



**BTOTS User Group**  
**Thursday, January 7, 2010**  
**10 am – 12 pm**  
**Conference Call**

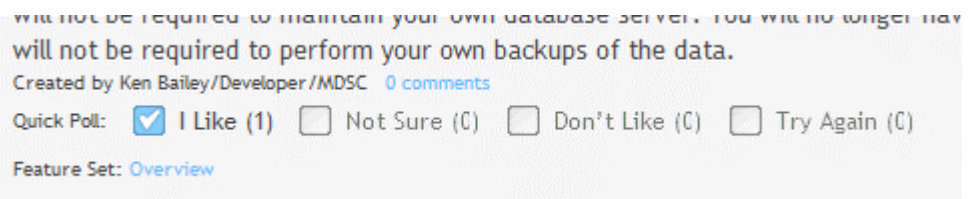
**Participants:** Susan Ord, Vanya Mabey, Catherine Hoelscher, Lynne MacLeod, Brent Baum, Josiah Hawk, Chris Wnek, Aihua Tong, Ken Bailey, Schuyler Manchester, Central, Davis, DDI VANTAGE, Jordan CDC, KOTM, KWC, PT4K, SEUHD, SUU, Up to 3, Weber

## Minutes

- I. BTOTS Web
  - a. Introduction - FAQ
  - b. btotsweb.blogspot.com
    - i. The BTOTS Web blog will be used to post information regarding the development of the BTOTS Web application. It will also be an important tool for providers to use in order to participate in the development process. Program features and screen shots will be posted, and will be open for comment, which is strongly encouraged.

When commenting, please be sure to select 'Name/URL' from the 'Comment as' drop down box, and enter your name, position, and organization (*e.g., "John Doe/Data Entry/Kids Kare"*). It is not necessary to enter any information into the 'URL' textbox (it's just a default blogger field).

There is also one additional blog feature that we did not discuss at the meeting. At the bottom of each post, in addition to, or in lieu of commenting, you can select an option in the 'Quick Poll' to express your thoughts on a particular post. Voting in the Quick Poll is anonymous (the below screen shot may not be the final version of this feature, the text may change slightly).



- c. Feature Sets
  - d. Scheduled Enhancements
  - e. State Hardware Resources
  - f. System Hardware Requirements
- II. Reminders
  - a. Deactivating User Accounts
    - i. Ending an employees hire status, and deactivating an employee's user account are currently independent of each other. Please remember to do both, when necessary. We have added an item to the enhancement list that would help consolidate these two functions.
- III. BTOTS Help Survey Results

- IV. Upcoming BTOTS Classic Updates
  - a. 2.8.1
    - i. Reconciled TEDI Exit Reasons
    - ii. Service Settings/Service Intensity
    - iii. Bug fixes
  - b. 2.9.0
    - i. Family Travel Reimbursement
    - ii. Child Transfers – IFSP Preview Report
  
- V. Questions/Comments
  - a. Check the COSF tab warnings and COSF alert, as related to the age at which COSF scores are required to be entered. In some cases the warning and the alert are conflicting with each other.
  - b. Enhancement idea: when changing the 'Resides With' address for a child, have BTOTS prompt the user if they want to edit mileage and school district.
  - c. Enhancement idea: have BTOTS uncheck 'PIP Child' box if all PIP services are removed from a child's IFSP. At minimum, display a pop up reminder message.
  
- VI. Next Meeting: February 11, 2010
  - a. If you have any suggestions for agenda items for the next meeting, please send them to [btotshelp@utah.gov](mailto:btotshelp@utah.gov)

# BTOTS Web FAQ

January 2010

**Q1: Is Baby Watch developing a web-based version of BTOTS?**

*Yes. Baby Watch has started development of a web-based version of BTOTS.*

**Q2: When will the new web-based version of BTOTS be available?**

*There is a good deal to do to ensure a smooth transition to web-based data entry. The project is scheduled to take 1½ - 2 years.*

**Q3: Can I provide suggestions and feedback during development?**

*Yes. The primary focus of this effort is to move BTOTS to a web-based application and there will be a need for provider input to be successful. Regular opportunities for comment will be provided via the BTOTS Web blog (<http://btotsweb.blogspot.com>) and BTOTS Web meetings. Requests for changes to system functionality will be prioritized, much as they are now, and worked into the conversion as time permits.*

**Q4: How will development effect the existing desktop application?**

*Baby Watch will continue to support your existing BTOTS desktop application. Periodic updates will still be released to fix bugs or address changing program requirements. When possible, feature enhancements will be scheduled for web-based implementation only to avoid rework.*

**Q5: Will I need to buy new computers to use the new system?**

*No. The web-based version of BTOTS is being developed to work with current web technologies. A reliable, high-speed internet connection and relatively up-to-date web browser is all you will need (i.e., internet that isn't dial-up and browser such as Internet Explorer 7.0+, Firefox 3.0+, Safari 3.0+, etc.)*

**Q6: Will I still need a dedicated database server at my site?**

*No. The goal is to reduce your local IT requirements for the BTOTS system. The data will be maintained on state servers and will not require you to maintain your own database server.*

**Q7: How will my program transition to the new web-based system when it's time?**

*Baby Watch support staff will assist you with the transition process. You will receive adequate warning and opportunity for training before the switchover to BTOTS Web. Programs will be required to do a state sync before the switchover occurs to ensure that all the latest provider data is maintained during the conversion.*

**Q8: Will the new web-based version of BTOTS be similar to the old version?**

*Yes. The goal is to maintain the familiar data entry flow found in the existing BTOTS application. Some aspects will change due to the nature of web-based applications and some improvements to existing forms will also be made along the way.*

**Q9: Will I have access to the new system from anywhere?**

*Yes, as long as you have internet access. The system will allow you secure access to your programs information from anywhere you have internet access. This will greatly improve access for programs with multiple sites. In addition, in home use will be available for programs that wish to use a wireless card for access in the home.*

**Q10: I don't want to use a wireless card, will I be able to access child information without internet access?**

*Yes. One of the planned new features will provide offline access to a subset of the child information and allow you to complete limited child data entry when internet access is not available. Information will then be synchronized once the provider returns to the office (or simply has internet access again).*

**Q11: Will the new system provide access to common electronic forms?**

*Yes. Another of the planned features will provide you the ability to print common child forms that are pre-populated with child data found in the system (e.g., name, birth date, etc.). If desired, you will also be able to fill out the forms online, print them completed, or store them for later online review.*

**Q12: What other features is Baby Watch looking at adding to the new system?**

*There are a number of other features we have planned based on your prior feedback. Some of them include improved visit handling, advanced search and exporting, additional report customization, data entry audit logging, local compliance monitoring, and USDB integration. See the BTOTS-Web-Based-Enhancements.doc or BTOTS Web blog for more detail.*

**Q13: Will my child data be safe if BTOTS is moved to web-based?**

*Yes. All information transmitted between your web browser and the state database will be secured (the same as when you access your bank account or other secure website). In addition, password requirements will be enforced for users of the system. Extended user access control will be added to the system so that as an administrator you will be able to specify what information users at your program will have access to.*

# BTOTS Web Scheduled Enhancements

January 2010

The following enhancements are currently scheduled for inclusion into the new BTOTS Web system. The initial development will focus on converting the existing functionality found in BTOTS to a web-based system. Some of the features identified here will be included in this conversion process and available at the time of the switchover to the web-based system. Others will be brought online as they are completed after the switchover. A response period for each feature will be provided before development on that feature occurs. Program feedback will be gathered via the BTOTS Web blog (<http://btotsweb.blogspot.com>) and BTOTS Web meetings.

1. **Offline In-home Feature**

Feature that allows users to “checkout” pertinent child information for use in the child’s home without an internet connection. Includes the local encryption of data as well as merging of data when connection is available.

2. **Electronic Forms**

Ability to complete electronic versions of various standard forms used by providers. This would provide the ability to print off the forms with some initial data populated or complete them in the system and then print the forms.

3. **Improved Visit Handling**

Improve the way service visits are stored in the database. The current implementation causes additional work for data-entry staff when visit records are entered prior to annual reviews or service changes.

4. **Advanced Search and Data Export**

Extend basic search with additional search criteria and provide method for exporting child results for further analysis.

5. **Customized Reporting**

Additional set of generic reports with customization for which child data is displayed on the report.

6. **Data Entry Audit Logging**

Logging mechanism for data entry changes for better data tracking.

7. **Local compliance monitoring tools**

Additional reporting and data tracking tools used to simplify and encourage local compliance efforts.

8. **PIPtots Integration and Enhancements**

Additional integration work with the PIPtots system being developed for the Utah State Deaf and Blind Program (USDB).



# **BTOTS Support Survey Results**

*January 2010*



## **BTOTS Support Survey Purpose**

- Survey focus: to learn more about the helpfulness of the day-to-day support offered to BTOTS users
- Part of a larger effort to review all support systems currently in place for BTOTS users and solicit feedback for improvements in preparation for going web-based

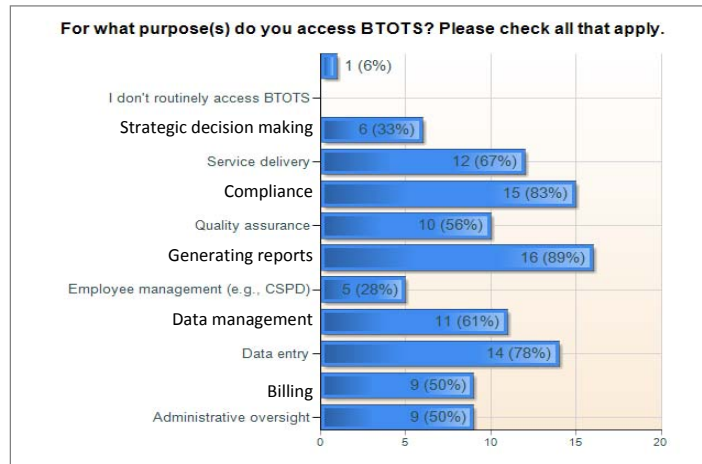


## BTOTS Support Survey Sample and Content

- Survey sample: 45 staff across the 15 providers
- Response rate: 36% (n=16), 11/15 providers
- Content of survey:
  - Purposes for accessing BTOTS
  - Length of time using BTOTS
  - Frequency of BTOTS use
  - Level of BTOTS expertise
  - Frequency of HELP line and HELP feature use
  - Speed and resolution of BTOTS questions and problems

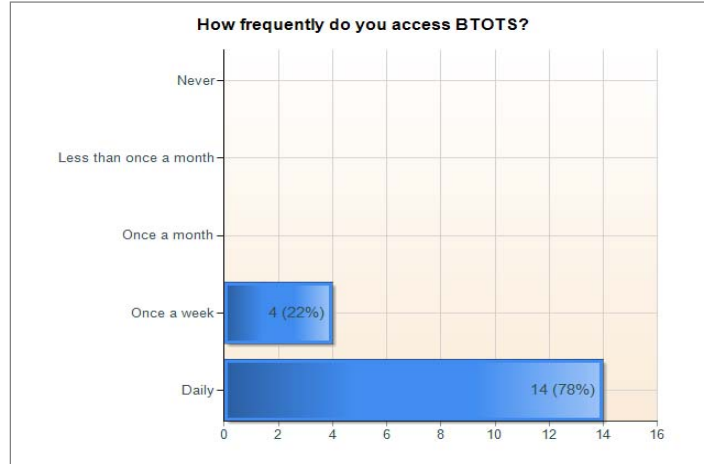


## Purposes for Using BTOTS

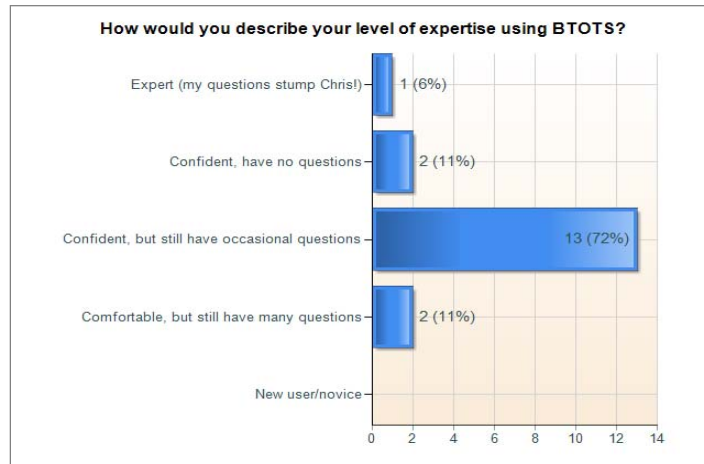




## Frequency of BTOTS Use

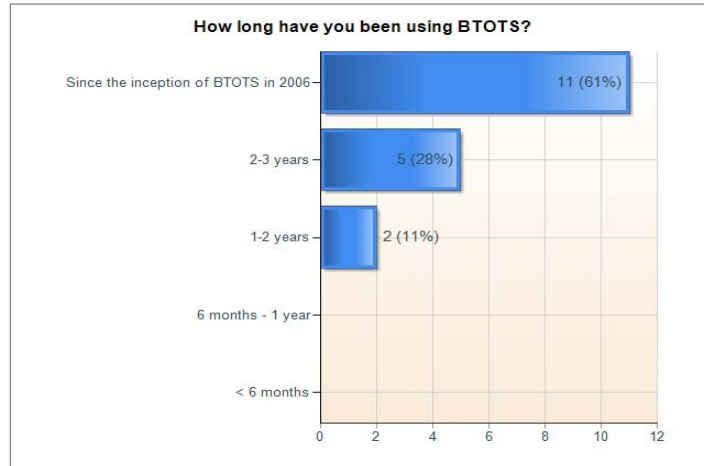


## Level of BTOTS Expertise

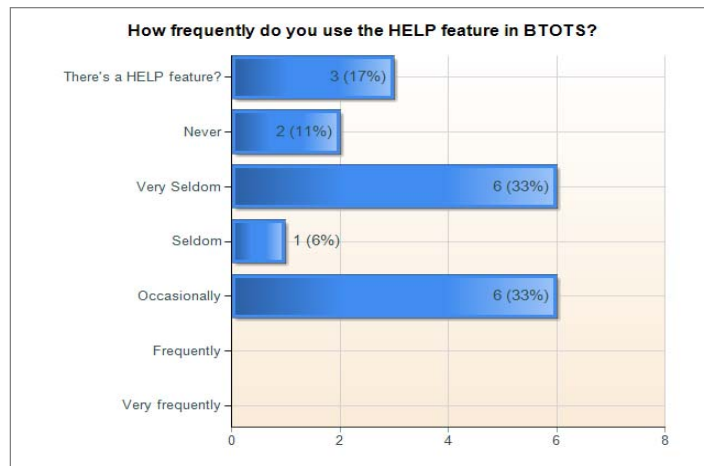




## Length of Time Using BTOTS



## Frequency of BTOTS HELP Feature Use



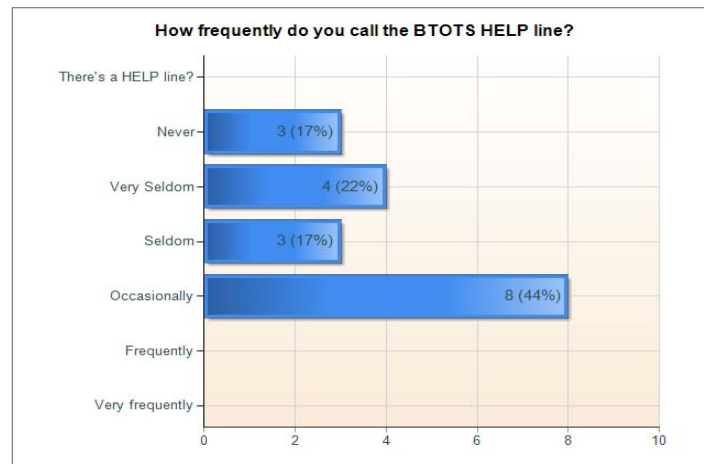


## Suggestions for Improving HELP Feature

- Incorporate a glossary/data dictionary
- Keep existing HELP document up-to-date, e.g., make corrections
- Add more detail to and cover every tab in existing document

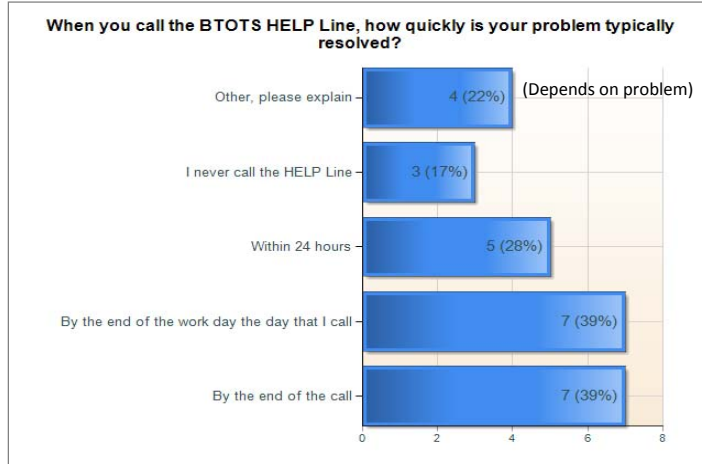


## Frequency of BTOTS HELP Line Use

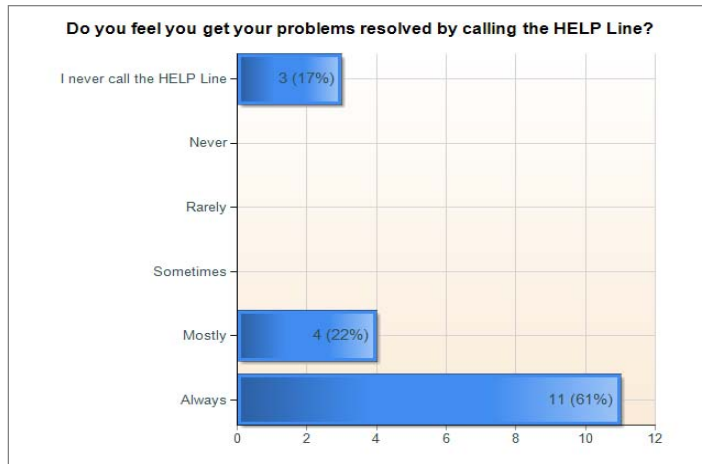




## Speed of BTOTS Problem Resolution via HELP Line



## Problem Resolution via BTOTS HELP Line





## Suggestions for Other BTOTS Supports

- Suggestion email box
- Specific training for program managers on how to use BTOTS for management and monitoring
- “Hands-on” annual review
- Manual that could be used for initial training



## Conclusions

- It appears that the current support systems in place are satisfactory and meeting BTOTS users' needs
  - However, several enhancements were suggested that BWEI will consider for BTOTS Web
- Chris Wnek can never leave BWEI!



**Thank you for  
participating in this  
survey and sharing  
your ideas!**

**If you have questions or comments, please contact Lynne or Brent  
at BWEI.**

## BTOTS Support Survey

Page 1 - Image

BTOTS Support Survey



Page 1 - Question 1 - Choice - One Answer (Bullets)

How would you describe your level of expertise using BTOTS?

- New user/novice
- Comfortable, but still have many questions
- Confident, but still have occasional questions
- Confident, have no questions
- Expert (my questions stump Chris!)

Page 2 - Question 2 - Choice - One Answer (Bullets)

How frequently do you access BTOTS?

- Daily
- Once a week
- Once a month
- Less than once a month
- Never

Page 2 - Question 3 - Choice - One Answer (Bullets)

How frequently do you use the HELP feature in BTOTS?

- Very frequently
- Frequently
- Occasionally
- Seldom
- Very Seldom
- Never
- There's a HELP feature?

How could the BTOTS HELP feature be improved?

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How frequently do you call the BTOTS HELP line?

- Very frequently
- Frequently
- Occasionally
- Seldom
- Very Seldom
- Never
- There's a HELP line?

When you call the BTOTS HELP Line, how quickly is your problem typically resolved?

- By the end of the call
- By the end of the work day the day that I call
- Within 24 hours
- I never call the HELP Line
- Other, please explain

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Do you feel you get your problems resolved by calling the HELP Line?

- Always
- Mostly
- Sometimes
- Rarely
- Never
- I never call the HELP Line

Please explain your response to Question 7.

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What other supports could be developed to improve your understanding of and ability to use BTOTS?

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How long have you been using BTOTS?

- < 6 months
- 6 months - 1 year
- 1-2 years
- 2-3 years
- Since the inception of BTOTS in 2006

For what purpose(s) do you access BTOTS? Please check all that apply.

- Administrative oversight
- Billing
- Data entry
- Data management
- Employee management (e.g., CSPD)
- Generating reports
- Quality assurance
- Compliance
- Service delivery
- Strategic decision making
- I don't routinely access BTOTS
- Other, please explain

Approximately how much time do you spend in the following activities? (Please select all that apply but do not exceed 100%.)

	100%	75%	50%	25%	0%
Program Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Entry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you for taking this survey!

