

Using Multilingual, Audio-Assisted Web & Mobile Evidence-Based Needs Assessments to Plan, Fund and Actuate Care Services

Friday

August 26, 2016
10:00 A.M. – 11:30 P.M.

Workshop ID# 6993
Location: Dogwood Room

Presenters: Wake County NC Human Services, Iowa Department of Public Health, Hennepin County MN, Human Services & Public Health Department, RDE Systems LLC

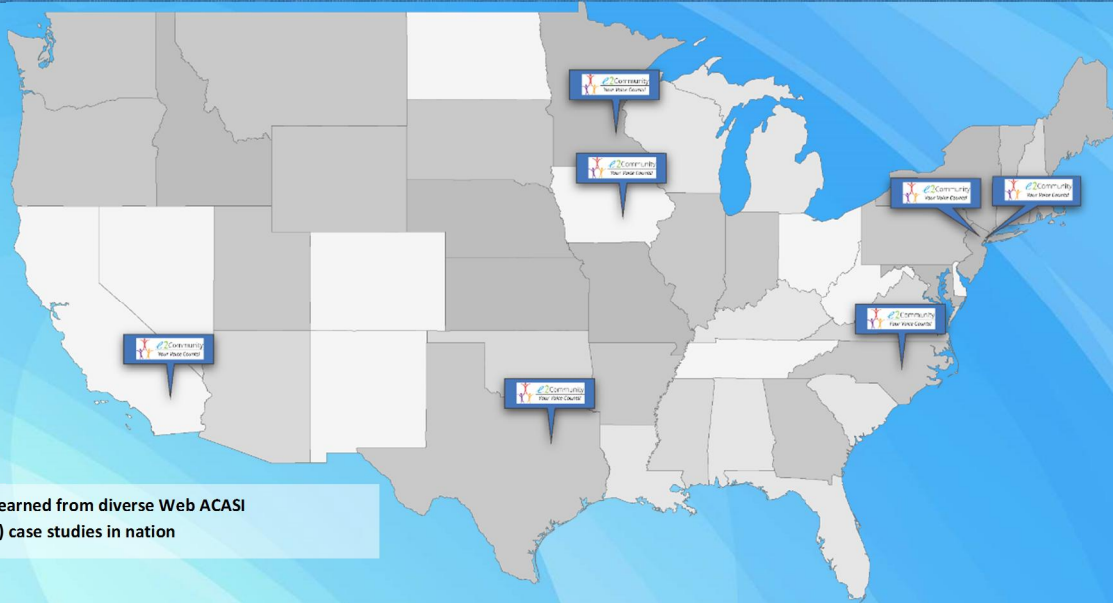


Fig 1: Lessons learned from diverse Web ACASI (e2Community) case studies in nation

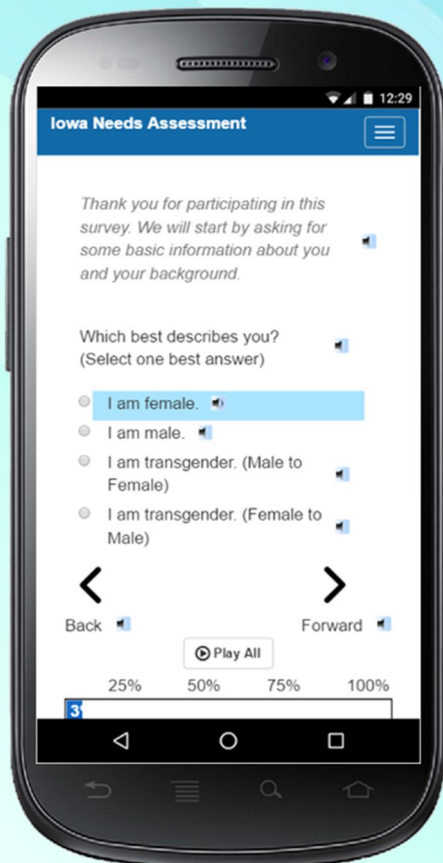


Fig 2: Web ACASI (e2Community) Survey instrument being taken on mobile device

Case Study Information Brief

- Wake County North Carolina Human Services.
 - Over 1100 staff hours saved vs. paper interviews.
 - Over 4 times as many responses as other regions in survey wave.
 - Re-used tool for subsequent survey waves.
- Minnesota Human Services & Public Health Dept.
 - 72% decrease in average time to complete from 2003 paper interview wave.
 - Double the response rate.
 - 64% cost savings over paper interview surveys.
- Iowa Department of Public Health.
 - Able to report on findings 6 weeks into survey wave.
 - No data transcription.
 - 4 weeks staff time saved.

National Context

- Over 8,000 Total Responses.
- Over 15,000 Staff Hours Saved.
- Covering Over 3,500 Municipalities.
- Collecting Over 4.8 Million Data Points.
- Covering Urban, Suburban, and Rural Regions.
- Over \$40,000 in Client Incentives Distributed.

Survey Tool Capacity

- Audio playback feature.
- Mobile device compatible.
- Automatically save all survey progress.
- Over a dozen question types.
- Multiple languages.
- Automatic validations.

Administrative Capacity

- On the fly survey text editing and translation.
- Survey audio recording suite.
- Helpful Progress-At-A-Glance report.
- Visual Analytics Chart & Report suite
- Full survey data export in Excel.
- All reports in real time.

Fig 3,4: Paper Era vs. Electronic Era Effort Curves

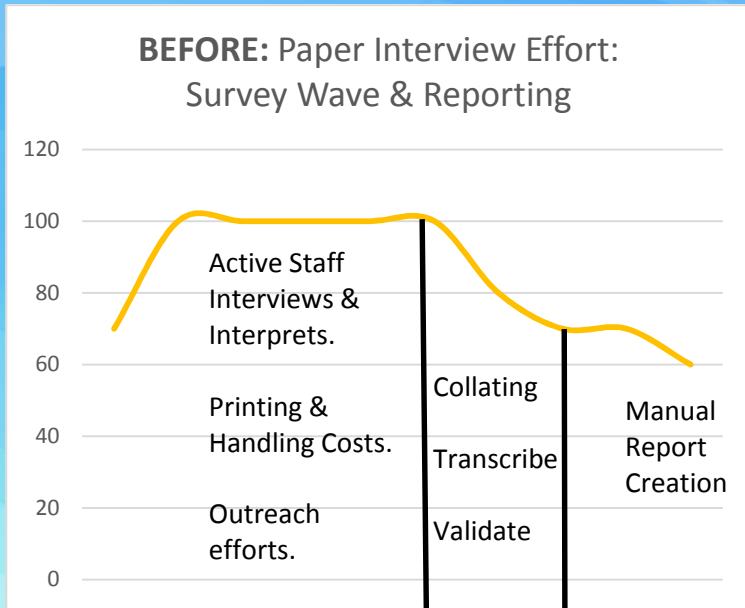
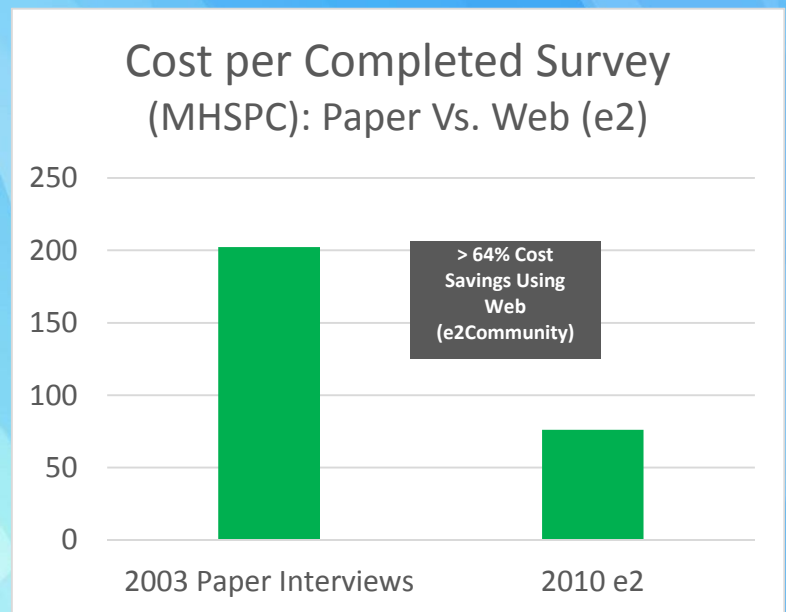
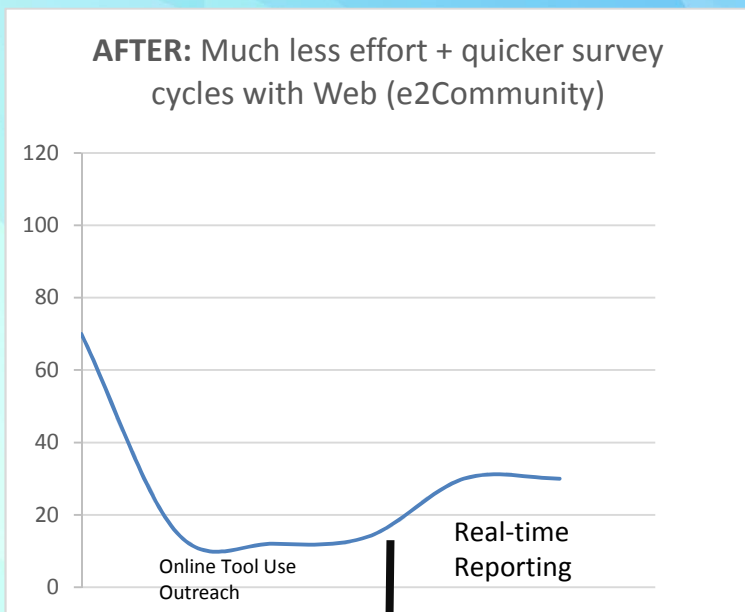
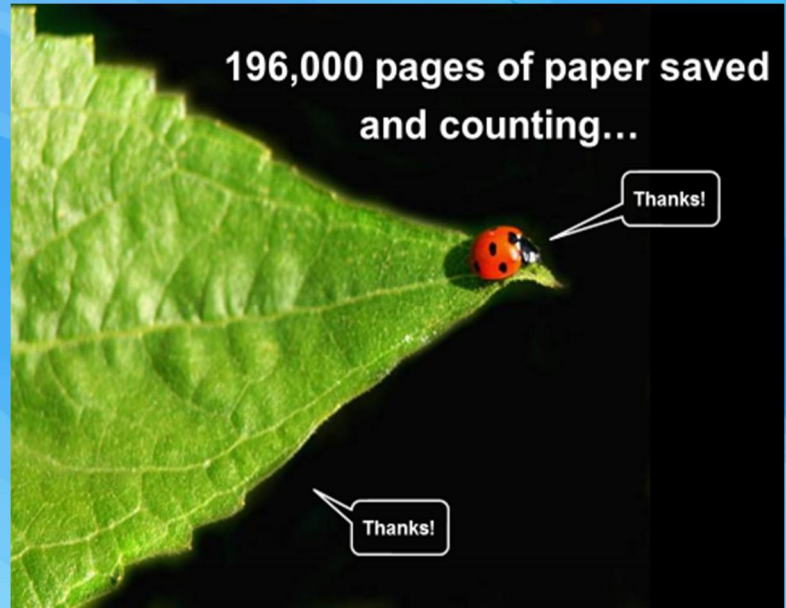


Fig 5,6: Paper Savings and Cost Savings with Web (e2Community) over Paper



Contact Information

Michael McNeill
Michael.McNeill@wakegov.com

Katie Herting
Katie.Herting@idph.iowa.gov

Jonathan Hanft
Jonathan.Hanft@hennepin.us

Jesse Thomas
Jesse@rde.org
973-773-0244 x1001
www.e-compas.com