and the 1-800 number use instead of the app.	2/7/2017 2:23 PM
5	I do all of my dictation from the day before first thing in the morning, and then I can get the dictation put into Oasis in the afternoon, and I only have to work on dictation once a day.	2/7/2017 11:41 AM

Q2 How did the use of SpeakWrite improve your effectiveness and efficiency in completing reports, interviews or other case related documentation?

Answered: 24 Skipped: 2

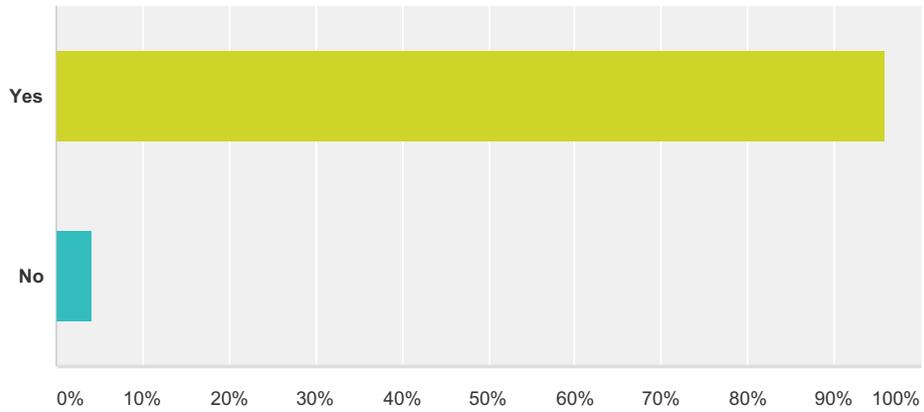


Answer Choices	Responses
Very Significant Improvement	62.50% 15
Significant Improvement	25.00% 6
Some Improvement	8.33% 2
No Improvement	4.17% 1
Total	24

#	Additional comments	Date
1	This service is INCREDIBLE. So useful for all the time we spend on the road doing "nothing" traveling to and from visits with kids. It makes that time seem so much less wasteful when there is the option to get some dictation of notes done while traveling.	2/13/2017 3:11 PM
2	due to state regulations	2/9/2017 7:27 AM
3	Using the SpeakWrite app was more effective and convenient to use rather than dialing the phone number.	2/8/2017 11:41 AM
4	My reports were more detailed and comprehensive. Also, they were completed a lot quicker than previously.	2/7/2017 2:11 PM
5	With Speakwrite, I am always caught up on my dictation, and this has never happened to me in two and a half years of working in foster care.	2/7/2017 11:53 AM

Q3 Do you perceive that you save time by using SpeakWrite?

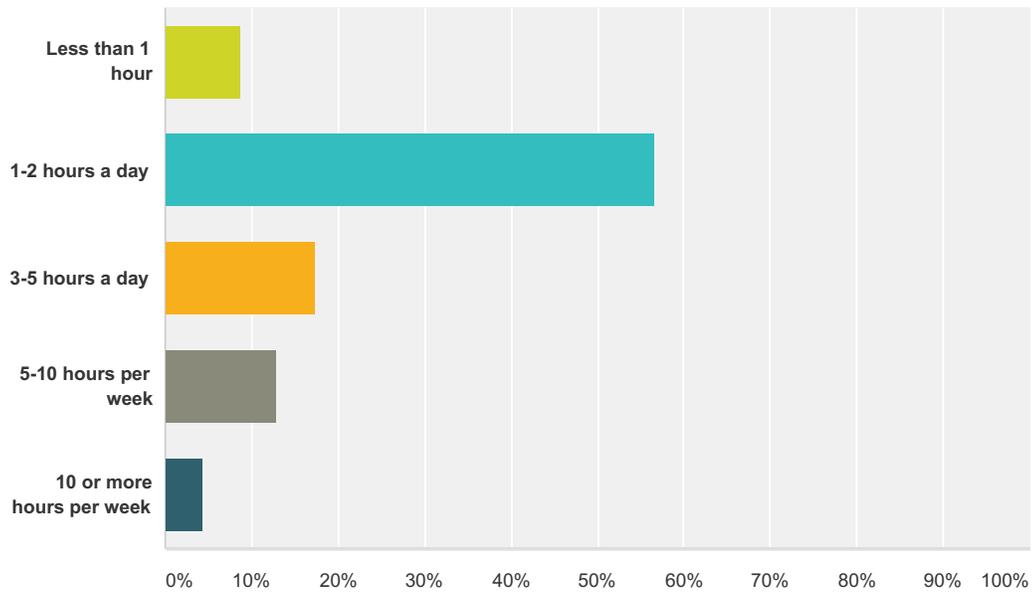
Answered: 24 Skipped: 2



Answer Choices	Responses
Yes	95.83% 23
No	4.17% 1
Total	24

Q4 If yes, how much time do you perceive that you save?

Answered: 23 Skipped: 3

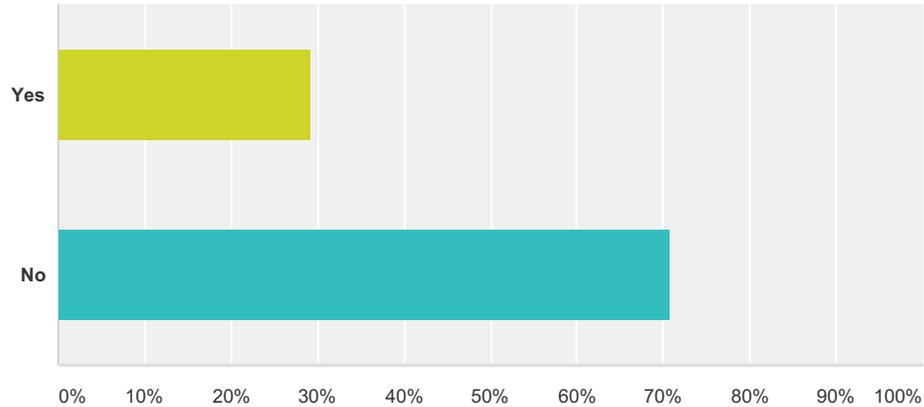


Answer Choices	Responses
Less than 1 hour	8.70% 2
1-2 hours a day	56.52% 13
3-5 hours a day	17.39% 4
5-10 hours per week	13.04% 3
10 or more hours per week	4.35% 1
Total Respondents: 23	

#	Other comments regarding your time savings.	Date
1	I am caught up on my notes for the first time, probably ever, thanks to the month we had this service available to us.	2/13/2017 3:11 PM
2	saved significant amount of time each day. Allowed more time of face to face client contact and case management	2/10/2017 10:09 AM
3	The amount of hours could vary depending on work performed.	2/8/2017 11:41 AM
4	At 16 cases, Speakwrite is the only reason I haven't had to come in on weekends or take my laptop home with me at night.	2/7/2017 11:53 AM

Q5 Do you have any suggestions for how you or your co-workers can best use your accounts to create efficiencies?

Answered: 24 Skipped: 2

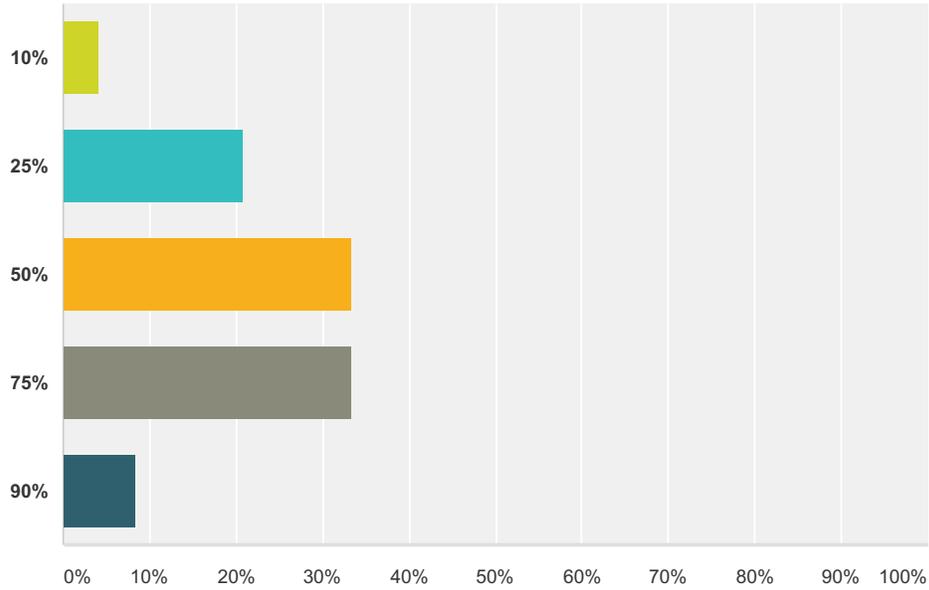


Answer Choices	Responses
Yes	29.17% 7
No	70.83% 17
Total	24

#	If yes, please describe.	Date
1	Use Speakwrite in between visits.	2/15/2017 6:07 PM
2	We should have this at our disposal on an on-going basis. Saving the hotline number in your phone helps for dialing while traveling so you don't have to type as much in.	2/13/2017 3:11 PM
3	use the app and include all services such as fpm's, various meetings, etc	2/9/2017 7:27 AM
4	Did not like the procedure that required calling the phone line, then entering the account number and password, then pressing another button to start recording. However, it was very easy and efficient to use the SpeakWrite app. It was very simple to record and more convenient. Personal opinion is that workers will be lot more satisfied with using the app rather than the dialing procedure.	2/8/2017 11:41 AM
5	One of the best ways this program has saved me time is being able to use Speakwrite when I'm driving to far away worker visits. What would have previously been five useless hours in the car, becomes the perfect time to do worker visits. I've also found that getting all of my dictation in for the day at the same time saves the most time (i.e. first thing in the morning, or at the end of the day).	2/7/2017 11:53 AM
6	Calling while traveling immediately after conducting a worker visit, or interviewing a child/client helps out with documentation time at the office.	2/7/2017 11:38 AM

Q6 Estimate the average percentage of time you saved, per document, in completing your reports or other forms by using SpeakWrite rather than typing the document yourself.

Answered: 24 Skipped: 2

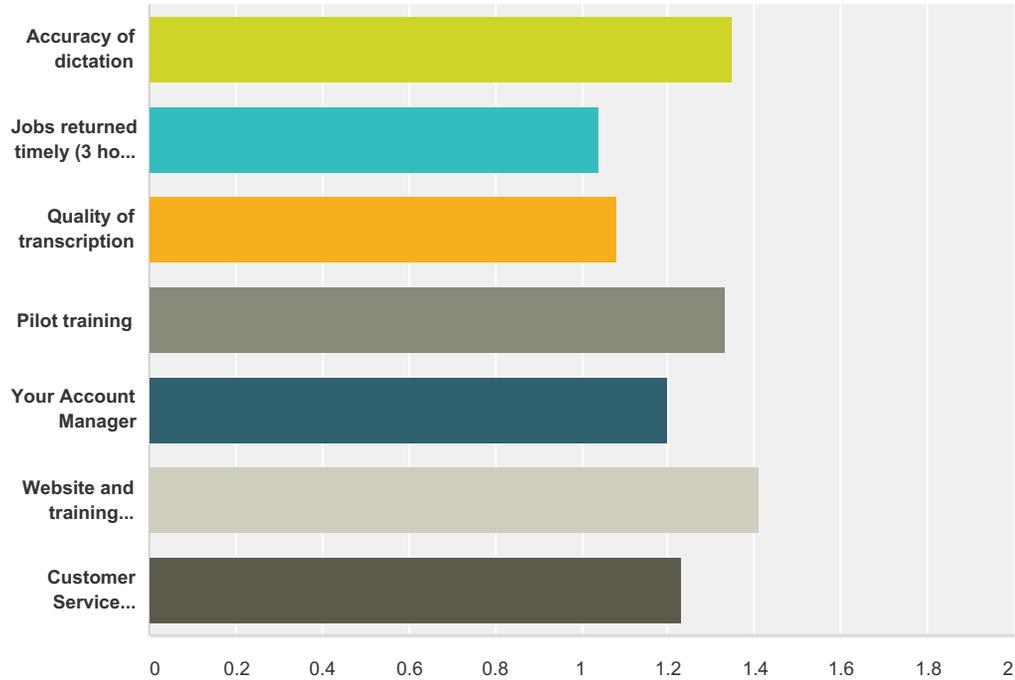


Answer Choices	Responses
10%	4.17% 1
25%	20.83% 5
50%	33.33% 8
75%	33.33% 8
90%	8.33% 2
Total	24

#	Other (please specify)	Date
1	Some time was spent correcting names or abbreviations/acronyms but most of the received documents were largely correct in spelling of names, especially if included in the word list.	2/13/2017 3:11 PM
2	Worker visits used to take me 15 minutes to type up- now they take 5.	2/7/2017 11:53 AM

Q7 Please give us your opinion of SpeakWrite's effectiveness in each of the areas listed below:

Answered: 24 Skipped: 2

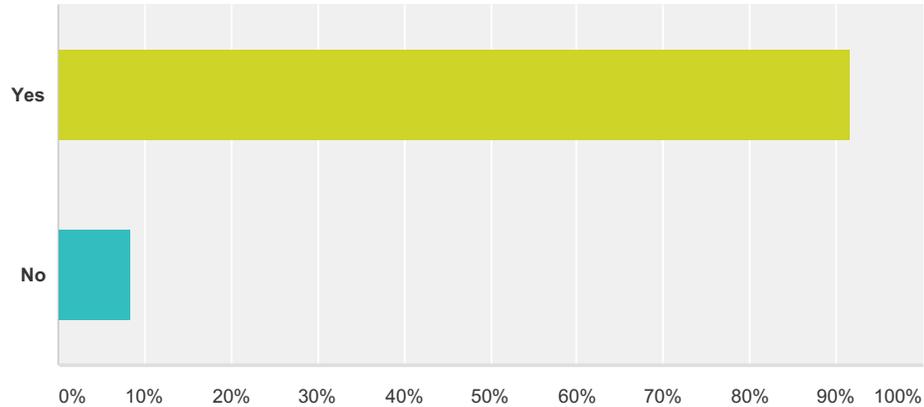


	Excellent	Good	Fair	Poor	N/A	Total	Weighted Average
Accuracy of dictation	65.22% 15	34.78% 8	0.00% 0	0.00% 0	0.00% 0	23	1.35
Jobs returned timely (3 hour average)	95.83% 23	4.17% 1	0.00% 0	0.00% 0	0.00% 0	24	1.04
Quality of transcription	91.67% 22	8.33% 2	0.00% 0	0.00% 0	0.00% 0	24	1.08
Pilot training	79.17% 19	12.50% 3	4.17% 1	4.17% 1	0.00% 0	24	1.33
Your Account Manager	70.83% 17	8.33% 2	4.17% 1	0.00% 0	16.67% 4	24	1.20
Website and training materials	58.33% 14	29.17% 7	4.17% 1	0.00% 0	8.33% 2	24	1.41
Customer Service Assistance	45.83% 11	4.17% 1	4.17% 1	0.00% 0	45.83% 11	24	1.23

#	Additional Comments	Date
1	None of my jobs took anywhere close to 3 hours. I usually had my jobs returned in an hour or less.	2/7/2017 2:11 PM

Q8 Has SpeakWrite helped you improve your ability to more thoroughly document your casework?

Answered: 24 Skipped: 2

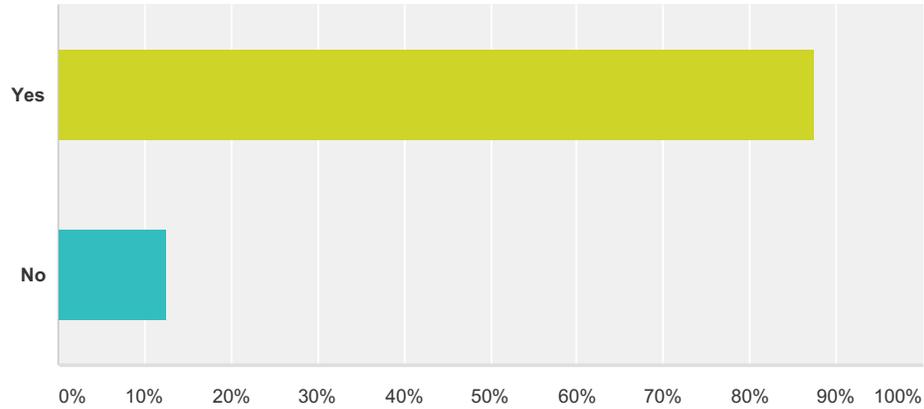


Answer Choices	Responses
Yes	91.67% 22
No	8.33% 2
Total	24

#	If yes, please describe how SpeakWrite has helped.	Date
1	YESSS! I add SO much more detail verbally. Hard to keep the same flow but it gets easier with practice.	2/13/2017 3:11 PM
2	I was able to call in quickly following my home visit when all the information was fresh in my mind. It allowed me to take the time to talk through the details of the visit to thoroughly document what occurred in a timely way.	2/13/2017 8:19 AM
3	It saves time from having to type lengthy notes.	2/13/2017 7:53 AM
4	Documentation was thorough and detailed as I was able to call in directly after meetings.	2/10/2017 10:09 AM
5	Worker was able to record immediately after work was performed. It was easier for worker to include all the details since they were fresh in memory. And it did not require talking hand written notes.	2/8/2017 11:41 AM
6	I did not feel rushed to complete it, and was able to complete documentation in times that I normally wouldn't, such as while out in the field.	2/8/2017 8:23 AM
7	The app is convenient and you helps organize cases.	2/7/2017 2:29 PM
8	Like I said above, I feel like I was able to add more details.	2/7/2017 2:11 PM
9	It allows me to immediately enter notes from client interactions. This has greatly increased the accuracy of my notes.	2/7/2017 11:56 AM
10	I'm not rushing through my dictation anymore. Before Speakwrite, dictation could easily take an hour or two a day, and that got exhausting, so as the day wore on, my notes weren't as good. I now spend 20 minutes maximum getting all of my dictation in, and I can fit it in while driving or waiting on appointments. Time that used to be wasted is now time that I can use, and having more time means I don't rush as much and that my casenotes are more thorough.	2/7/2017 11:53 AM

Q9 Has SpeakWrite helped you improve your turnaround time on case documentation?

Answered: 24 Skipped: 2

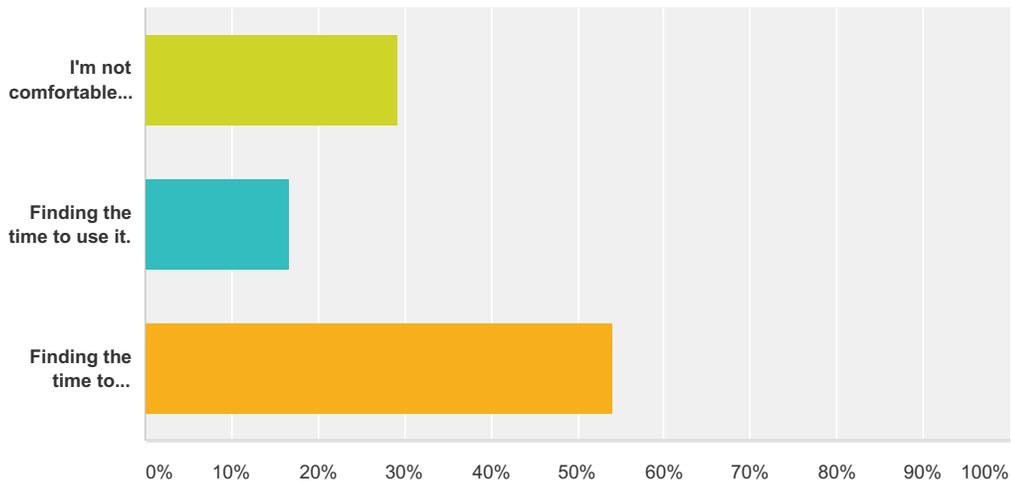


Answer Choices	Responses
Yes	87.50% 21
No	12.50% 3
Total	24

#	If yes, please share with us how.	Date
1	Oh YES!	2/15/2017 6:07 PM
2	I am able to document contacts with clients immediately which is never something I was able to do before.	2/13/2017 3:11 PM
3	I was able to get documentation the same day of the visit or contact.	2/13/2017 8:19 AM
4	I am currently up to date on all of my documentation requirements	2/10/2017 10:09 AM
5	I am able to get my documentation complete the same day.	2/10/2017 10:05 AM
6	The convenience of using the app made it easier.	2/8/2017 11:41 AM
7	It is like another backup source of documentation, along with writing notes.	2/7/2017 2:29 PM
8	Yes, I completed my notes much quicker than I normally would.	2/7/2017 2:11 PM
9	It allows me to make quick, clear notes.	2/7/2017 11:56 AM
10	Because Speakwrite only takes a few minutes, I can work on it everyday. Before, I would sometimes wait a week or so before getting a worker visit in, because I simply didn't have time. I am never behind on my case notes with this program.	2/7/2017 11:53 AM
11	I love being able to leave a contact and dictate in the car on the way back to the office. In many cases, my transcription is waiting for me when I arrive back at the office.	2/7/2017 11:28 AM

Q10 What is the most challenging aspect of using SpeakWrite?

Answered: 24 Skipped: 2



Answer Choices	Responses
I'm not comfortable dictating.	29.17% 7
Finding the time to use it.	16.67% 4
Finding the time to organize my thoughts and/or notes.	54.17% 13
Total	24

#	Other (please specify)	Date
1	Sometimes hard to remember everything to say.	2/13/2017 3:11 PM
2	Initially I thought it may be difficult to organize my thoughts quickly and dictate what occurred during the visit or phone call in a clear way but I found that SpeakWrite allowed for me to take time while dictating so that I didn't feel rushed.	2/13/2017 8:19 AM
3	Initially I was not comfortable but after several uses, it was very easily and helpful to use	2/10/2017 10:09 AM
4	N/a	2/10/2017 10:05 AM
5	The most challenging part like I mentioned previously was the dial procedure through the 800 number. It required more steps and at times it was not convenient.	2/8/2017 11:41 AM
6	No challenges	2/7/2017 5:01 PM
7	The departments/states lack of knowledge in the advancements of modern computer tools and programs.	2/7/2017 2:29 PM
8	It took me a little to get used to dictating and I'm still not great at it, I think the more I use it, the better it'll get. Plus, using the pause button helps me to take a minute to collect my thoughts.	2/7/2017 2:11 PM
9	I did not find it challenging at all.	2/7/2017 12:11 PM
10	It took a few tries to get used to speaking notes rather than writing them, but after the first couple of times, I've had no issues.	2/7/2017 11:53 AM
11	Going into the system and adding the correct spelling of words or saying new paragraph.	2/7/2017 11:38 AM

Q11 What do you like best about using SpeakWrite?

Answered: 24 Skipped: 2

#	Responses	Date
1	Can do in between other things without having to go to office.	2/15/2017 6:07 PM
2	Accurate dictation, timely turnaround time	2/15/2017 7:26 AM
3	Everything! It was very helpful and efficient.	2/13/2017 3:36 PM
4	Everything!	2/13/2017 3:11 PM
5	It provide support for timely and accurate documentation!	2/13/2017 8:19 AM
6	Not typing	2/13/2017 7:53 AM
7	Speedy delivery of transcription. After dictating it, I received the transcriptions in less than one hour. That was amazing and helped me be much more productive that day.	2/10/2017 3:24 PM
8	it is very efficient and concise, allows me to spend more time working directly with clients rather than typing up notes from previous encounters.	2/10/2017 10:09 AM
9	Everything. It helps make my job easier.	2/10/2017 10:05 AM
10	It made notes easier to enter instead of having to type everything out.	2/10/2017 9:56 AM
11	due to state regulations and guidelines I am unable to say anything that is best....its not an issue with speak write	2/9/2017 7:27 AM
12	It saves a lot of time and more detailed information was included in the dictation. The app is preferred	2/8/2017 11:41 AM
13	I loved that it cut down in my time documenting.	2/8/2017 8:23 AM
14	=	2/7/2017 8:35 PM
15	Convience	2/7/2017 5:01 PM
16	SpeakWrite has allowed for more thorough dictation of all client interaction. In addition, it saves so much time and allows worker visits to be dictated immediately after by making a phone call. As a result, there is more information documented.	2/7/2017 2:52 PM
17	The app is user-friendly	2/7/2017 2:29 PM
18	How easy it is to use. I can use it anywhere at anytime.	2/7/2017 2:11 PM
19	The ease of documenting.	2/7/2017 12:21 PM
20	Having someone else type the work for me and saving time.	2/7/2017 12:11 PM
21	It's fast and easy.	2/7/2017 11:56 AM
22	It saves me so much time. I don't feel overwhelmed anymore by all of my notes. Now, the time that I am in the office is time I can actually use to work directly with my clients, instead of spending frantic hours trying to document everything. The last time I was at 16 cases, I had to come into work early, take my laptop home in the evenings or come in on the weekend to get my case notes done. With SpeakWrite, I don't have to do any of that.	2/7/2017 11:53 AM
23	The ability to call and dictate my notes and thoughts about my cases and then come back and paste them into Oasis. It has saved me documentation time.	2/7/2017 11:38 AM
24	time saving	2/7/2017 11:28 AM

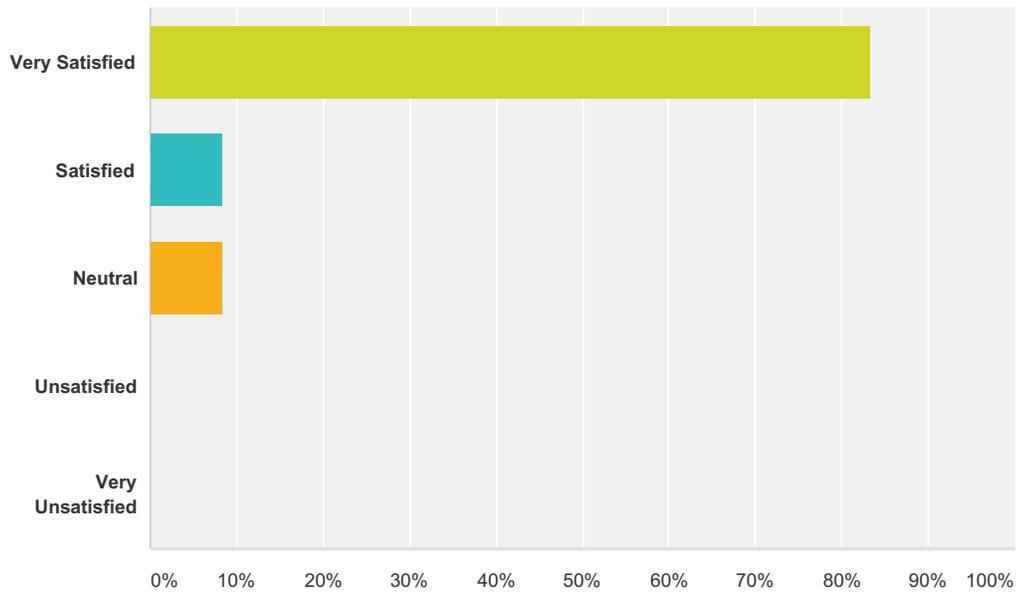
Q12 Please share with us your ideas for how we might improve SpeakWrite.

Answered: 9 Skipped: 17

#	Responses	Date
1	Not all of the typists seem to utilize the Word List and it would be more helpful if they did for frequently used names that are hard to understand	2/13/2017 3:11 PM
2	Overall works very well, just making sure that the word list that is provided is utilized to assure accuracy	2/10/2017 10:09 AM
3	None	2/10/2017 10:05 AM
4	Utilizing the app will be more convenient and personal opinion is that worker will use it more through the app rather than the dial procedure	2/8/2017 11:41 AM
5	I think it was perfect as it was!	2/8/2017 8:23 AM
6	allow for recordings or interactions between people to be summarized and typed into note forms.	2/7/2017 2:29 PM
7	n/a	2/7/2017 2:11 PM
8	Just let me keep it.	2/7/2017 11:53 AM
9	N/A	2/7/2017 11:38 AM

Q13 Overall, how would you describe your satisfaction with SpeakWrite?

Answered: 24 Skipped: 2

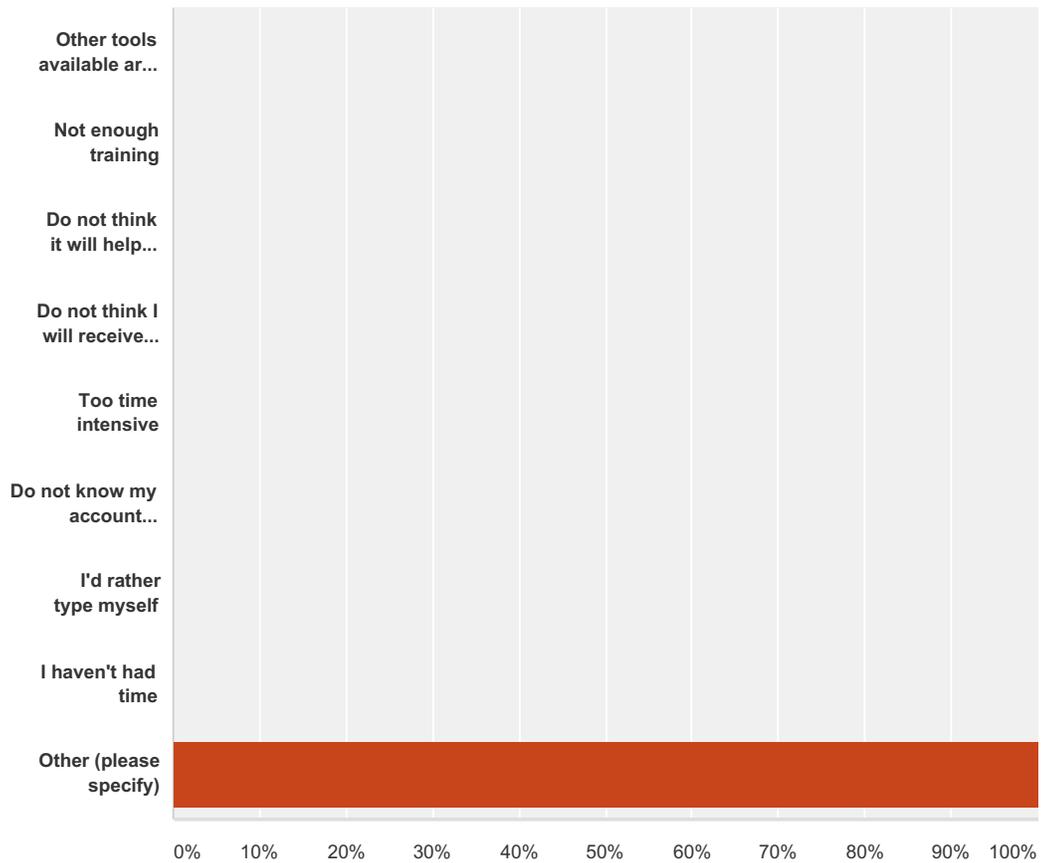


Answer Choices	Responses
Very Satisfied	83.33% 20
Satisfied	8.33% 2
Neutral	8.33% 2
Unsatisfied	0.00% 0
Very Unsatisfied	0.00% 0
Total	24

#	Additional thoughts	Date
1	This would be great for the Department.	2/13/2017 8:19 AM
2	PLEASE, PLEASE institute this service for us!	2/7/2017 2:11 PM
3	In the two and a half years I have been doing foster care, the state has continued to add more and more requirements to what we are expected to do, without taking anything away or giving us tools to get more done. Speakwrite changes that. This program is the first time I've felt like the state was recognizing how unbearable our workloads can be, and instead of lecturing workers for not getting things done, actually gave us something that would help us do our jobs. This program not only saves me time and helps me get my notes in faster, it makes me a better social worker and lets me spend my work day doing social work and serving my clients instead of being stuck behind a computer. Social workers need this program. Our clients need us to have this program.	2/7/2017 11:53 AM

Q14 If you did not use SpeakWrite during the pilot, please let us know why.

Answered: 1 Skipped: 25



Answer Choices	Responses
Other tools available are sufficient	0.00% 0
Not enough training	0.00% 0
Do not think it will help me with my workload	0.00% 0
Do not think I will receive a quality product	0.00% 0
Too time intensive	0.00% 0
Do not know my account information	0.00% 0
I'd rather type myself	0.00% 0
I haven't had time	0.00% 0
Other (please specify)	100.00% 1
Total Respondents: 1	

#	Other (please specify)	Date
1	I am a supervisor and have not needed to. My workers love it!	2/13/2017 7:18 AM