

Child Welfare Digital Services
Sprint 6.2 Review Presentation

Design Ops

Research | Design | Design System

Sprint Dates: 3/22/18 to 04/04/18



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Sprint Goals

DesignOps Global

- Co-Design Summit Planning & Logistics

Research

- Support Summit: Agenda development, Activity planning, Research Documentation/R&D Contextual Highlights for design
- Persona Modeling across all Digital Services



Sprint Goals

Design

- User Experience (UX) for User Login Flow (Cognito)
- Support for Child profile development - Read-only view
- Child profile V3 with Greenfield based on user research
- Updates to Relationships Design w/ Development
- Kick start “Date Viewing” component research
- Begin work on Contact Notes

Design System

- Component Library Updates

DesignOps

Research



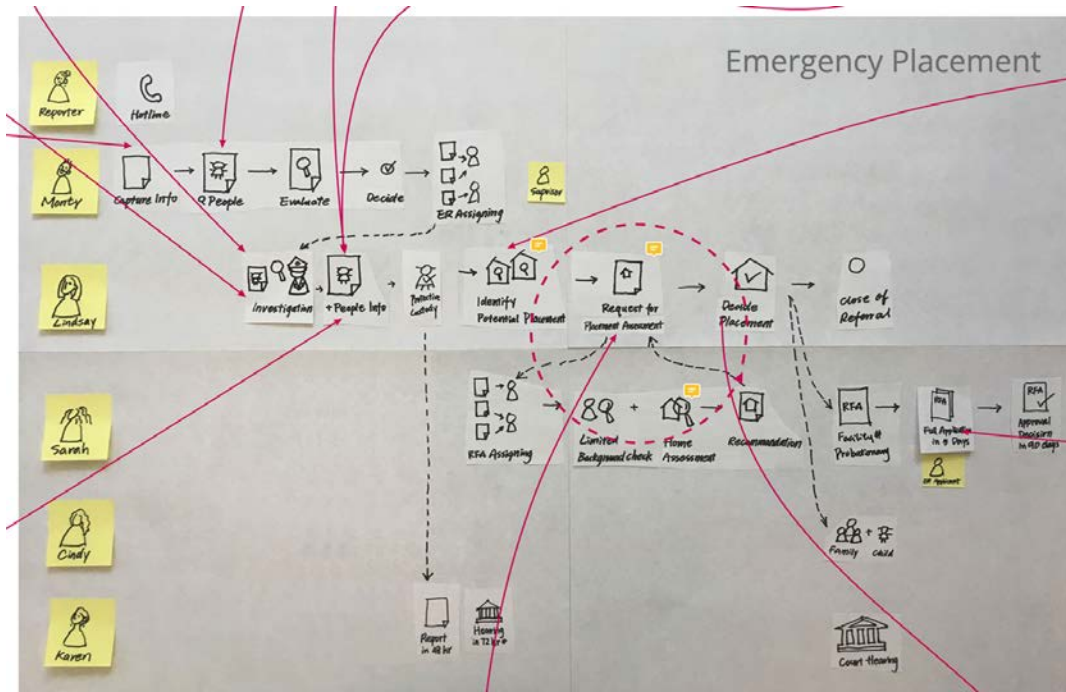
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Research Norming and Management

- **April Summit Research Support** Detailed Agenda, Activities Approach/Research Methodology (i.e. refining key goals and outcomes), Moderator's Guide, Supporting Documentation (i.e. Screen/Feature Research Highlights)
- Courts Kick-off DesignOps + Intro into Court Digital Service Processing
- Error Messaging Components, Style Guide Enterprise Storming + Norming
- Project Persona Modeling Continuing scalable modeling efforts
- Contact Notes Requirements refinement based on current design
- CANS Support Research Recommendation Support

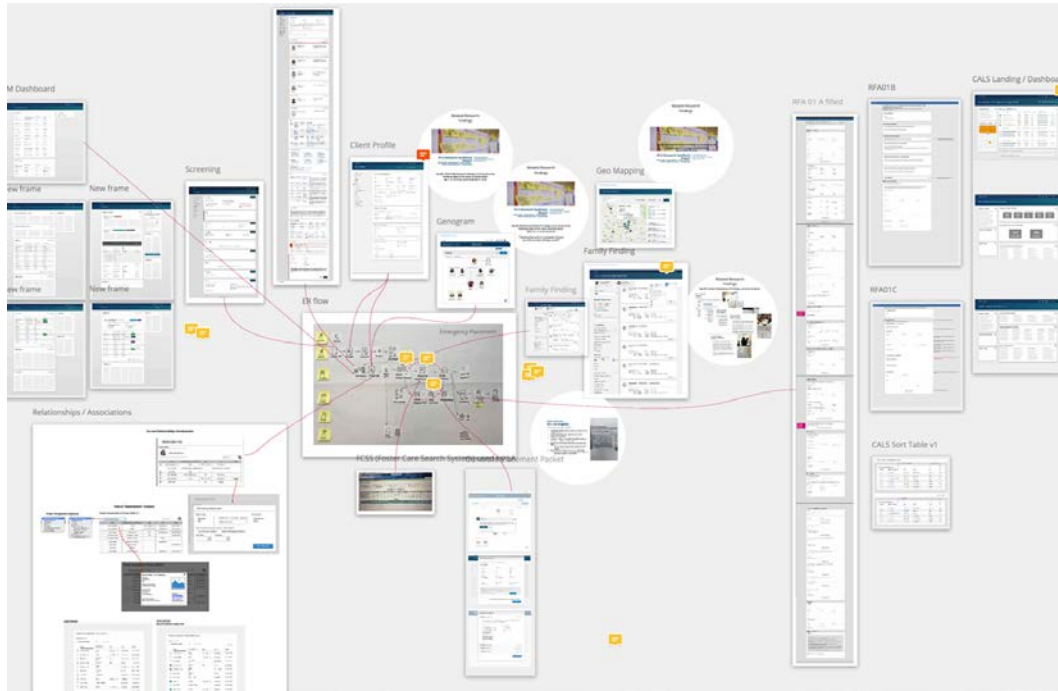
Summit - Emergency Placement Flow

- Identify Emergency Placement Journey workflows across digital services
- Connect all Enterprise-level screens designed to date to EP Flow



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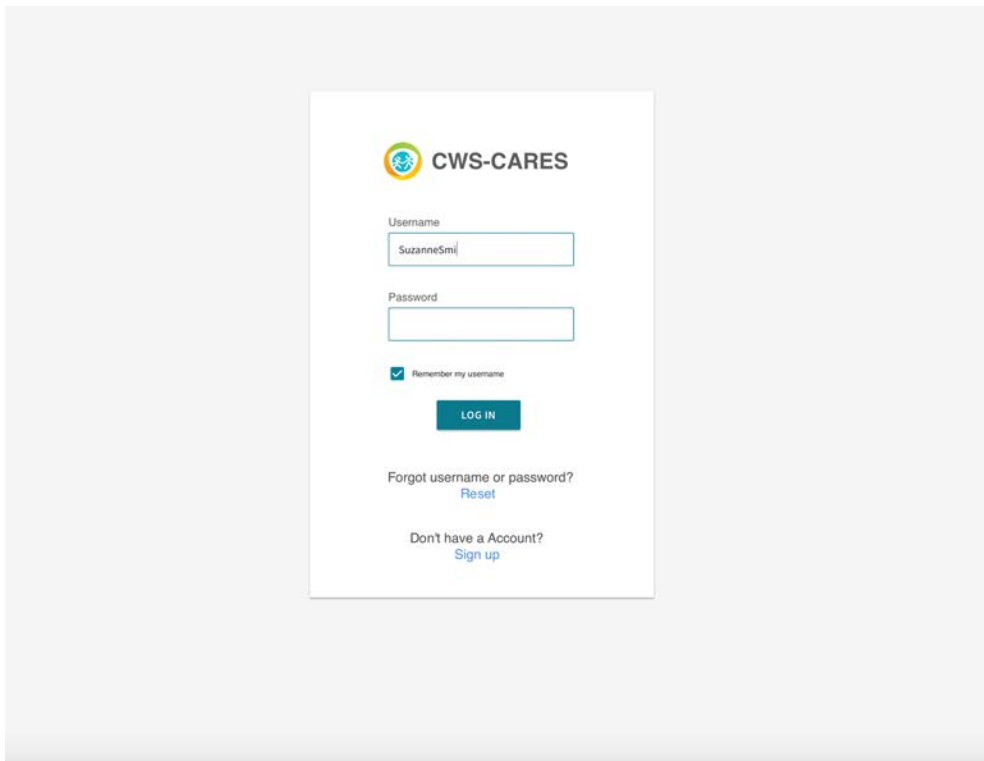


DesignOps Design



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Central Landing Page/UX/Branding (Cognito/OpenAM)



What we did:

- Outlined the CWS-CARES initial Log in user experience with high fidelity wireframes

What we need:

- Access to the Cognito Interface Configuration Tool
- Branding for CWS-CARES

Contact Notes - Ability to Record Contacts

CWDS

Kristina Finlayson

Cambell Family

New Contact

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud.
Note: All fields are required unless labeled "Optional."

Method of Contact

Telephone

Email

Other

In-Person

Date

04/03/2017

Classification

Confidential

Public

Notice

Announced

Unannounced

Type

Follow-up Visit (for Initials or Reassessments)

Collateral Visit

No

Yes

Start Time

8:00 AM

End Time

5:00 PM

Contact Summary

Contact Notes

CANCEL SAVE

What we did:

- Applied a CALS - RFA & State Licensing perspective to the Intake Contact Screen designs

What we need to do:

- Further iterate the CALS UI design
- Work with the Case Mgmt team to iterate the designs for their needs.
- Write related user stories

Child Profile Read-only view

- Translated the edit-view screens into the read-only view
- Added incremental improvements based on research:
 - Alerts by Type
 - “At-a-glance” view for commonly used and time-sensitive information
 - Case timeline

The screenshot displays the CWS-CARES interface for a child profile. The header shows the client's name, Allie Hendrixson, and ID # 1928-2726-2625-2623453. The left sidebar lists navigation options: Client profile, Adoption & AAP, AFDC - FC, Attorney, CANS, Case, Client ID, Basic information, Safety alerts, Relationships, Demographic information, Gallery, ICWA, ID numbers, Juvenile court, Placement, Relationships, and Service providers. The main content area features several sections: Alerts (Threats to social worker, Behavioral - Aggressive to other children, Medical - Severe allergies), Summary (DOB: 4/19/2018, Age: 9, Sex at birth: Female, Home location: Auburn, CA, School: Auburn Middle School, SSN: 123-03-9383, Minor/NHD parents), Services (Behavioral issues, Medical specialist: Service, Service: Service type, Placement history, Relatives), Case timeline (4/25/2017: Initial removal, 4/27/2017: Initial placement, 10/15/2018: Potential rights resolved, 1/24/2018: Permanent placement, 6/24/2018: Adopted), UPCOMING (6/2/2018 HEARING - Removal Sutter County Courthouse..., 7/2/2018 FAMILY FINDING - Locate adult family members, 7/31/2018 REA APPLICATION), and CONTACTS (6/17/2018 HOME INSPECTION - Approval inspection for Grandmother's application, 6/4/2018 CFT MEETING - Child, Parents and Relative). The Basic information section includes fields for First name (Allison), Middle name (Roxy), Last name (Hendrixson), Also known as (Betty), Name type (Legal), SSN (765-01-9393), Sex at birth (Female), Date of birth (4/19/2009), Age (9 years), Child's primary language (English), Secondary language (Spanish - Spoken in home), Client index number (CIN) (4546-98723), and Race / ethnicity (Primary race, Other ethnicity).

Relationships updates

- Updated Relationships designs based on Legacy data impacts
- Reviewed designs with Case Management Business SMEs
- Began exploring “People Associations” concept based off Relationships work

Edit Existing Relationship

Related Person: **Darth Vader**, 124 yrs, Male

Primary Person: **Allie Hendrixon**, 14 yrs, Female

Related Person / Primary Person Relationship*: Unknown/Unknown

*Darth Vader is the Unknown to Unknown "Allie Hendrixon"

Live at the same location Parent's Whereabouts Unknown

Start Date: End Date:

Save Relationship

People Associated to Allie Hendrixon (16)

Associations Type: All People Associated [Map \(4\)](#)

<input type="checkbox"/>	Name	Association to Focus Person	Age	City	Phone
<input type="checkbox"/>	Luke Skywalker	Father (Paternal)	03/01/1968 50	Sacramento	916-123-4567
<input type="checkbox"/>	Bree Skywalker	Mother	01/27/1970 48	Sacramento	916-123-4567
<input type="checkbox"/>	Darth Vader	Grandfather (Maternal)	84	Star Destroyer	530-567-8910
<input checked="" type="checkbox"/>	Obi Won Kenobi	Education (Coach)	105	Folsom	123-456-7890
<input checked="" type="checkbox"/>	Dr. Doogie Howser	Medical (Doctor)		Citrus Heights	916-123-4567
<input type="checkbox"/>	Gabe Kotter	Education (Teacher)		Folsom	916-123-4567
<input type="checkbox"/>	Jane Smith	Mental Health		Sacramento	916-123-4567
<input checked="" type="checkbox"/>	John Doe	NREFM	02/14/1978 40	Granite Bay	916-123-4567
<input type="checkbox"/>	Andy Griffith	Probation Officer		Sacramento	916-123-4567
<input checked="" type="checkbox"/>	Bart Simpson	NREFM	04/01/1986 32	Springfield	916-123-4567

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Dates: Viewing

- Reviewed Dates options and variables to consider for Dates viewing component research with Business SMEs
- Received thumbs up to gather formal data with core county participants regarding Dates viewing.

Meeting Goals

Topic:

- Viewing Dates

Outcomes:

- Share information and things we need to consider about Dates & Times UX/UI
- Thumbs up / down on Research Request w/Core Counties

Impacts:

- Project wide alignment on how to view dates & times
 - Absolute Dates, Approximate Dates, and Ranges



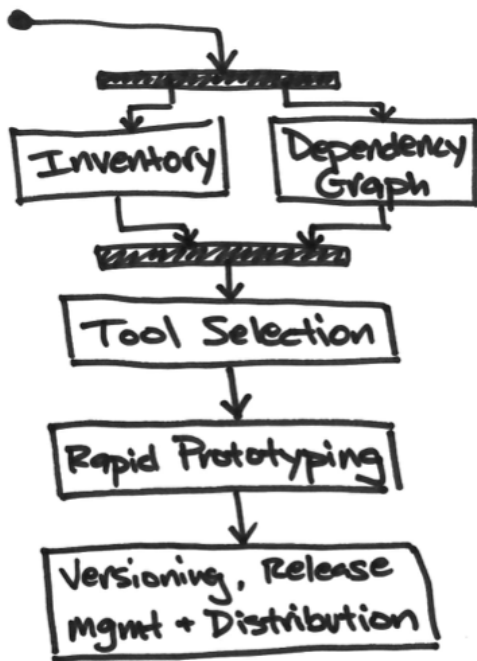
DesignOps

Design System



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Get Rolling



Inventory	
Dependency Graph	
Tool Selection	
Rapid Prototyping	
Versioning, Release Management, Distribution	

Inventory

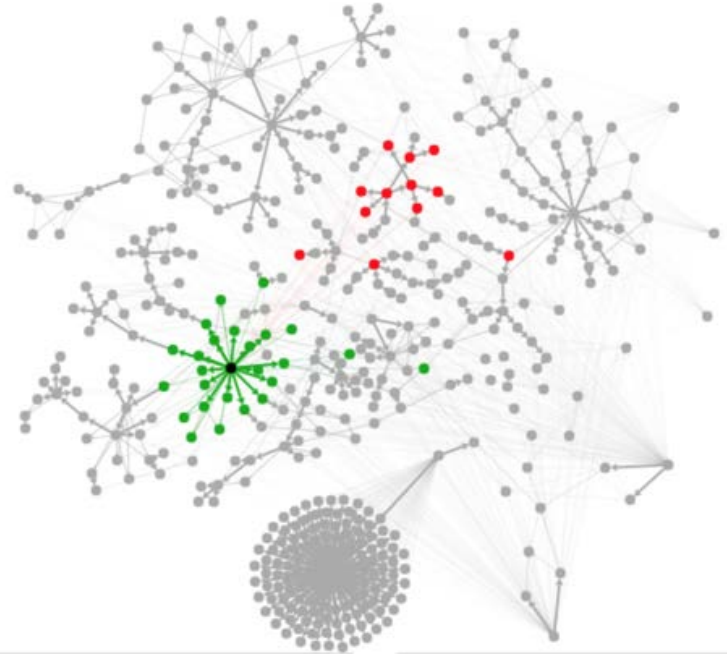
- Classify visual and behavioral patterns
- Establish hierarchical relationships
- Identify Gaps
- **TODO:**
Language Declarations



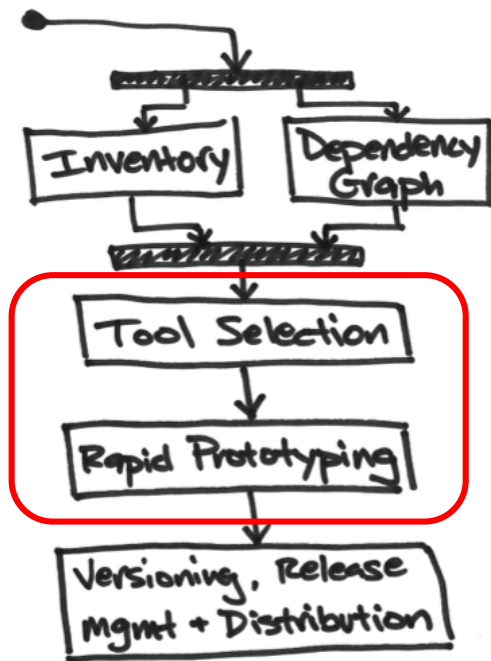
Dependency Graph

- Form Elements
- Application Chrome (e.g.; “furniture”)

- Buttons
- Links
- Cards

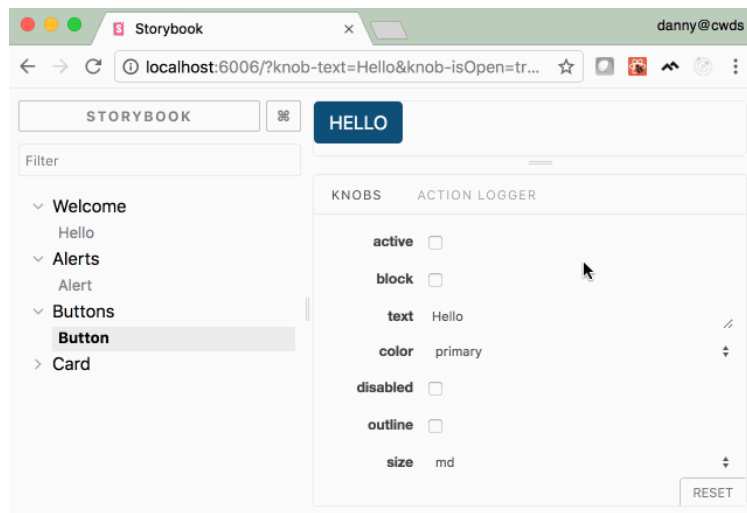
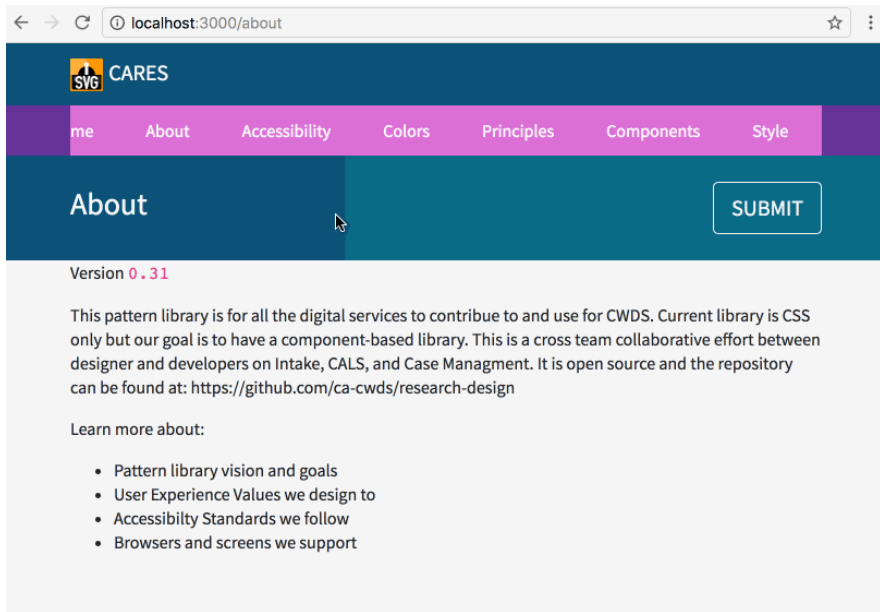


Informing Activities



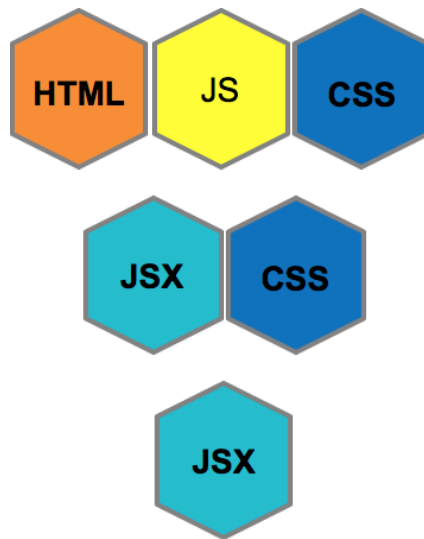
- Research Design Wiki
- Storybook
- Webpacker Integration Test

Tech Implementation: First Steps

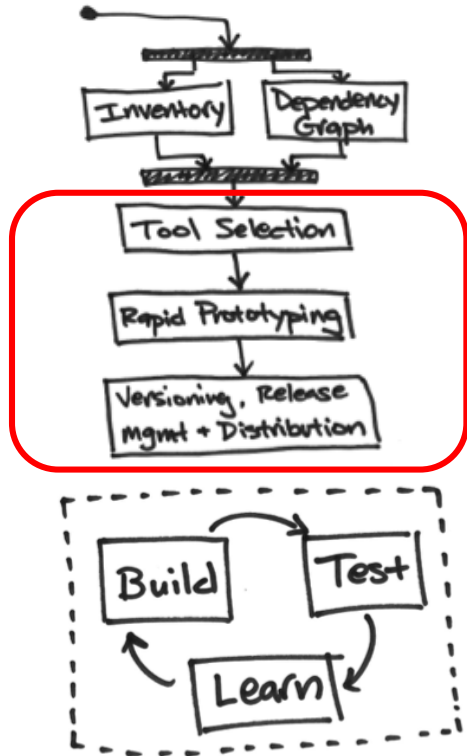


Tool Selection Criteria

- Familiarity
- Escape Hatches
- Bolt-on Functionality
- JavaScript buy-in
- Impact to DS teams



What's Next?



- Tool Selection
- Shared Language Evolution
- High-Value Components

- Forms
 - Validation
 - State Mgmt
 - UI Events
 - Visual + Behavioral Style

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Questions?



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