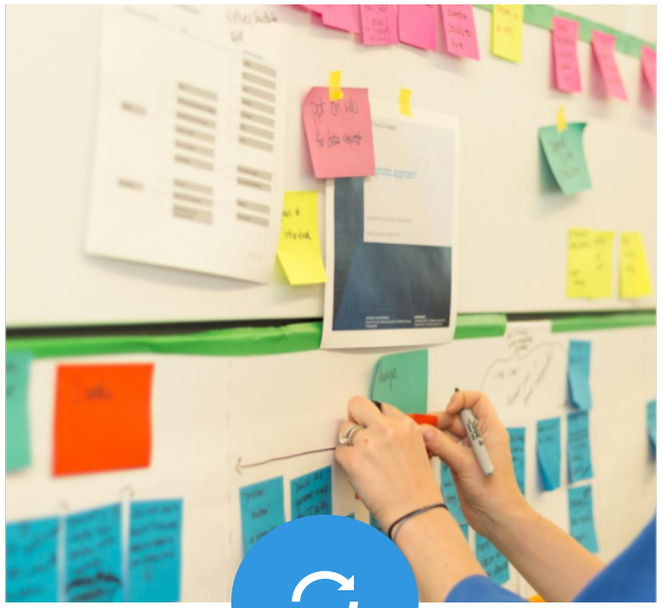
Quarterly Stakeholder Meeting | Oct. 2017

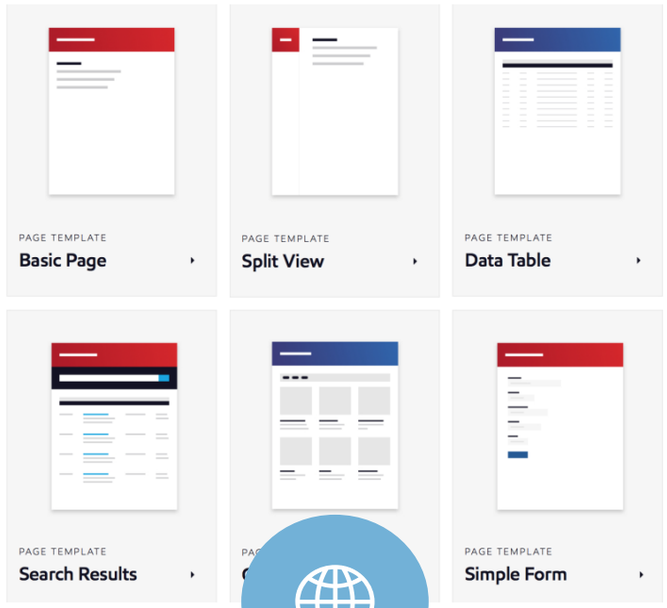
Case Management Updates & Research Insights

CWDS / Child Welfare Digital Services



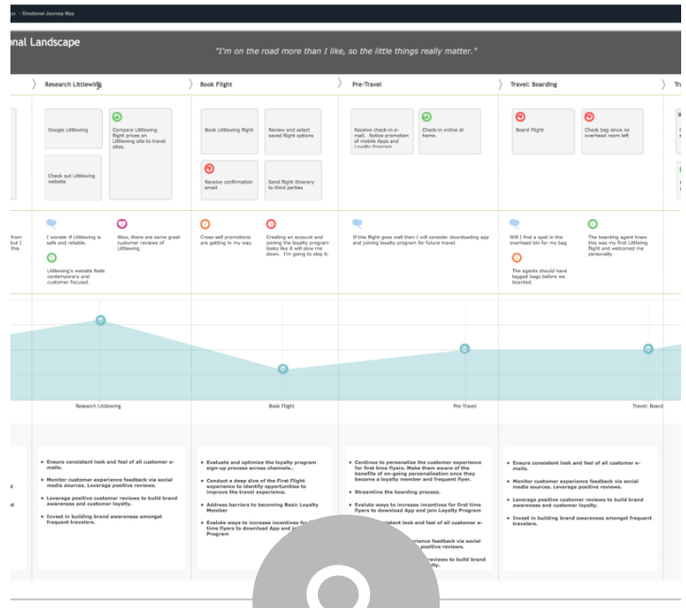
Research & Prototype

Co-Design with our core counties on new Emergency Placement and Family Finding capabilities in support of RFA



Pattern Library

Create a library of reusable, modular code components so that when we build interface screens they will all have the same look and feel across all digital services.



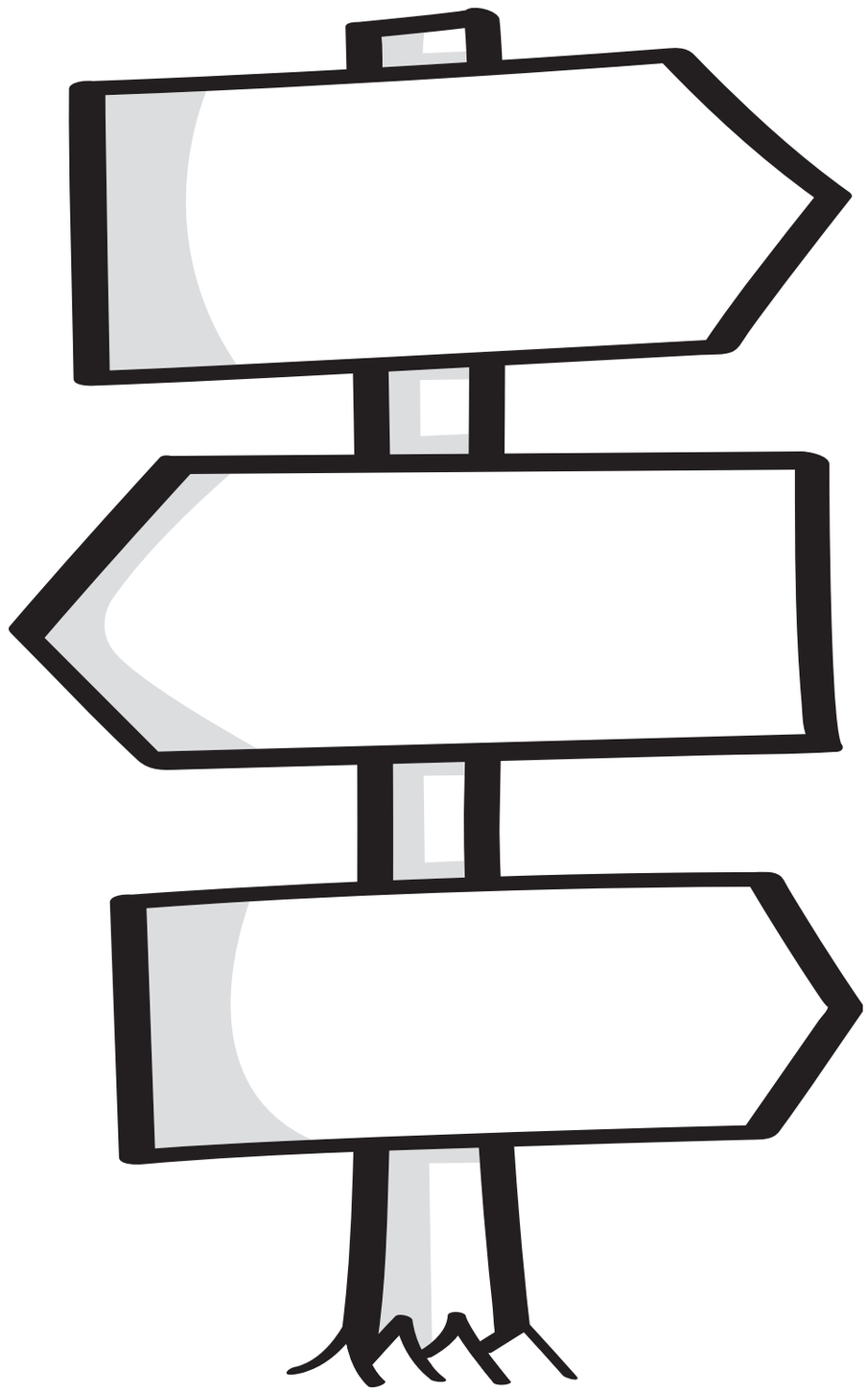
Legacy Systems Map

Understand data requirements and restrictions in CWS-CMS to ensure front end features support smart back end development once our TPT team joins the project

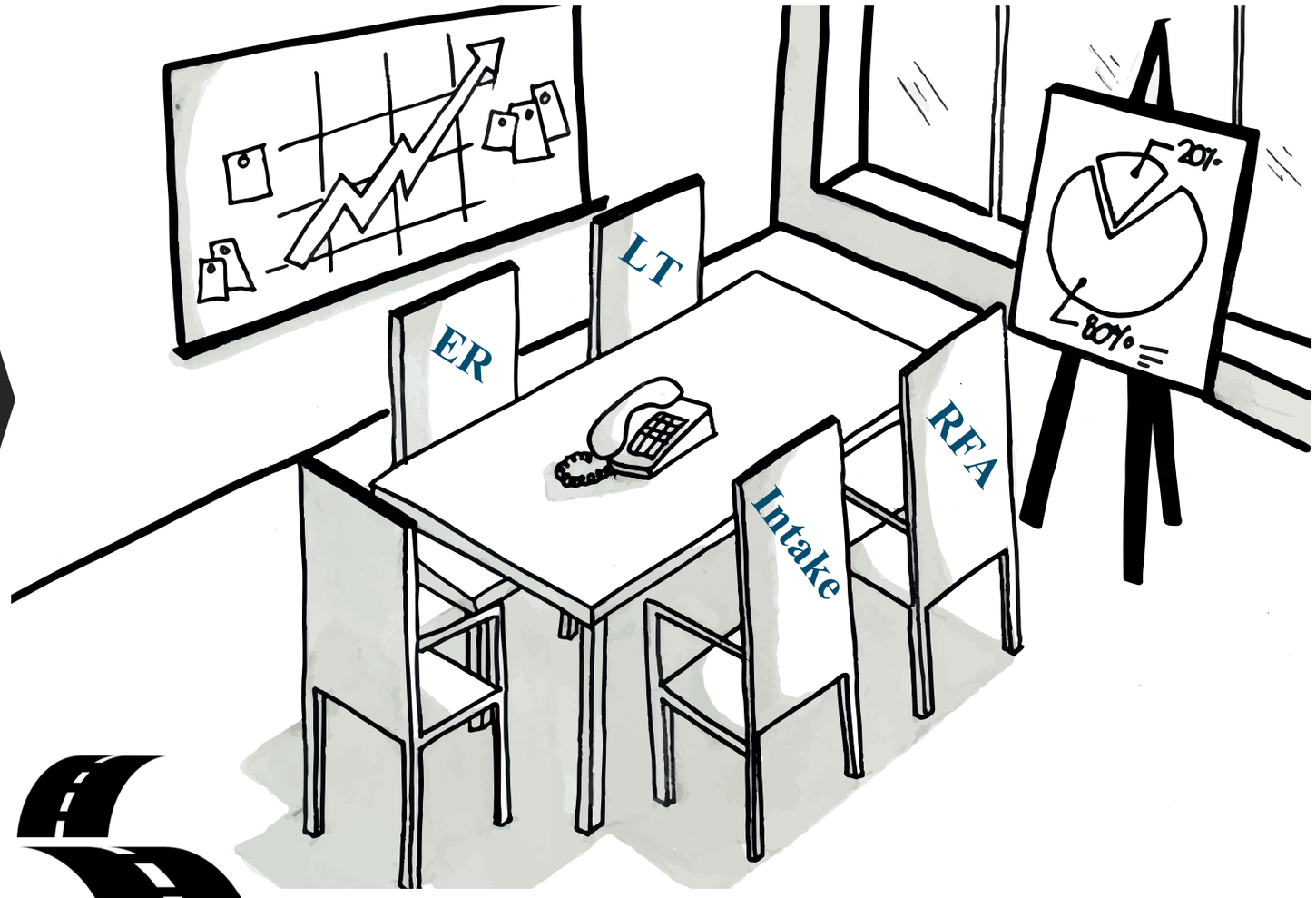
Case Management | Research Journey

OUR PERSPECTIVE

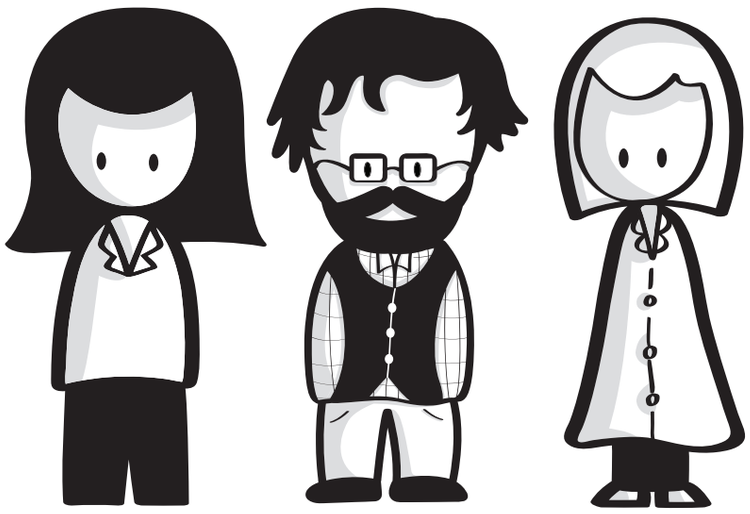
You have to know <u>where you are</u>…
to know where you're going



PICTURE THIS…

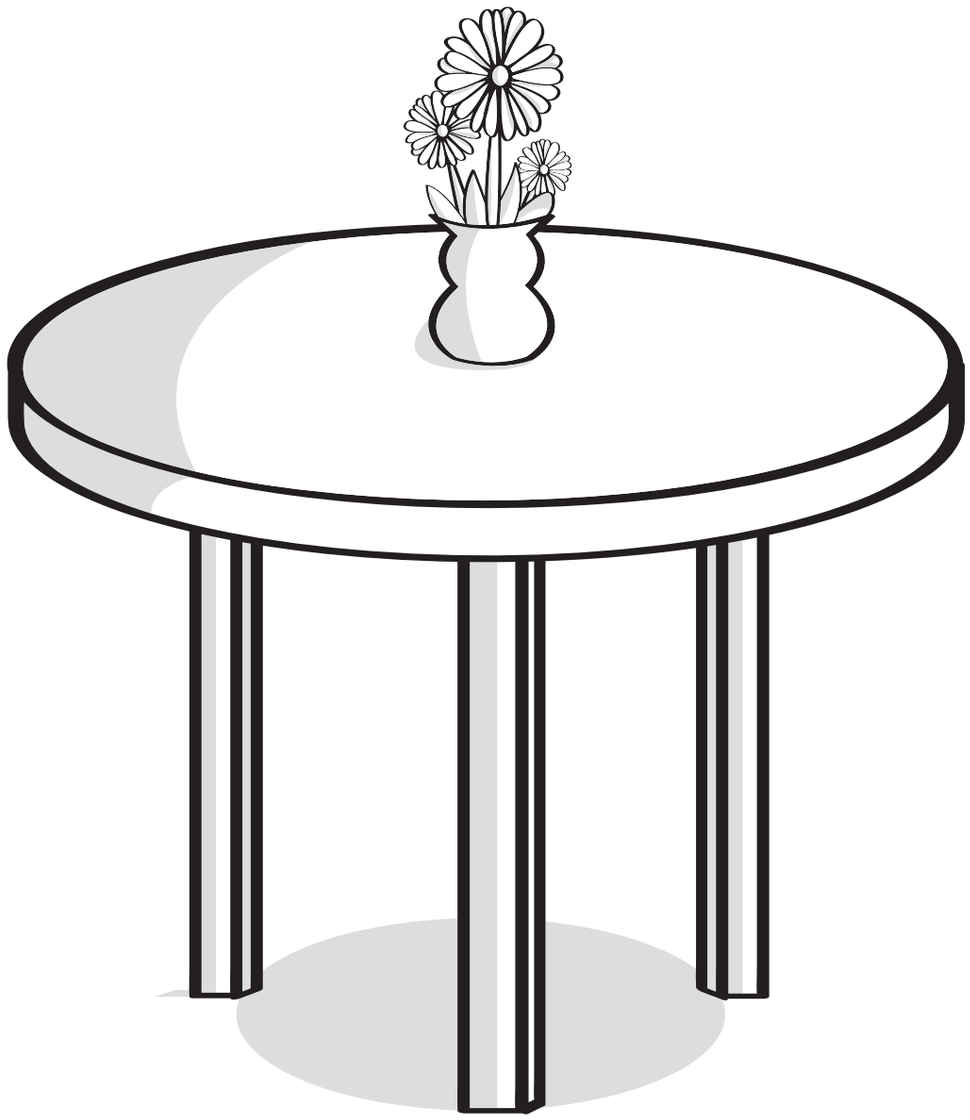


Our Research Team



Research is a Core Component…

- **Focus is ”why” NOT “how”**
- **Beyond feature sets**
- **Foundation to our design approaches + ideologies**
- **Framework to empower + provide tools needed for one to do their job more efficiently**



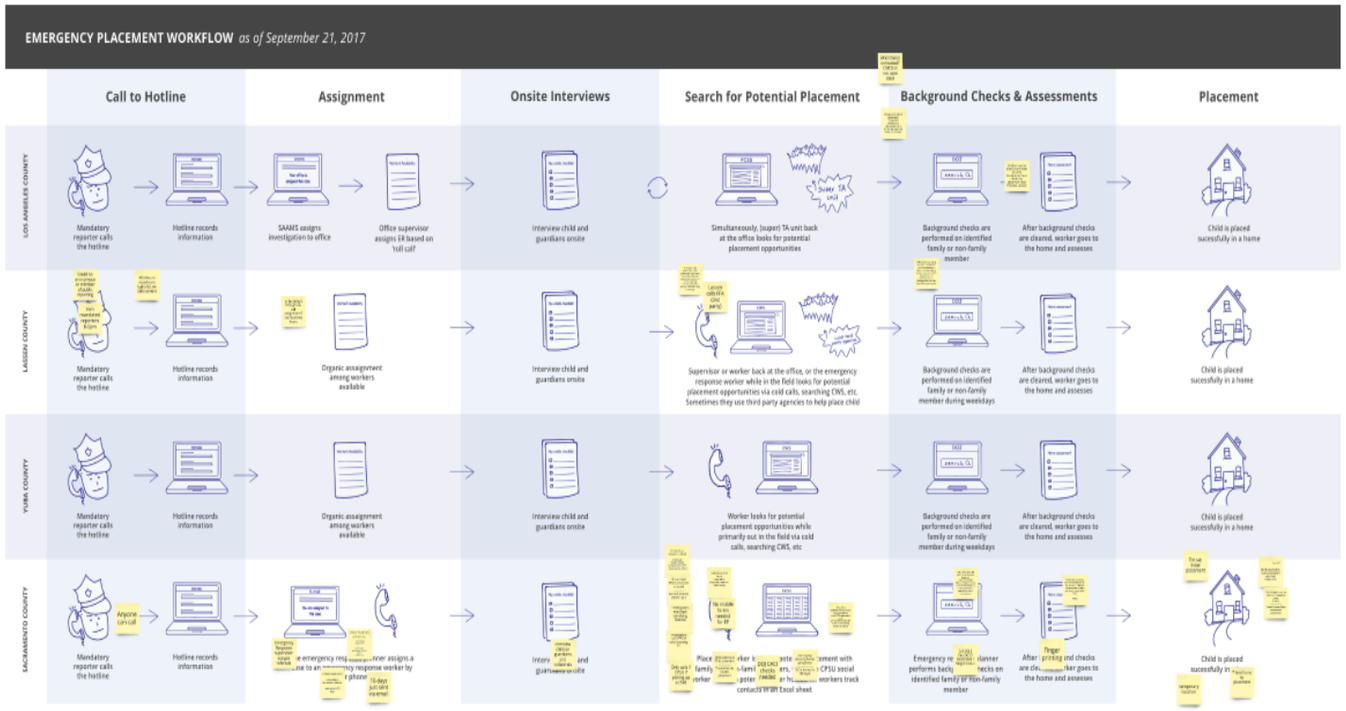
CM Journey | Where we started…

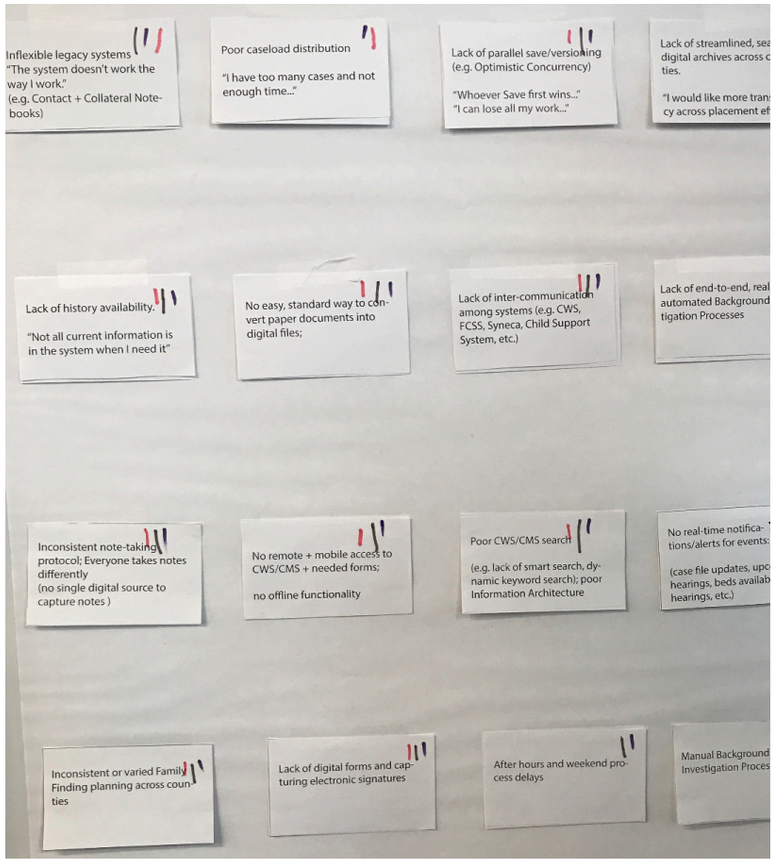
- **“All-County” Co-Design Workshop (EP + FFE)**

  Validated worker task flows, activities

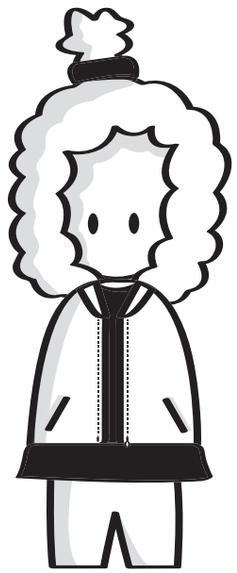
- **16 Shared Challenge Themes**

  Scaled to 4 core AOIs: Digital Forms, Mobile/Real-Time, Time Barriers, Finding Data



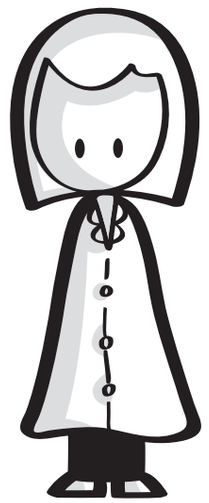


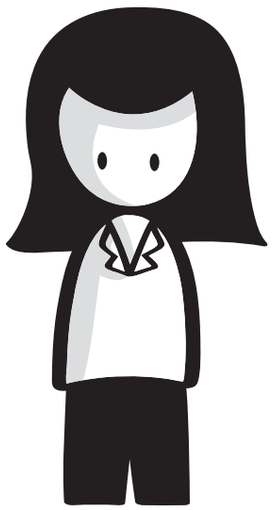
CM Journey | Where we are…

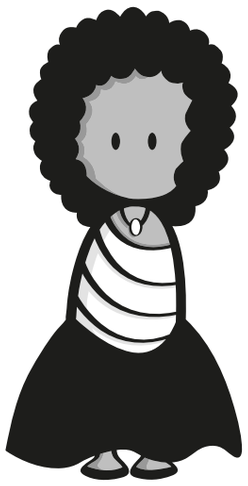


Research x Design
Design Concept Recommendations

- Family Finding Tools & Tracking (NEW)
- Digital Submissions (ENHANCEMENT)







Design Concepts | Deeper Dive

EMERGENCY PLACEMENT | THEME DETAILS

THEME	CONCEPTUAL DESIGN IDEATIONS
FAMILY FINDING TOOLS & TRACKING	VISUALIZATION INFORMATION ○ MAP VIEWS ○ FAMILY RELATIONSHIP VIEWS ○ FFA SPECIFICITY
DIGITAL SUBMISSIONS	FORM SUBMISSIONS ○ STATE FORMS ○ PLACEMENT CHECKLISTS ○ PLACEMENT PACKET BUILDER ○ AUTO-POPULATE DATA ○ MEDIA UPLOAD + TAGGING *PROVIDING RESPONSIVE FORM VIEWS FOR DESKTOP, TABLET, PHONE

Why These Concepts… | Why now?

- Impacts **over 50%+** of the share challenges across counties

- Provides key **design exploration** towards features expressed + targeted to provide early wins across **both** new and legacy enhancement platforms

- Touched on **all** 7 “How Might We…” Themes

HOW MIGHT WE… | TARGETED INSIGHTS

The parallel ideation themes chosen touch on all 7 HMW themes & help address/provide potential solutions for within the following user derived “high-value” problem statements:

FORM EFFICIENCY
- **HMW: Minimize typing, while still being descriptive**
- **HMW: Deliver a digital placement packet**

DOCUMENTS
- **HMW: Establish a flexible digital standard for documents**
- **HMW: Capture/upload in the field**

SYNCHRONIZED DATA
- **HMW: Provide child specificity to FFA and county group homes digitally**

HOMES | DATA ACCESSIBILITY
- **HMW: Organize and view available homes by their preference availability**

TECHNOLOGY FORMS
- **HMW: Create system + reports where information is entered once**

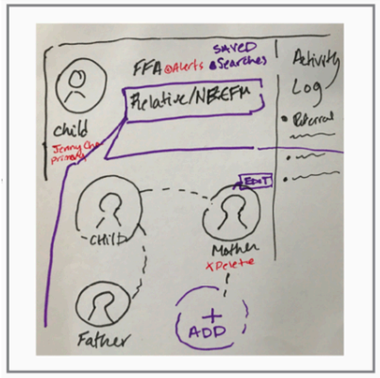
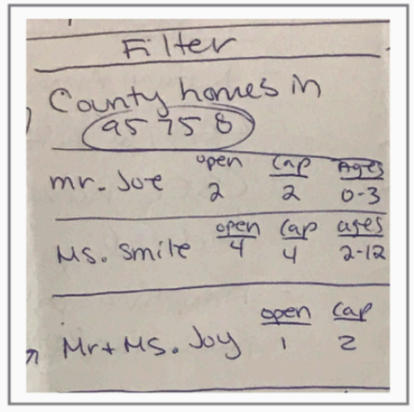
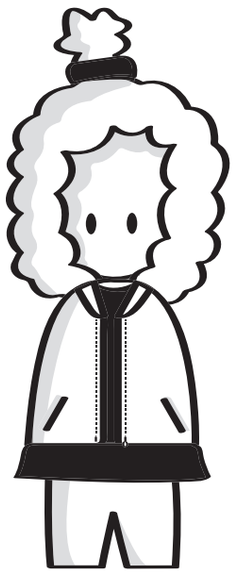
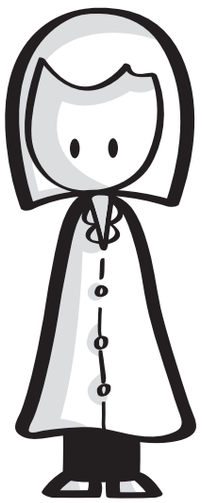
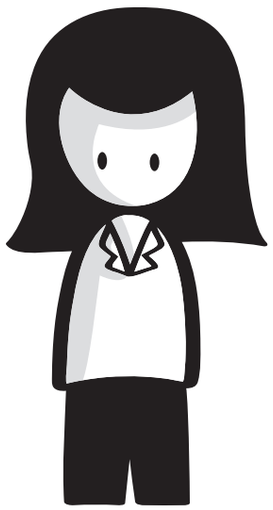
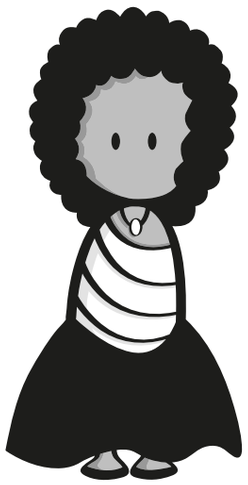
FAMILIAR + MODERN EXPERIENCE
- **HMW: Customize/personalize my experience**

FAMILY TREE
- **HMW: Use technology to access contacts, family/relatives, NREFM in one place**

* Note: high-value was determined and weighed by users within the workshop via color-coded dots across counties

Where Do We Go From Here…

Iterating + Design Ideation

Ideation Themes	Sample Concepts	HMW Themes
FAMILY FINDING TOOLS & TRACKING	 Sally searches for relatvies, can add, view recent activity and contact history, etc. If no reletavites available, Sally searches for available placement homes with smart filters like schoold district, age, special needs, etc.	○ **FAMILY TREE** ○ **SYNCHRONIZED DATA**
	 Sally looks at results listed, or map view	○ **FAMILY TREE** ○ **SYNCHRONIZED DATA**

CM Journey…