Use of Mobile Technology for CAPI Management

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March 4, 2015
Background

- Westat has been conducting studies using mobile technology in support of data collection for many years.

- Ubiquity of smartphones and their capabilities continue to raise interest in finding new ways to help:
  - Improve data quality
  - Increase operational efficiencies
  - Support field operations management
Opportunities for Smartphone Use

- Provide an ability for quick review of case list and cases

- Provide a method for FIs to more easily and efficiently enter Electronic Records of Contact (EROCs) at a point close to respondent interaction

- Provide FI with app that utilizes mobile tools and capabilities (e.g. mapping and navigation, messaging, calendaring, voice to text)

- Leverage embedded technologies to collect workday activity related information

- Real time data transmission

- Works in conjunction with other Westat systems
mFOS Mobile App Functionality

MyCases
- Daily case list information
- Individual case and task summary information
- Directions and navigation to interview location
- Streamlined “mobile” workflow to capture EROC information
- Integrate appointments with device calendar
- Leverage other device capabilities

MyDay
- Capture interviewer location data
- Capture time spent on key field activities

*Data is transmitted in near real time*
mFOS Overview
mFOS Login
MyDay & MyCases

My Day
- Field: 00:00:00
- Travel: 00:00:00
- Admin: 00:00:00
- Mileage: 0

Case List
- 8000103 - 61 (Screener Comp)
  - 96 SHALL HWY.
  - STRAS...
- 8000126 - 10 (Not Home/Not Available)
  - 84 AGE DR, STRASBURG, V...
- 8000112 - 00 (Ready/No Contact)
  - 84 AGE DR, STRASBURG, V...
  - Tablet
- 8000113 - 00 (Ready/No Contact)
  - 84 AGE DR, STRASBURG, V...
  - SmartPhone
- 8000102 - 00 (Ready/No Contact)
  - 84 AGE DR, STRASBURG, V...
  - SmartPhone

STOP ALL
MyDay Overview
MyDay Overview
MyDay Overview
MyDay Overview
MyDay Overview
MyDay Overview
MyCases Overview
MyCases Overview
MyCases Overview
MyCases Overview
MyCases Overview
MyCases Overview
MyCases Overview
MyCases Overview
MyCases Overview
MyCases Overview

Case ID: 8000112
Status Code: 13 Brkn Ap

Please review EROC details below and SUBMIT EROC

Submit

EROC Details

MODE: In Person
STATUS CODE: 13 Brkn Ap
WHO CONTACTED: No One
COMMENTS: This is a demonstration comment
MyCases Overview
MyCases Overview
MyCases Overview
MyCases Overview
Comments
eScreen completed. Son selected who will not be available to do survey. He works out of town and is very busy on...

Refusal Details

Reason
Too busy

What was said?
23 year old son is very busy working out of town and is busy coaching and other activities on weekends. no way will he...

Severity
Firm

What would help?
MyCases Overview
How is mFOS Data used

Provides Input to Westat’s EAGLE System
How is mFOS Data used

Helps Prepopulate an FI’s BFOS Time & Expense

<table>
<thead>
<tr>
<th>Activity</th>
<th>Start</th>
<th>End</th>
<th>Mins</th>
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<tbody>
<tr>
<td>Travel</td>
<td>2/18/2015 2:43:52 PM</td>
<td>2/18/2015 2:57:51 PM</td>
<td>14</td>
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<td>2/18/2015 2:57:51 PM</td>
<td>2/18/2015 3:00:40 PM</td>
<td>3</td>
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<tr>
<td>Travel</td>
<td>2/18/2015 3:03:24 PM</td>
<td>2/18/2015 3:15:54 PM</td>
<td>13</td>
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<tr>
<td>Travel</td>
<td>2/18/2015 3:16:03 PM</td>
<td>2/18/2015 3:17:18 PM</td>
<td>1</td>
</tr>
</tbody>
</table>

Recorded Mileage: 12
mFOS Field Use

- Multiple working prototypes (Spring 2014)
- Field Pilot (3 FIs) (Fall 2014)
- Production Deployment - HALS Methods Study
  - 8 week deployment (currently underway)
  - 18 Field Interviewers
  - 1366 EROCs had been created (as of 2/11)
  - 73% of FIs use mFOS as their primary method for EROC entry

- Large Deployment - Spring 2015
  - 6 Month Deployment
  - 250 Field Interviewers
Development & Implementation Considerations

- Device acquisition and configuration
- Software development & deployment
- User training
- Connectivity
- Security & device management
Questions?

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