

Child Welfare Digital Services  
Sprint 5.8 Review Presentation

# Design Ops

*Sprint Dates: 2/22/18 to 03/07/18*



CWDS / Child Welfare Digital Services

# Sprint Goal

## **DesignOps Formation**

- Conduct Sprint Zero Activities
- Intake Knowledge Transfer
- PI-6 Planning
- Status Quo support for the Digital Service Teams

## **Research**

- Kickoff talks with Policy & Legacy team regarding SOGIE
- Declarative Forms POC
- Lunch and Learn Kickoff

# Sprint Goal

## Design

- Breadcrumb Navigation
- Annotated wireframes for Child Profile
- Find Placement Map Tool
- Relationship V1 Design

## Component Library

- Declarative Forms POC
- Component Library Assessment / Update
- Ugly Baby Retirement Planning

# Sprint Zero Activities

- Teaming Agreement (DesignOps Internal)
- Definition of Ready
- Definition of Done
- Schedule Ceremonies
- Norm on JIRA ScrumBan process
- Teaming Agreement with Business SMEs
- Define & Document Interaction / Flow with Business SMEs

# Intake Knowledge Transfer

- Conducted 3 sessions
- All of DesignOps team attended
- Intake Designers walked through research and designs
- Artifacts captured in central repository on SharePoint
- Met with Intake County Consultants to discuss plan for ongoing support

# PI-6 Planning

- Designers/Researchers supported original Digital Service Team planning efforts
- Conducted prioritization session with Service Managers and Product Owners

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# Design Ops

## Research

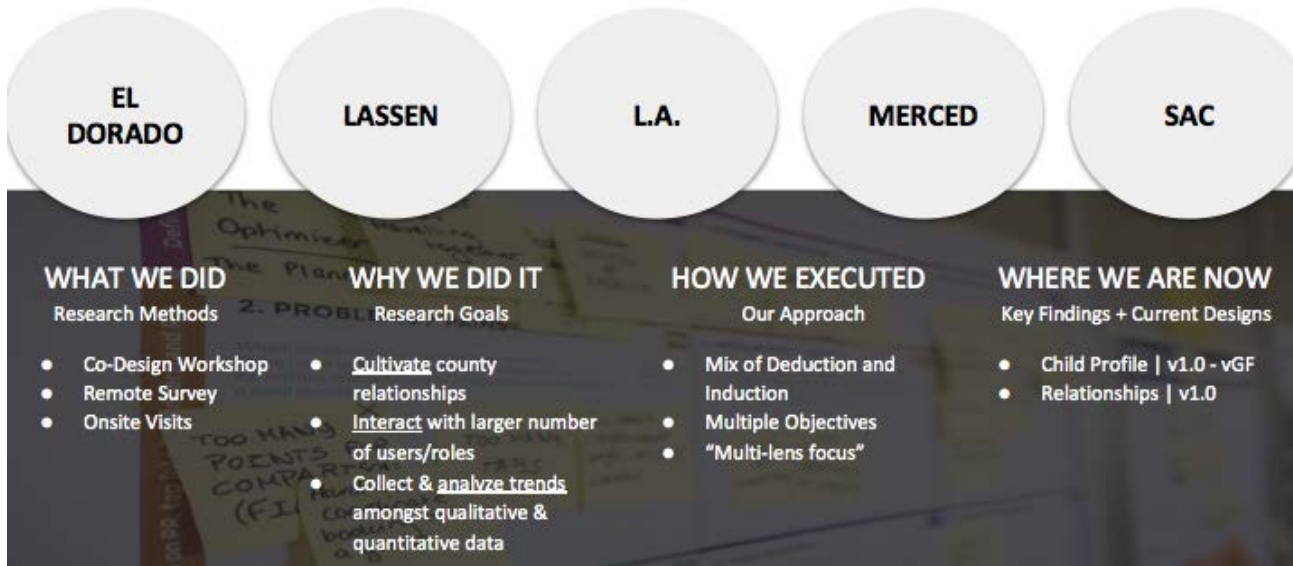
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# PI-5 Research Insights | Child Profile & Relationships (focused)

## How Case Management Uses Research To Help Understand Our Core Counties

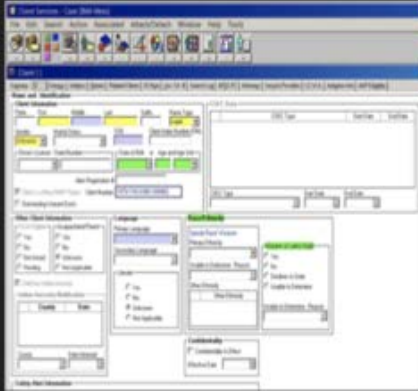




# Child Profile Designs

## Legacy

Original Design



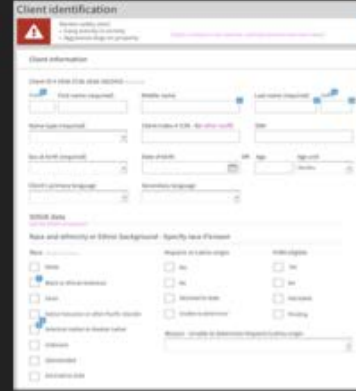
## v1.0

Used for PI - 5 Research Gathering



## v1.1

Current Development Handoff



# Relationship Designs

v.0

Original Concept

**RELATIONSHIPS**

**Audrey Campbell is the...**

- Sister of [Jake Campbell](#)
- Daughter of [Jake Campbell](#)
- Daughter of [Jake Campbell](#)
- Niece of [Jake Campbell](#)

**Pamela Campbell is the...**

- Mother of [Audrey Campbell](#)
- Mother of [Jake Campbell](#)
- Spouse of [Christopher Campbell](#)
- Sister of [Leo Chapman](#)

**Leo Chapman is the...**

- Uncle of [Audrey Campbell](#)
- Uncle of [Jake Campbell](#)
- Brother of [Pamela Campbell](#)
- Brother in law of [Christopher Campbell](#)

**Jake Campbell is the...**

- Brother of [Audrey Campbell](#)
- Son of [Pamela Campbell](#)
- Son of [Christopher Campbell](#)
- Nephew of [Leo Chapman](#)

**Christopher Campbell is the...**

- Father of [Audrey Campbell](#)
- Father of [Jake Campbell](#)
- Spouse of [Pamela Campbell](#)
- Brother in law of [Leo Chapman](#)

v1.0

Concepts used for PI - 5 Research Gathering

**Relationships View**

Name	Relationship	DOB	Address	Phone
Jake Campbell	Son	1985-01-15	123 Main St, Seattle, WA	206-555-1234
Audrey Campbell	Daughter	1988-03-22	123 Main St, Seattle, WA	206-555-5678
Pamela Campbell	Mother	1955-07-10	123 Main St, Seattle, WA	206-555-9012
Christopher Campbell	Father	1958-02-28	123 Main St, Seattle, WA	206-555-3456
Leo Chapman	Brother-in-law	1960-05-18	456 Oak St, Seattle, WA	206-555-7890

# PI-5 Research Insights

How CALS Uses Research To Help Understand Our Core Counties

L.A.

Orange

San  
Francisco

San  
Joaquin

## WHAT WE DID

Research Areas

- RFA application process
- Preview Review
- Roles & Permissions
- CALS legacy systems

...

## WHY WE DID IT

Research Goals

- Understand the user needs
- Understand the business needs
- Understand constraints

...

## HOW WE EXECUTED

Our Approach

- Research workshop
- Design Reviews
- Preview Review
- Email discussions

...

## WHERE WE ARE NOW

Key Findings + Current Designs

- E2E flow for RFA application assessment & approval
- Feedback and bug report for Preview



# We Are ...

Getting organized ...



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# Design Ops

## Design

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# Sprint Report

- Continued working on New RxD Team Organization + Structure (Design Ops)
- Completed high fidelity visual design for Family Finding Map tool with detailed feedback from Bteam
- Worked on design for navigation from Facility Search Page screen back to the Main Menu screen of CWDS/CARES
- Worked on PI-5 Research Synthesis for Landing Page & Family Finding

# Annotated Child Profile

- Added validations and rules to the Child profile fields
- Rules describe the logic of how the application should work, including exceptions
- Rule types included Business rules, UI rules and field level validations
- Added fields for SOGIE

The screenshot displays a software application interface for a 'Client notebook 2.27.2018'. The main window shows a 'Client Identification' form with several sections and annotations:

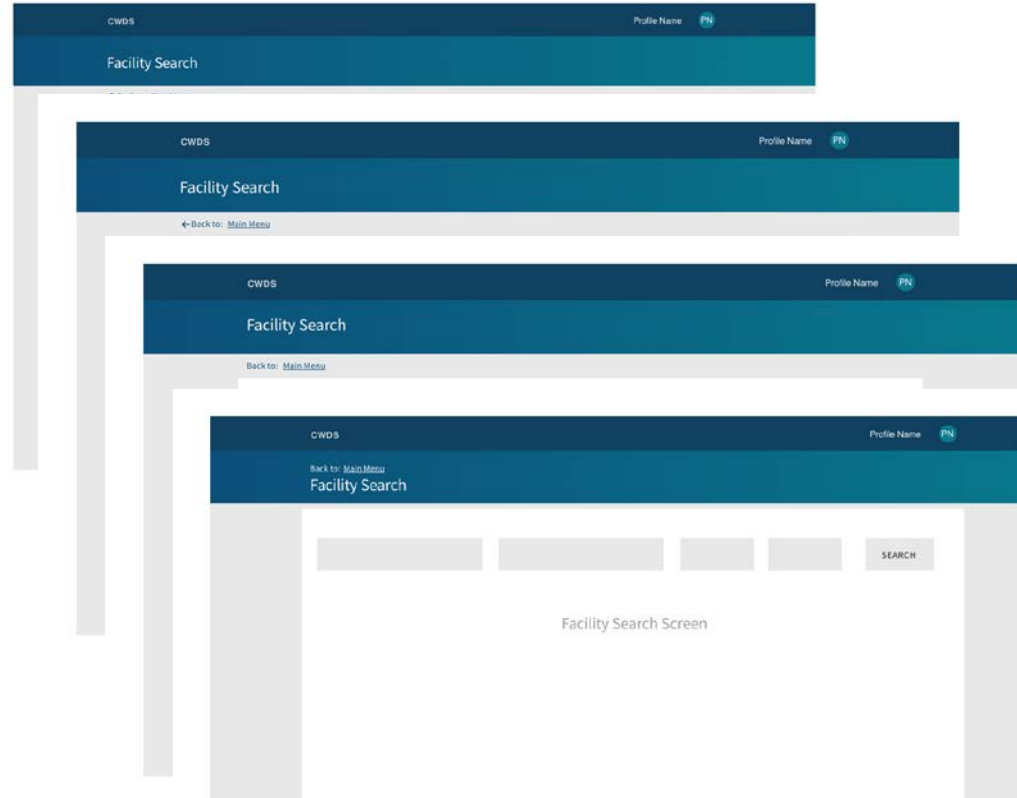
- Client information:** Fields for First name (required), Middle name, Last name (required), Name type (required), Client index number (CIN), and Sex at birth (required). There are also fields for Date of birth, Age, and Age unit.
- SOGIE data:** Fields for Sexual orientation (required) and Reason unable to determine (required). A note indicates that if 'SO Unable to Determine' is selected, it will enable the 'Reason Unable to Determine' sub-options values.
- Description:** A field for Description with a note: 'Changing Sexual Orientation from "Not Disclosed" will clear the previously entered data in the Description field. Do you want to proceed?'
- DOB (Date of Birth):** A section with a 'Note' explaining the logic for populating the DOB field based on the person's status (alive, deceased) and the difference between the current date and the person's birth date.

The form is annotated with various UI elements like red dashed boxes, blue rectangles, and text boxes, indicating where rules and validations are applied. A 'Worker safety alert' is also visible at the top of the form.



# Design: Breadcrumb Navigation

- Navigation from the Facility Search screen back to the Main Menu screen of CWDS/CARES
- 4 design treatments
- 2 within the Page header & 2 within the page itself
- Usability testing to follow



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# Design Ops

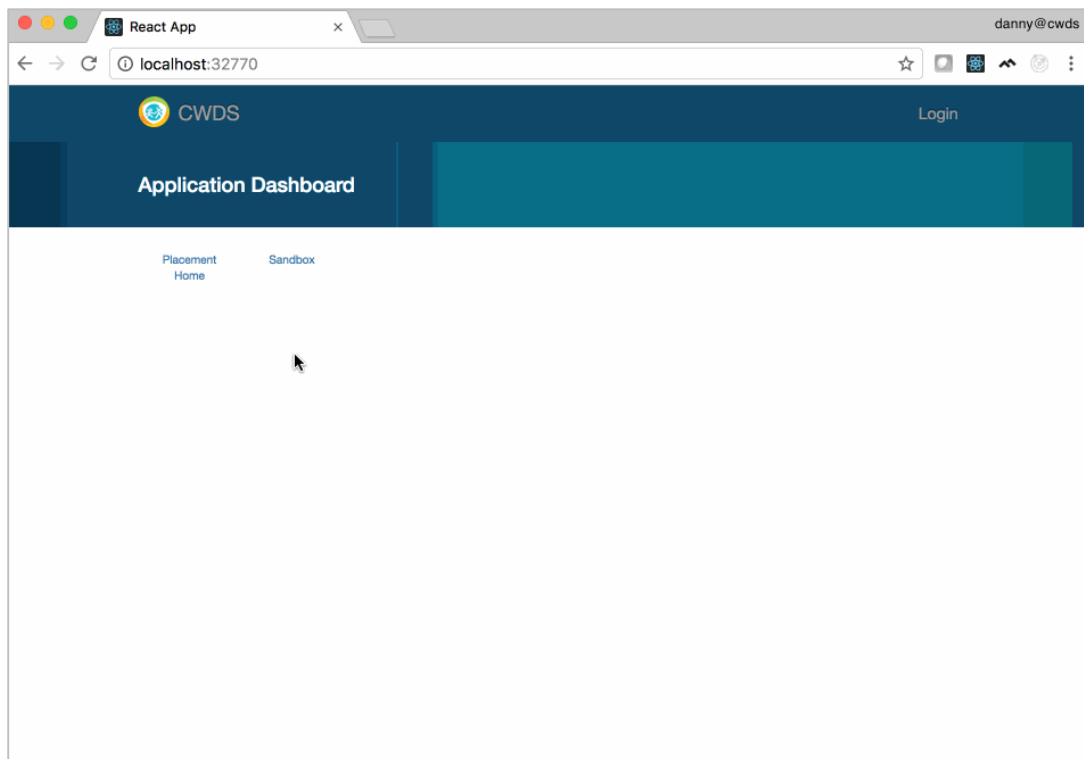
## Component Library

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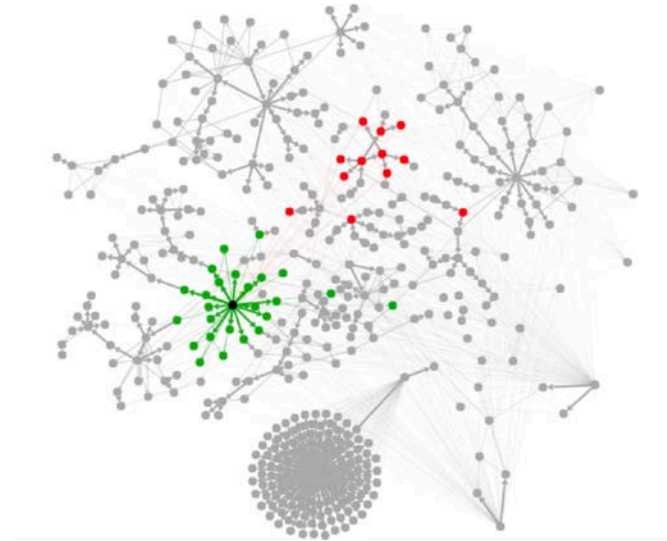
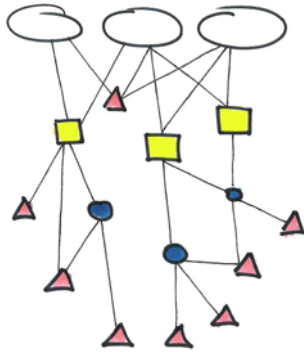
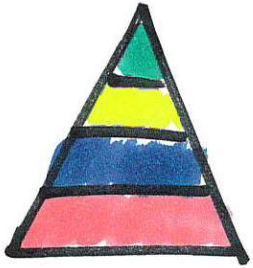


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# Declarative Forms PoC



# Component Library



# Ugly Baby Retirement

Cwds logo

## Welcome to CWDS Sandbox

Disclaimer: This is just a list of links used on development and pre production environments.

[Intake](#)

[Certification, Approval, and Licensing Services \(CALs\)](#)

[Release Notes](#)

[Job Aids](#)

The screenshot shows a web interface for CWDS-CARES. At the top, there is a dark blue header with the text "CWDS-CARES" and a small orange button labeled "Environment Name". Below the header is a teal section titled "Services and Resources". Underneath, there is a "Services" section with a disclaimer: "The following are links to pre-production or production environments. Due to continuous product improvements, content, colors and sizes are subject to change." There are three main service cards with purple headers:

- Snapshot**: Search for people and their past child welfare history by using the Child Welfare History Snapshot tool. [Child Welfare History Snapshot Tool](#)
- Hotline**: Create child abuse screenings by entering pertinent information/allegations; searching for child welfare history; and determining the level of risk of abuse and/or neglect for assignment. [Hotline Screener Tool](#)
- CALS**: Search CWS/CMS, LIS and FAS data for Facilities, Children associated to facilities and Facility Complaint History. [Facility and Home Search and Profile](#). View and create RFA applications for potential applicants looking to provide safe homes for children. [Resource Family Application](#)

# Questions & Feedback