

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION
P. O. BOX 88
JEFFERSON CITY, MISSOURI

What's Inside:

Video conferencing
software available

October 9, 2014

M E M O R A N D U M

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
CHILDREN'S DIVISION STAFF

FROM: TIM DECKER, DIRECTOR

SUBJECT: ACCESS TO ADOBE CONNECT PRO

The purpose of this memorandum is to inform staff about the availability of Adobe Connect Pro, video conferencing software which is now available for use by all staff. This service was acquired in response to a Continuous Quality Improvement (CQI) request for video conferencing.

Adobe Connect Pro is a web-conferencing option for professional online meetings, trainings and webinars. It provides staff the opportunity to participate in meetings or trainings without traveling to a meeting location. Adobe Connect Pro allows up to one hundred participants to attend a single event and may be used in a multitude of ways, including:

- General presentations
- Online training
- Web conferencing
- Desktop sharing
- Supervisor Case Consultations
- Meetings with Children's Division staff and/or community members

Adobe Connect Pro also provides meeting organizers or hosts tools to easily prepare attendance lists, "frequently asked questions" documents, as well as giving staff the option to record each meeting or training.

There are three roles involved with Adobe Connect Pro:

- **Host:** Organizes and facilitates the meeting. The identified host for the Children's Division is Daphne Maupin. To schedule an Adobe Connect Pro web meeting, email [Daphne](#) with the date and time of the requested meeting. She will set up the meeting and send the requestor a confirmation email with the link and a teleconference phone number. Once the meeting has been scheduled and the confirmation email has been sent, this role as host has been fulfilled.
- **Presenter:** Assists in meeting facilitation, presenting content or sharing their screen. When the meeting has been scheduled, the presenter is responsible for inviting the participants and conducting the meeting. The role can be changed to host once the meeting has been scheduled, if preferred. Each person who is

designated as a presenter/host will need to schedule a time to prepare the virtual rooms. This includes loading any necessary materials prior to the meeting or training. The presenter/host will also be responsible for returning the virtual rooms to their original condition.

- **Participant:** Spectator in the meeting with abilities to chat, respond to polls and change their status. Participants will receive a link within the meeting invitation to test their computers' connections prior to the meeting.

For a Quick Start Guide for Hosts and participants, click here

http://www.connectusers.com/learning_center/getting_started/quickstart.php

Other departments that have utilized the software report a tremendous cost savings. The Division anticipates potential cost savings by reducing travel time and mileage costs and improving efficiency and productivity by reducing disruptions to staff's everyday workload.

Staff members who would like to utilize the software as presenters/hosts for meetings are required to complete a series of instructional trainings found on the [Employee Learning Center \(ELC\)](#). The tutorials can be completed in 1-2 hours. Once on the ELC, select "My Elective Curriculums" on the left-hand side of the screen and follow the prompts given.

Once the ELC course has started and the Adobe Connect User page is accessed, click the Meetings link and begin viewing a variety of short tutorials. Tutorials include:

- Attending a Meeting
- Using Host and Presenter Controls
- Sharing Screens and Applications
- Creating a Poll
- Recording a Meeting

When the tutorials have been completed, close the Adobe Connect Use Community window, returning to the ELC screen. Click Exit to document that the tutorials have been viewed.

Due to the time commitment required to learn the software, staff will need to determine if this is an effective use of time. If the software will be used repeatedly, staff may find it extremely beneficial.

Troubleshooting tips are available online at <http://helpx.adobe.com/adobe-connect.html>

NECESSARY ACTION

1. Review this memorandum with all Children's Division staff.
2. All questions should be cleared through normal supervisory channels and directed to:

PDS CONTACT

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UNIT MANAGER

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CHILD WELFARE MANUAL REVISIONS N/A
FORMS AND INSTRUCTIONS N/A
REFERENCE DOCUMENTS AND RESOURCES N/A
RELATED STATUTE N/A
ADMINISTRATIVE RULE N/A
COUNCIL ON ACCREDITATION (COA) STANDARDS PA-HR 4.01; PA-PQI 5
CHILD AND FAMILY SERVICES REVIEW (CFSR)/ PROGRAM IMPROVEMENT PLAN N/A
PROTECTIVE FACTORS Parental Resilience N/A Social Connections N/A Knowledge of Parenting and Child Development N/A Concrete Support in Times of Need N/A Social and Emotional Competence of Children N/A
FACES REQUIREMENTS N/A