DesignOps Sprint Review

Sprint 7.4 June 14 - June 27

Sprint Goals

Global

- Ongoing: Enterprise Strategies + Prioritized Project Story Support
  - Accessibility
  - Responsive
  - Validation (Lori)

Research

- Asset Library Migration: Phase 2.0
- Asset Library Governance Support

Sprint Goals

Design

- RFH Facility Profile View Mode Concepts (Geoff, Christy to talk to)
- RFA Criminal Background Checklists
- Cognito Admin: Add a User

Design System

- Continuing Explorations into Card and Page-level Save (Christy)

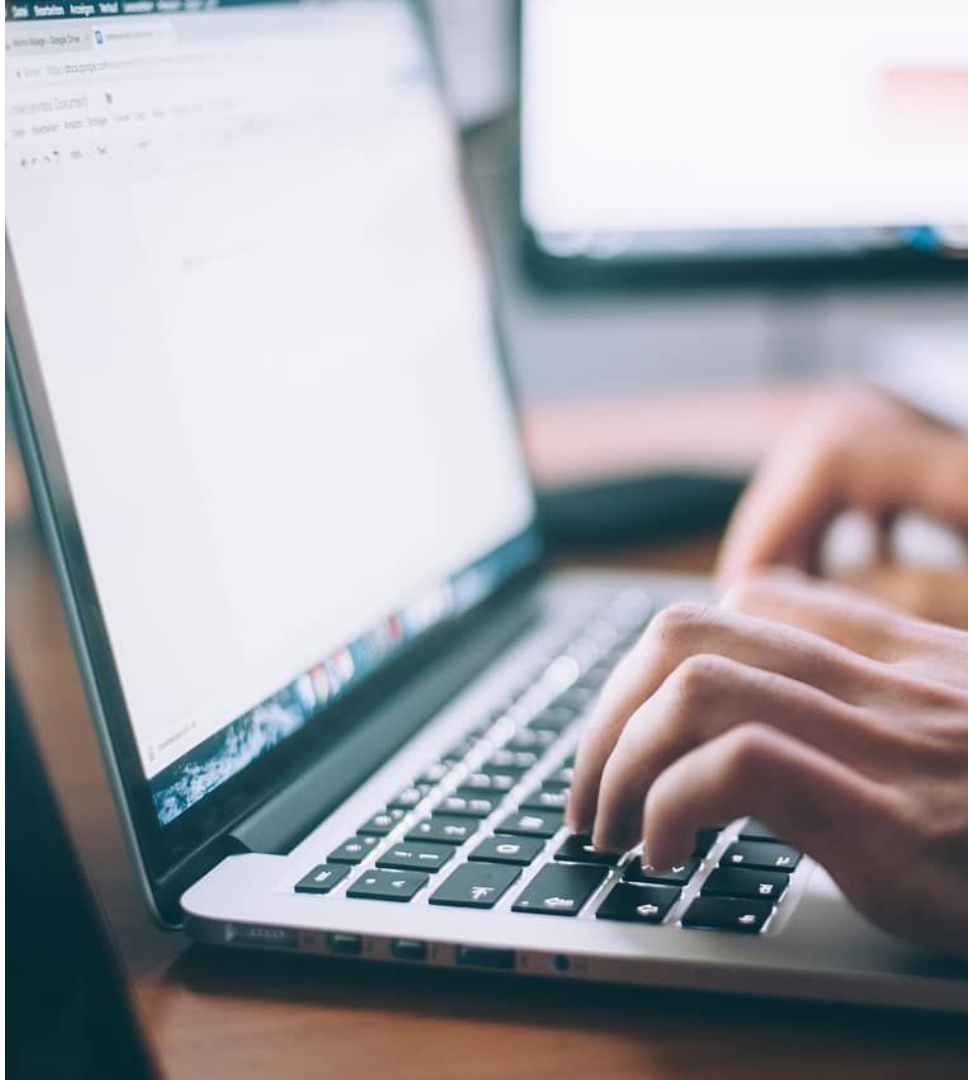
Global

Enterprise Strategy

- Critical Foundational Epic Strategies
  - CARES Accessibility, CARES Responsive, Save Strategy *(in progress)*
  - Approach Write-ups
- Support Project Priority Stories

Accessibility

All users, regardless of visual, hearing, motor, or cognitive impairment should have access to CARES content and services. The **goal** is to build inclusive digital services so that people of any ability can access its services.



Accessibility

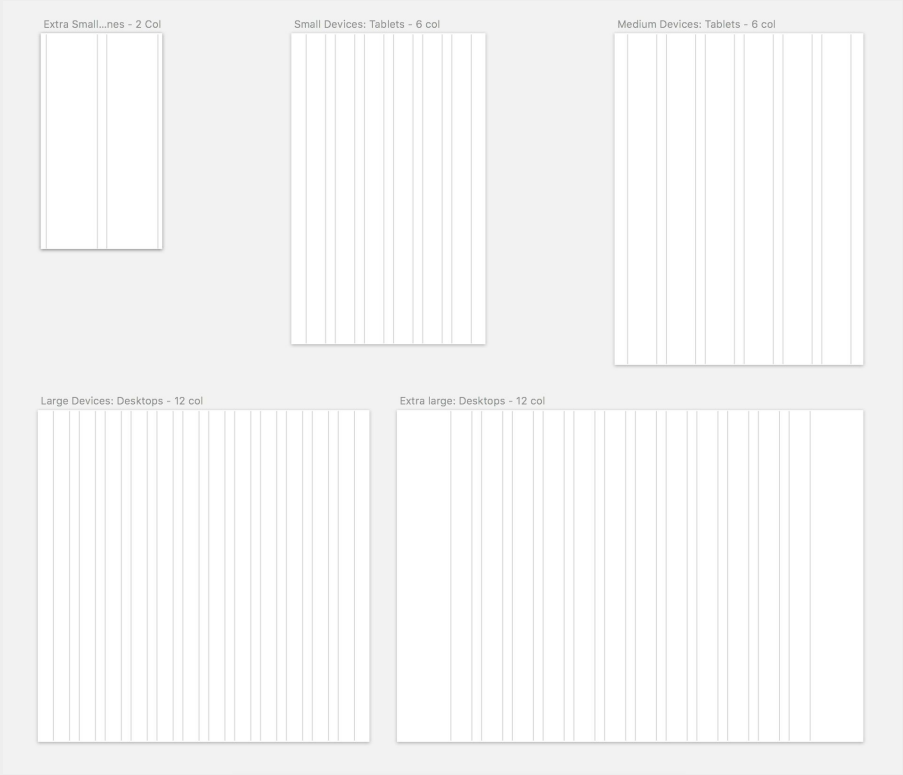
1. All components used in CARES meet accessibility requirements.
2. Components combined together into page designs are tested holistically to ensure accessibility is maintained.
3. Conduct testing with disabled users.
4. Label issues “accessibility-needs” in our product backlogs and prioritize.
5. Periodic review and recommendations by CA Dept of Rehabilitation (DOR).

Responsive Design

- Responsive design ensures that CARES will render elegantly on any screen, enabling a single application to function properly across a range of devices.

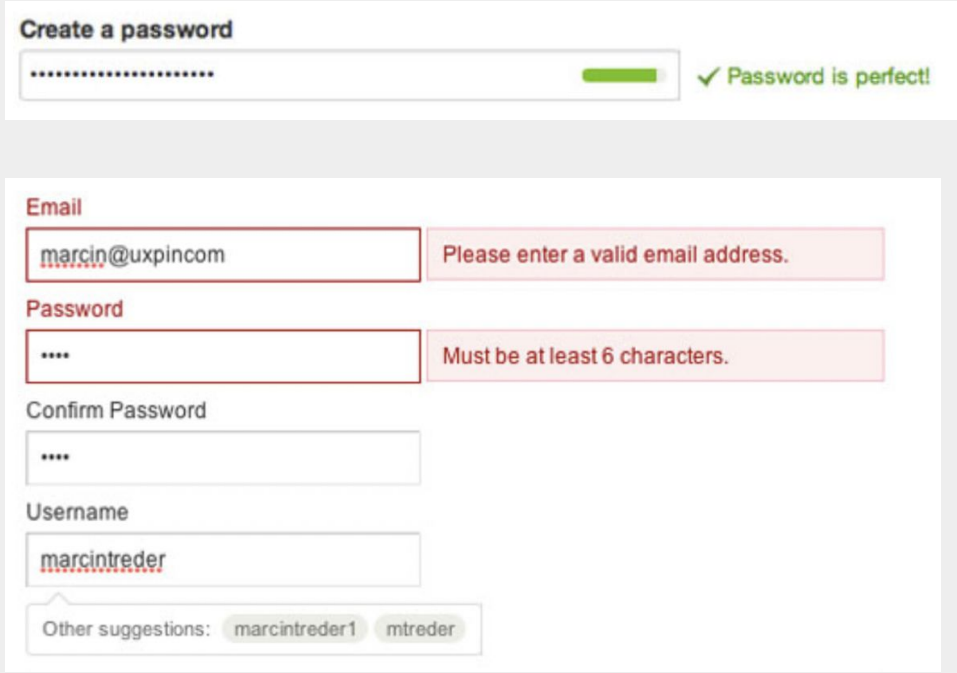
Responsive Design

- Design and review of responsive behaviors and layouts for all pages, features, and components will begin immediately, in order maximize efficiency of UX/UI design processes.



Validation strategy

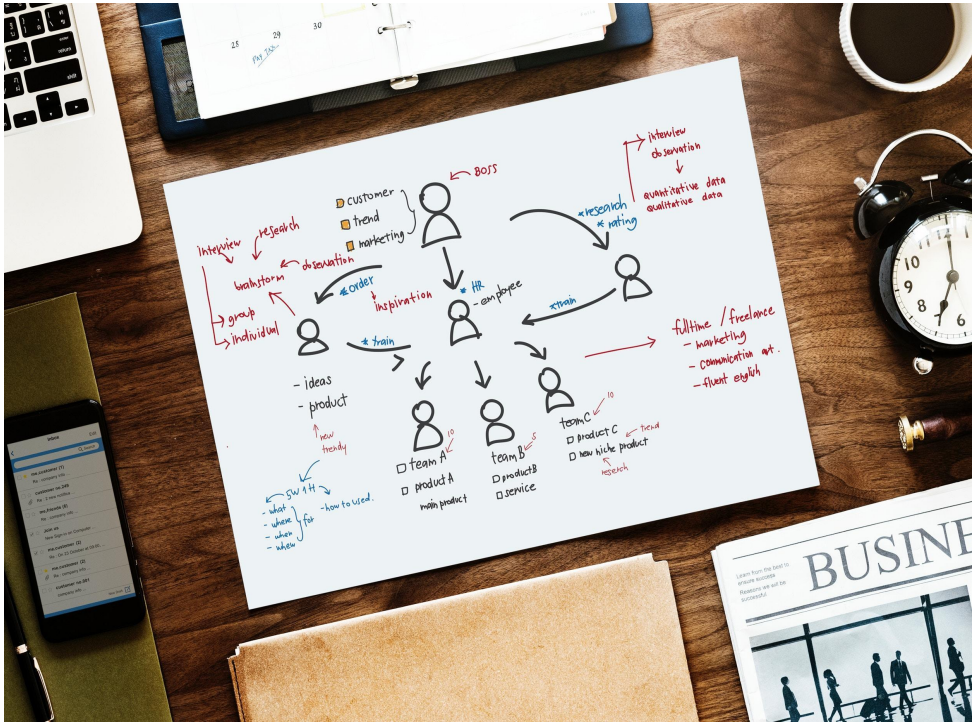
Took an inventory of existing patterns in CARES
Researched best practices for validation at the field, page and system levels



Research

Asset Library Migration

Phase 2.0



Weekly Subset of Artifacts

Intake & CALS Research Artifacts

Onboarding Site (i.e. pre-int/int walkthrough)

Added ***New*** Enterprise Strategy Area

Up Next

Intake, CALS, CM R&D Artifacts

Continue Enterprise Strategy Write-ups

Asset Library Governance Support

Core Efforts

Updated ReadMe Files (content + structure)

Updated Archive Folder Structure across ***WIP*** and ***Final Files*** Platforms

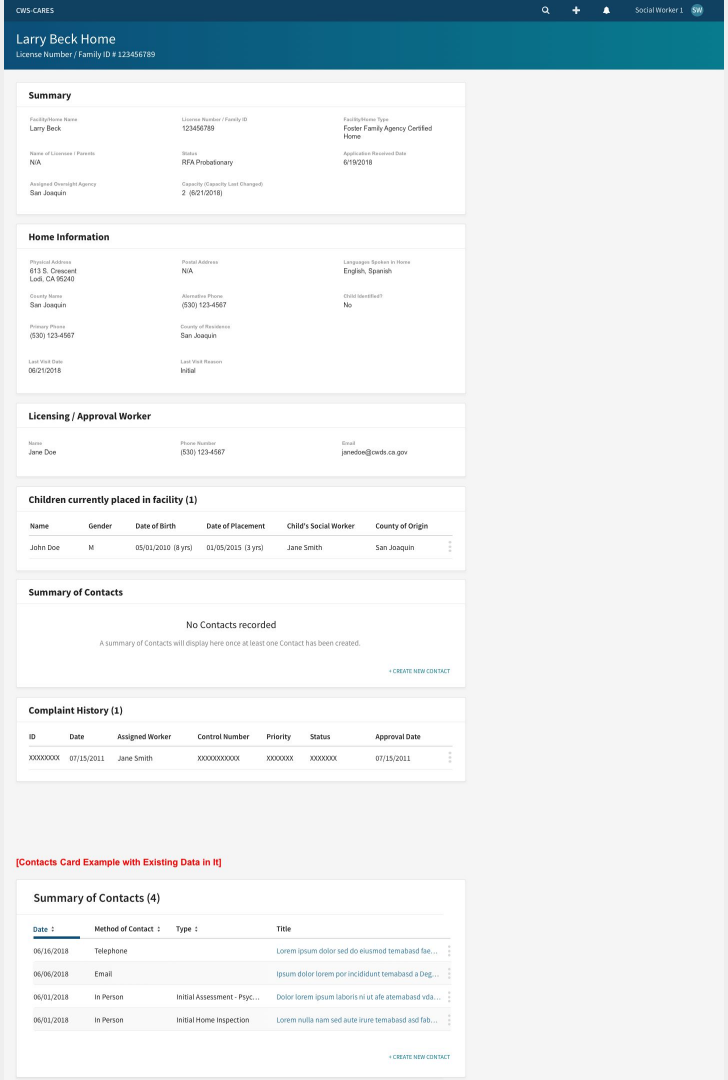
Updated File Name Coding & Naming Documentation

Library Clean up and Maintenance

Design

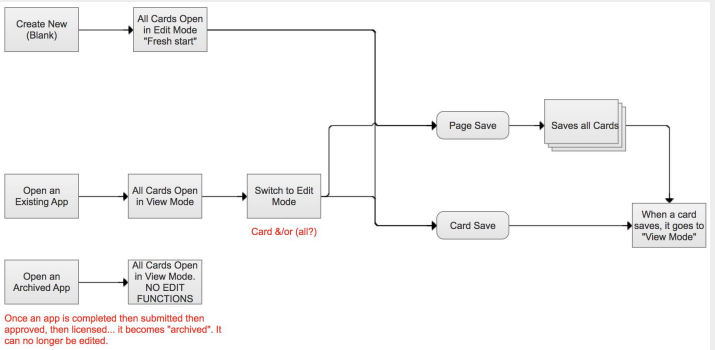
RFH Facility Profile View Mode

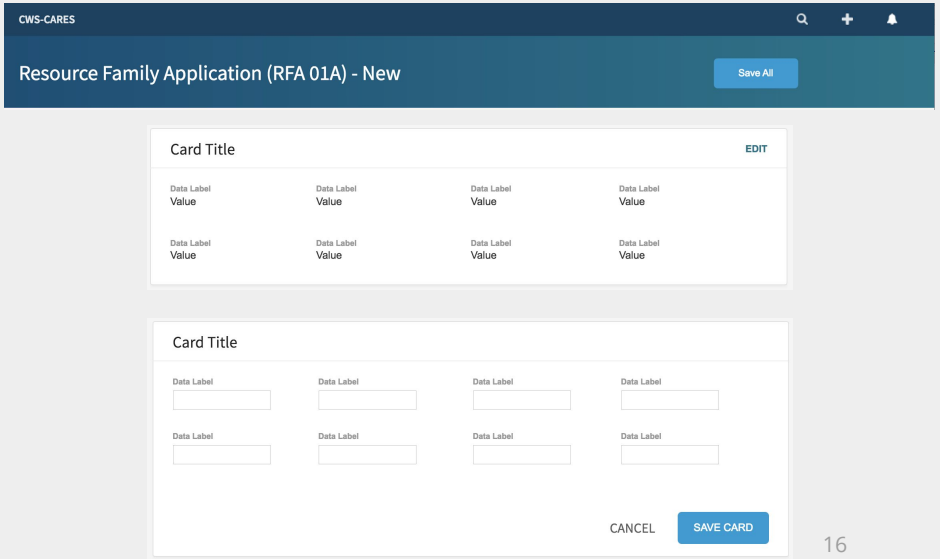
- Reviewed existing Facility Profile
- Updated CARES RFH Facility Profile View Mode concept
- Reviewed with Product Owner and incorporated requested changes
- Integrated Contacts Card w/ functionality into the RFH Facility Profile
- Explored future concept for Enterprise Facility Profile
- Created Axure wireframe prototype



Page Save and Card Save

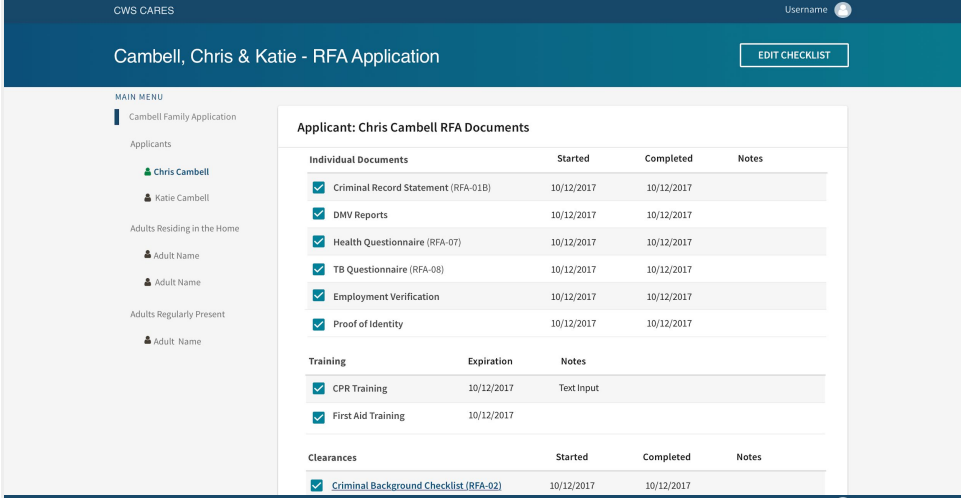
- Conducted historical research, internal design team exploration and thought-process discussions for Page Save and Card Save concepts
- Explored logic of what happens with edit and check in/out functionality to help support data integrity and address optimistic concurrency
- Created Axure Wireframe prototype

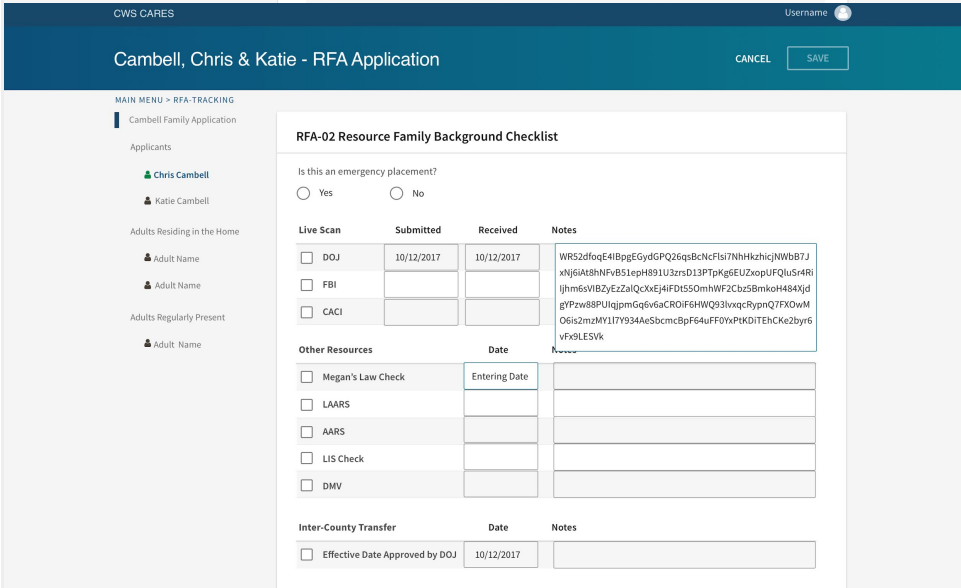




RFA-02 Criminal Background Checklist

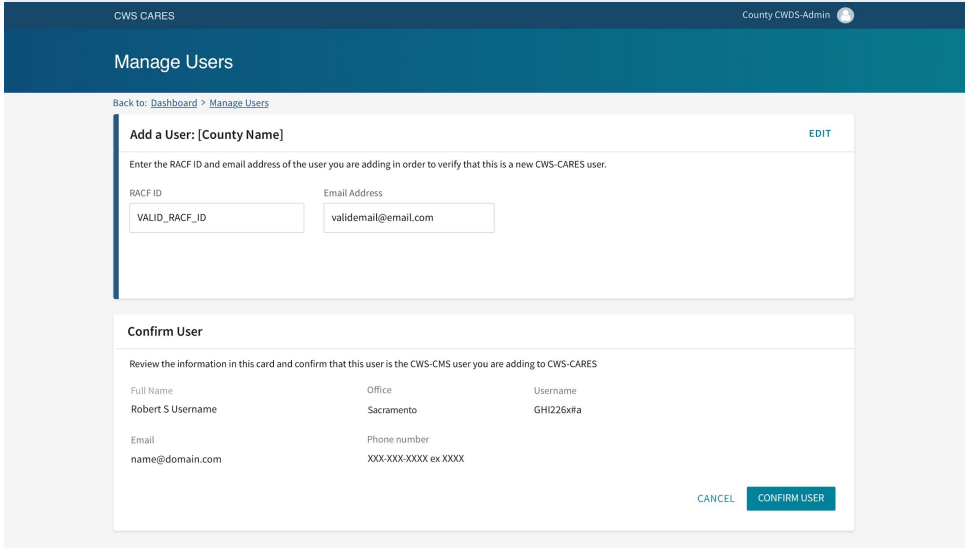
- This design provides a way to track the progress of the various criminal background checks and clearances used in the RFA approval process
- Applied the design patterns established in the Tracking RFA Approval Checklist delivered sprint 7.3
- Collaborated with CALS Dev Teams to identify technical complexities that affect design
- Collaborated with CWS/CMS SMEs to identify UX and UI options & preferences
- Utilized Page Level Edit & Save
- Delivered a clickable prototype outlining the workflow

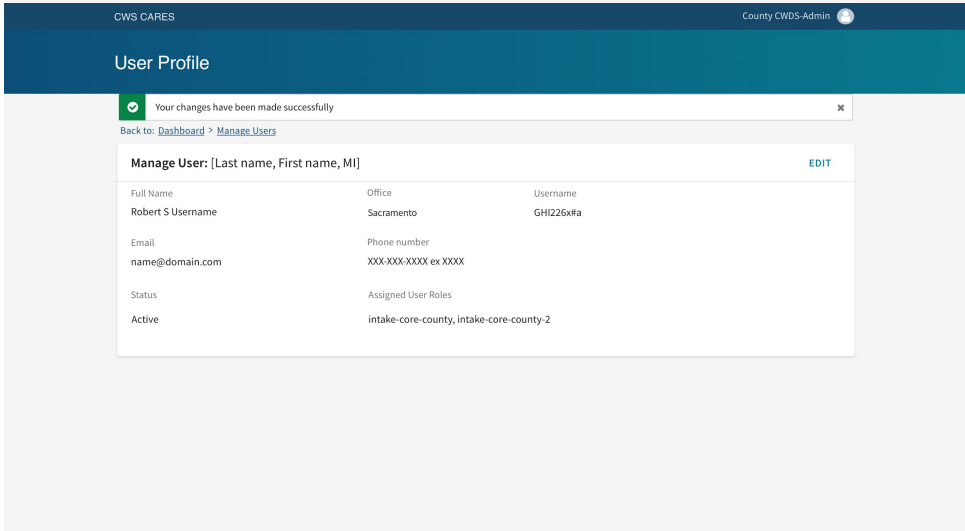




Cognito Admin: Add a User

- This design provides a way for an Admin User to confirm a single user's RACF ID, validate that a user does not already exist in Congnito, add a user, as well as the success, error, and system failure messages' placement & style
- Applied this feature to the existing Cognito Admin - Manage Identity workflow screens designed in sprint 7.3
- Collaborated with CAP team to identify data available to Admin users for this feature
- Delivered a clickable prototype outlining the workflow





Design System

What's Next? (from last time)

- *More* Automation
- *More* Components
- *More* CANS Consumption

- Form Elements
- SemVer 2 Changelogs

STRETCH

```
diff SprintTodos.txt

- More Automation
+ CANS Support
```

Delivery

`@cwds/components@alpha`

- `0.2.0-alpha.11`
- `0.2.0-alpha.10`
- `0.2.0-alpha.9`
- `0.2.0-alpha.8`
- `0.2.0-alpha.7`
- `0.2.0-alpha.6`

CANS

CRA => **@rails/webpacker**

Joint effort

Faster Dev

Common Stack / Setup

What’s Next?

- Form Elements

- *More* Consumers
- SemVer / Changelogs

Questions?

***** SAMPLE SLIDES *****

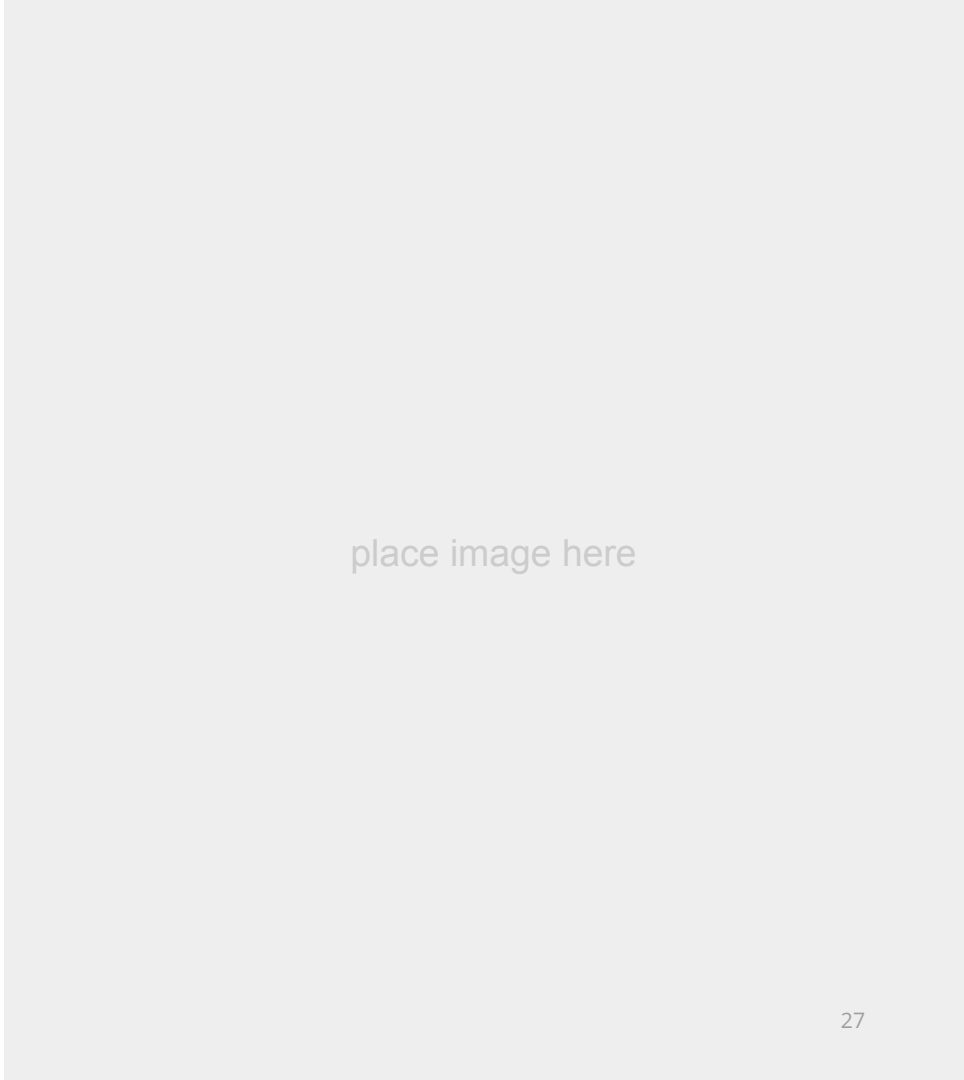
Gather county feedback to help inform Child Profile data prioritization and page design, determine how counties define & value relationship data, as well as gather sentiments related to Family Finding needs & Landing Page concept designs.

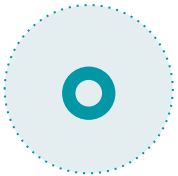
Participating Counties:
Merced | Lassen | Sacramento | L.A.

Cleaner, More Efficient User Interface
Counties favor the updated utility of the child profile screen; quickly notifying them of child and worker safety concerns, as well as allowing them to accomplish more, quicker, without navigating away to several different areas.

Key Likes

- Layout
- School Section
- Cultural Connection Section



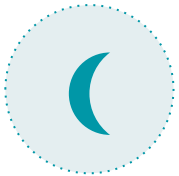


Context

Cultural Connections, Types, Nature, Level, Length, Change

Context

Counties desire all relationship data to be stored in one centralized place with the flexibility for workers to easily access it wherever they are within the new system



Context

There's a variance in how counties use collaterals in CWS/CMS. Some are entering service providers as relationships due to an ability to add notes and other context, even though the provider may not have information about abuse.

Location, Status + Contact

- Home + School (including type, district) where child was removed
- Placement Address
- Placement End Details
- Current Sibling Placement
- Adult Sibling Contact
- FFA Approved Homes
- Dates: adoption, legal guardianship, termination of parent rights, adjudication
- Delinquency Type
- Child's Cell Phone #

Safety Alert Categorization

- By Criticality, Severity
- Medications/Allergies
- Non-Ambulatory Disability
- CSEC
- Parental Abuse
- Active Warrants
- Behaviors
- Social Worker Threats

Identification

- State ID#
- Case #
- Medical #
- ICWA Tribes (incld. process verification details)
- Transgender Details
- LGBTQ Gender Details
- DCFS, WIC 300, 387, 385 Jurisdiction + Petition Details

Medical/Health

- Disabilities (incld. physical, cognitive, non-ambulatory designations)

Data Accessibility

Contextual

- Child's placement preference
- Visitation Plans
- Referral History
- Interstate Contract for
- Placement of Children
- Regional Center Client

Technical

- Form auto-population
- Access to Social Media

Heading	Heading	Heading
Conduct & host quarterly sync-up, with all CM core counties, in an effort to facilitate joint county participatory design activities and gather feedback related to latest design concepts across current PI topics.	Interact with county line workers, supervisors, management, program analysts & probation staff, “one-on-one”, using a series of engaging research-gaming activities. This methodology helps build county trust, while collecting a blend of data metrics related to the following topics: Child Profile, Relationships, Family Finding and Landing Page.	Conduct a mix of Exploratory + Descriptive research, by remotely launching a study to help gather a larger range of county metrics and sentiments related to Child Profile and Landing Page.

	Lassen	L.A.	Sacramento
Existing Data	• School of Origin • Community Details • Location History (parent/child) • Child Activities • Abandoned Baby Details	• Critical Incident History • FFA Approved Homes • Mental Health Issues • ICWA Tribe, Contact Details • CSEC Data as Safety Alert • Behavioral Issues	• Medical Details • ICWA Tribe Details • ICWA Verification Details • School History (name/district) • Placement History/Timeline • IEP
Greenfield	No data items identified	• Child Strengths • Minor Parent Details • Critical Media Alerts • Sensitive Case Indicators • Behavioral Issues	No data items identified

Denotes potential mix of Existing + Greenfield data

Gains, or Top Valued Data	Percent of Counties in Agreement
Demographic Info	66%
Safety Alert Info	66%
Age	33%
Basic Info | Checkboxes	33%
Gender	33%
Other	33%
Other Info	24%

Note:
Gains are defined as **data elements, or data sections** that counties feel are **valuable (i.e. a win).** During research activities, counties ranked their chosen gains as high or low.

A **gain**, however measured, is data that counties feel needs to be prominently displayed within the profile page.

To avoid bias weighted due to different county sizes/participation counts, the values provided are based on whether or not a county marked, or provided a data feature as a “gain” during the research-gaming activity conducted. 1 count total per county.

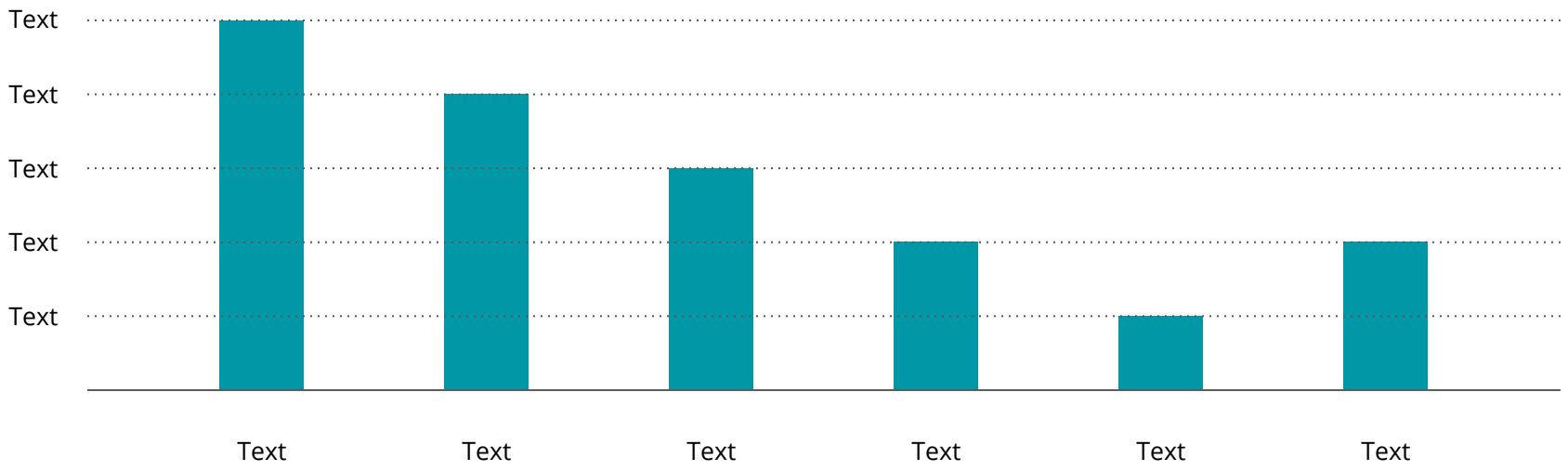
SLIDE TITLE WITH NUMBER

Social Workers (including probation), Program Analyst/Admins, Supervisors, and Managers

Lassen, L.A., Sacramento

Managers Only

L.A., Sacramento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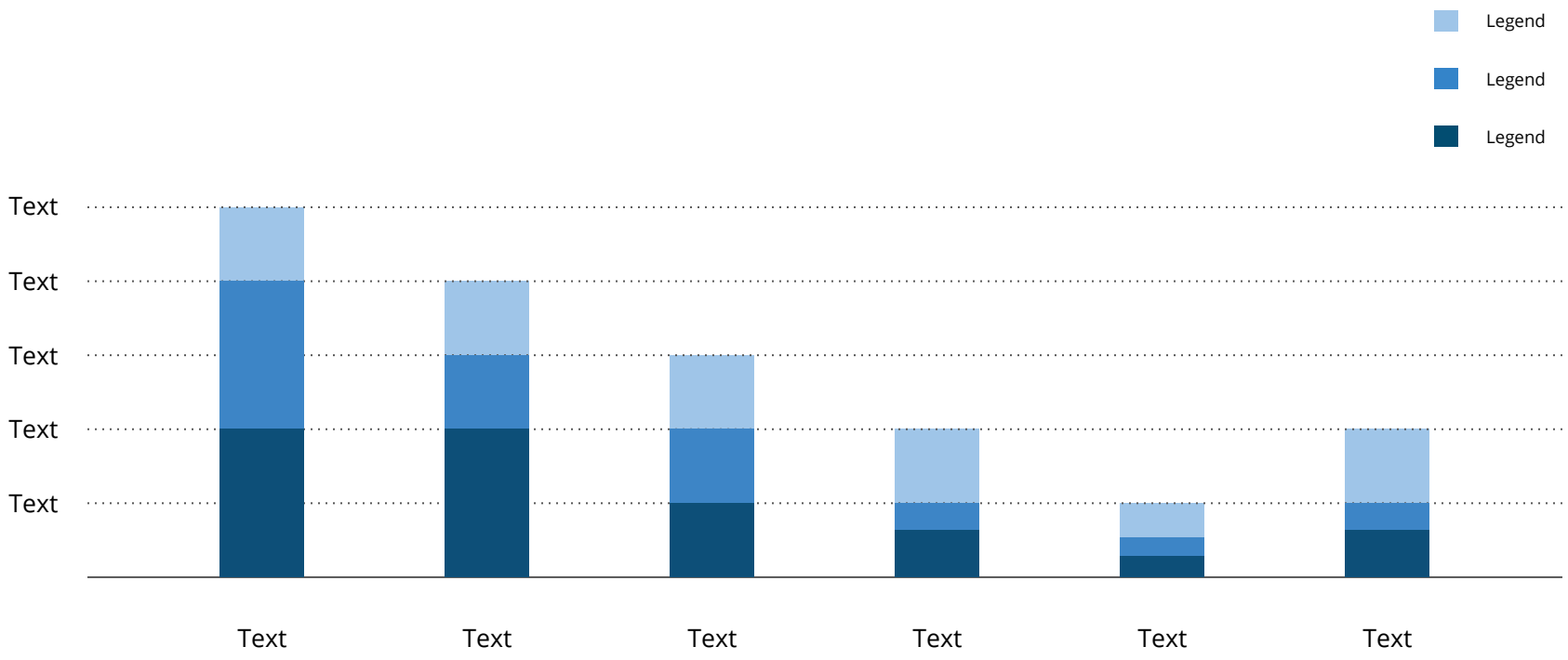
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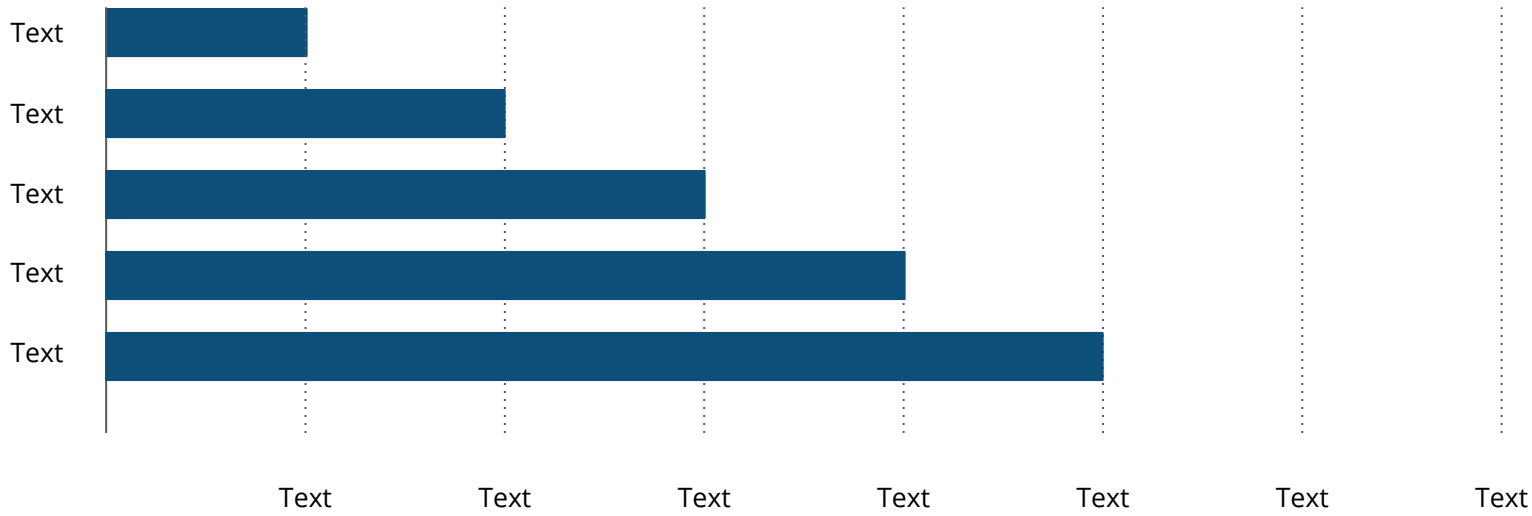
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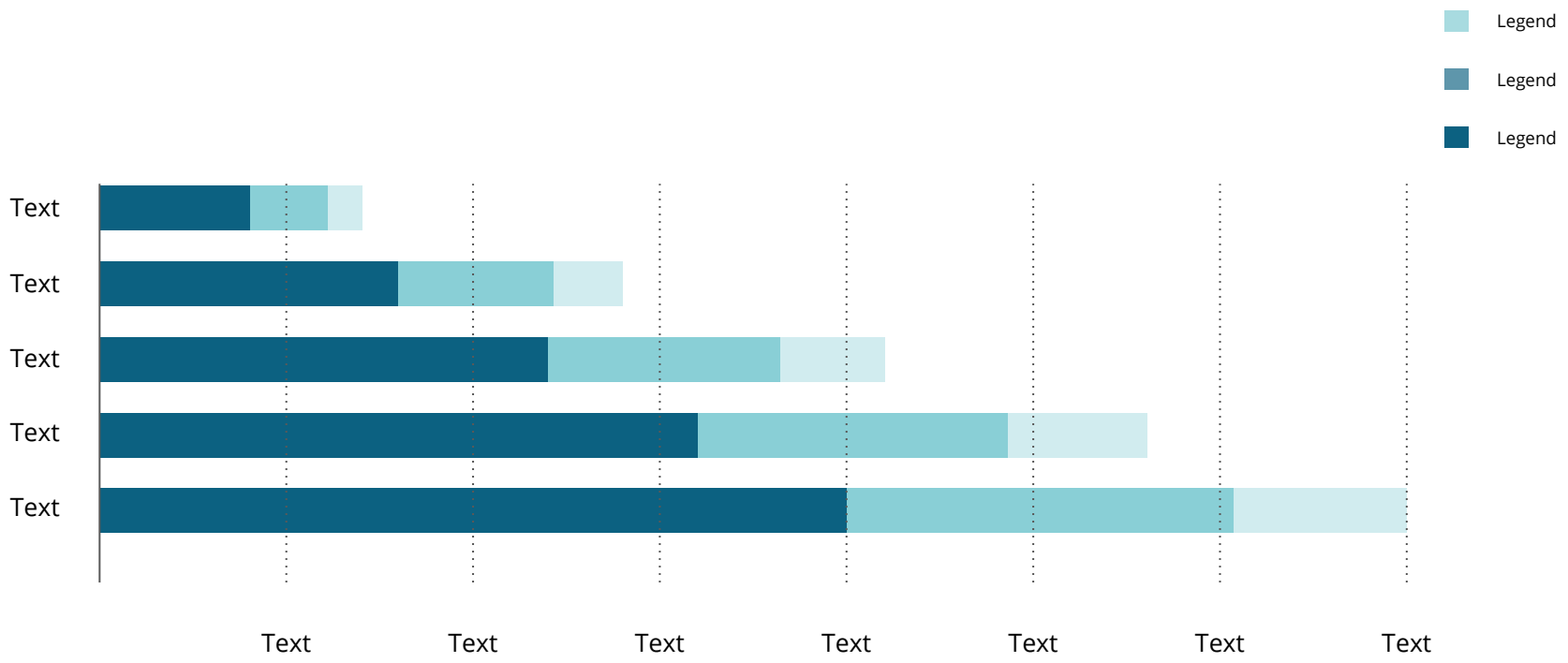
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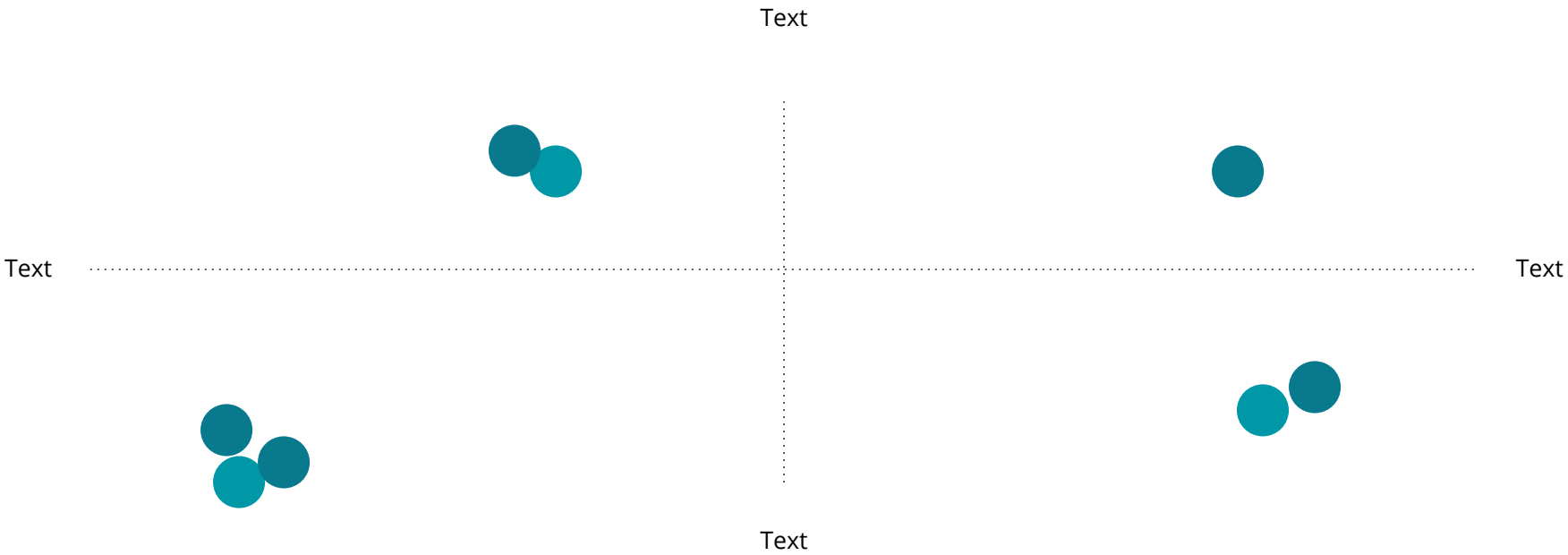
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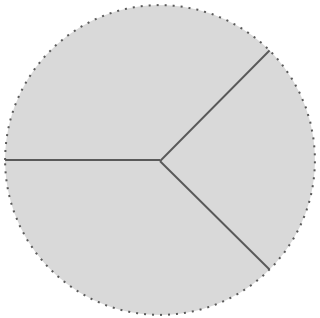

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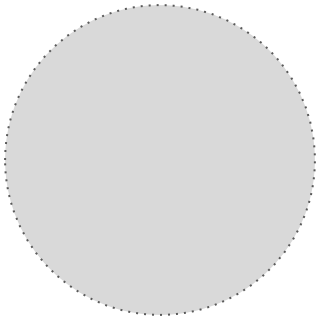

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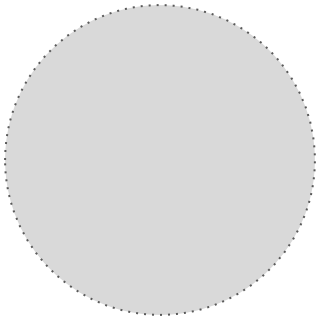

Text

44%

Of dentists recommend brushing...