



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

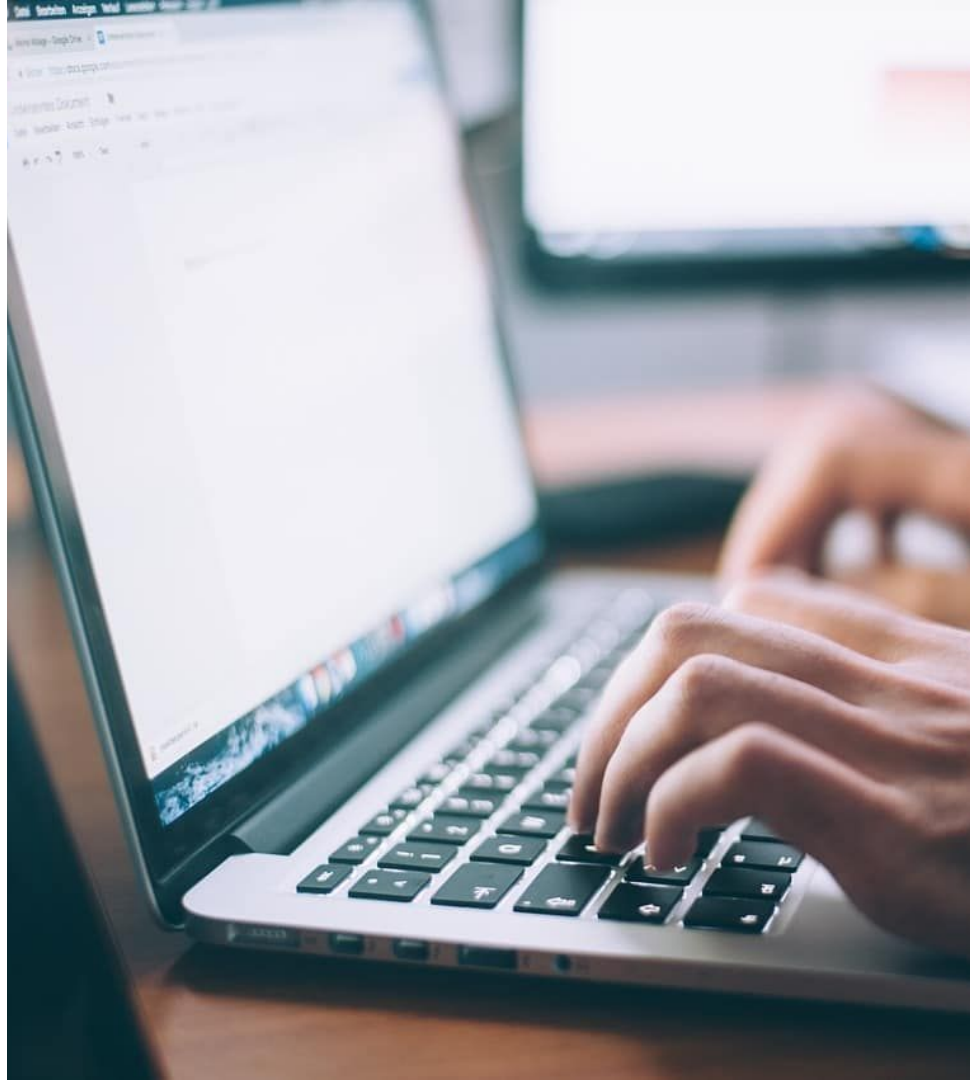
Enterprise Strategy

- 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).



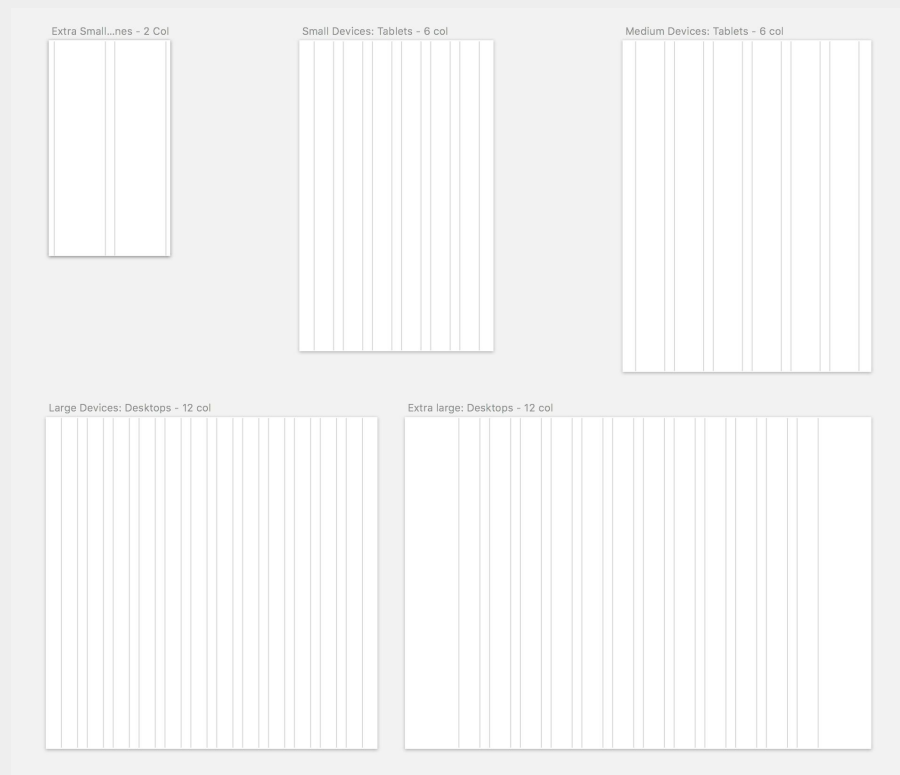
Responsive Design

- 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

Create a password

.....



✓ Password is perfect!

Email

marcin@uxpincom

Please enter a valid email address.

Password

....

Must be at least 6 characters.

Confirm Password

....

Username

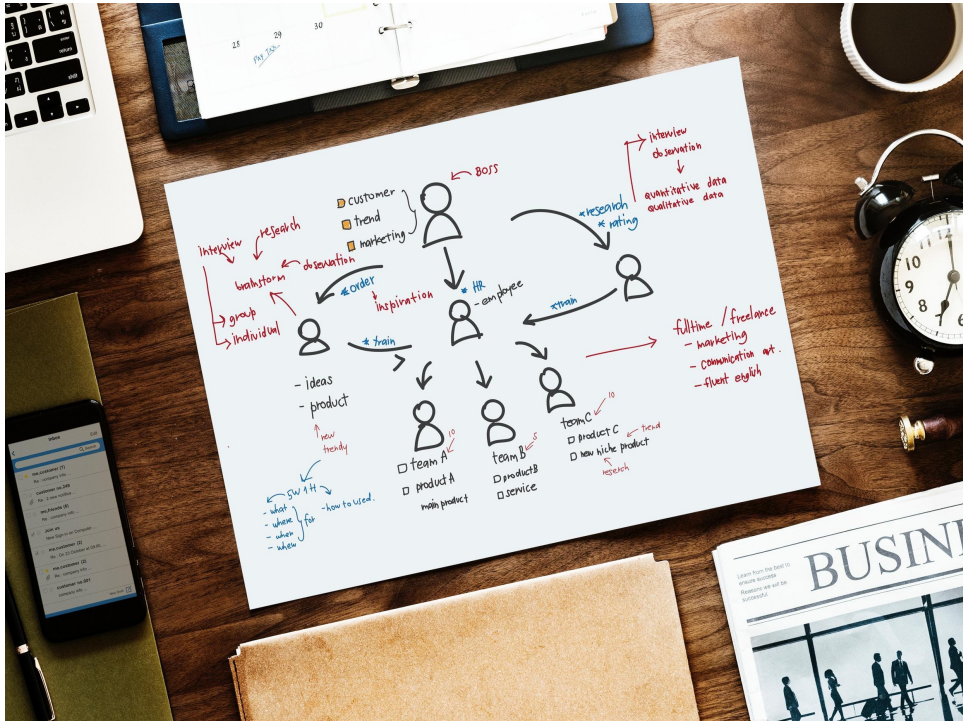
marcintreder

Other suggestions: marcintreder1 mtreder

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

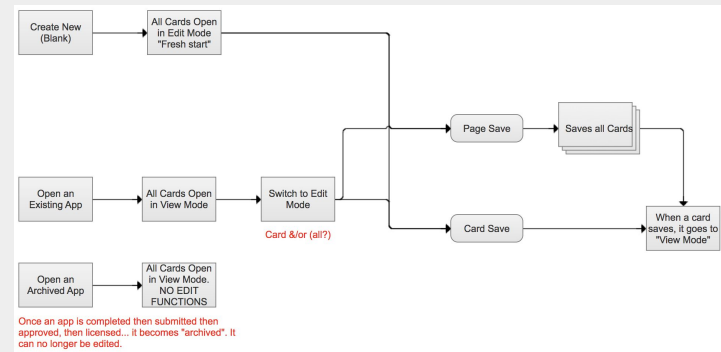
Design

DesignOps Sprint Review

- 15

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



CWS-CARES

Resource Family Application (RFA 01A) - New

Save All

Card Title

EDIT

Data Label Value

Data Label Value

Data Label Value

Data Label Value

Data Label Value

Data Label Value

Data Label Value

Data Label Value

Card Title

Data Label

Data Label

Data Label

Data Label

Data Label

Data Label

Data Label

Data Label

CANCEL

SAVE CARD

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

CWS CARES

Cambell, Chris & Katie - RFA Application

EDIT CHECKLIST

MAIN MENU

Cambell Family Application

Applicants

Chris Cambell

Katie Cambell

Adults Residing in the Home

Adult Name

Adult Name

Adults Regularly Present

Adult Name

Applicant: Chris Cambell RFA Documents

| Individual Documents | Started | Completed | Notes |
|---|------------|------------|-------|
| <input checked="" type="checkbox"/> Criminal Record Statement (RFA-01B) | 10/12/2017 | 10/12/2017 | |
| <input checked="" type="checkbox"/> DMV Reports | 10/12/2017 | 10/12/2017 | |
| <input checked="" type="checkbox"/> Health Questionnaire (RFA-07) | 10/12/2017 | 10/12/2017 | |
| <input checked="" type="checkbox"/> TB Questionnaire (RFA-08) | 10/12/2017 | 10/12/2017 | |
| <input checked="" type="checkbox"/> Employment Verification | 10/12/2017 | 10/12/2017 | |
| <input checked="" type="checkbox"/> Proof of Identity | 10/12/2017 | 10/12/2017 | |

| Training | Expiration | Notes |
|--|------------|------------|
| <input checked="" type="checkbox"/> CPR Training | 10/12/2017 | Text Input |
| <input checked="" type="checkbox"/> First Aid Training | 10/12/2017 | |

| Clearances | Started | Completed | Notes |
|--|------------|------------|-------|
| <input checked="" type="checkbox"/> Criminal Background Checklist (RFA-02) | 10/12/2017 | 10/12/2017 | |

CWS CARES

Cambell, Chris & Katie - RFA Application

CANCEL

SAVE

MAIN MENU > RFA-TRACKING

Cambell Family Application

Applicants

Chris Cambell

Katie Cambell

Adults Residing in the Home

Adult Name

Adult Name

Adults Regularly Present

Adult Name

RFA-02 Resource Family Background Checklist

Is this an emergency placement?

☐ Yes ☐ No

| Live Scan | Submitted | Received | Notes |
|-------------------------------|------------|------------|--|
| <input type="checkbox"/> DOJ | 10/12/2017 | 10/12/2017 | WRS2zdfogE4lBpgE0ydGPQ26qsBcNcFis7NhHkzhicjNwB8TJxhYj6A8hNpVbS1epH891U3zrsD13PTpKg6EUZnoopUFQluSr4Rlghm6svVBZyEzZaQcKx6j4fD155OmWf2Cbu5BmkoH484jdgyfPzw88PUlqjpmGq6v6aCROf6HwQ33vqqcRypmQ7FX0wM06is2mzMyl17Y934AeSbcmcBpF64uF0fxPKhDIThCkEz2byr6yfx9LESVik |
| <input type="checkbox"/> FBI | | | |
| <input type="checkbox"/> CACI | | | |

| Other Resources | Date | |
|--|---------------|--|
| <input type="checkbox"/> Megan's Law Check | Entering Date | |
| <input type="checkbox"/> LAARS | | |
| <input type="checkbox"/> AARS | | |
| <input type="checkbox"/> LIS Check | | |
| <input type="checkbox"/> DMV | | |

| Inter-County Transfer | Date | Notes |
|---|------------|-------|
| <input type="checkbox"/> Effective Date Approved by DOJ | 10/12/2017 | |

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 Cognito, 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

CWS CARES

County CWDS-Admin

Manage Users

Back to: [Dashboard](#) > [Manage Users](#)

Add a User: [County Name]

EDIT

Enter the RACF ID and email address of the user you are adding in order to verify that this is a new CWS-CARES user.

RACF ID

VALID_RACF_ID

Email Address

validemail@email.com

Confirm User

Review the information in this card and confirm that this user is the CWS-CMS user you are adding to CWS-CARES

| | | |
|-------------------|----------------------|-----------|
| Full Name | Office | Username |
| Robert S Username | Sacramento | GH1226x#A |
| Email | Phone number | |
| name@domain.com | XXX-XXX-XXXX ex XXXX | |

CANCEL

CONFIRM USER

CWS CARES

County CWDS-Admin

User Profile

Your changes have been made successfully

Back to: [Dashboard](#) > [Manage Users](#)

Manage User: [Last name, First name, MI]

EDIT

| | | |
|-------------------|--|-----------|
| Full Name | Office | Username |
| Robert S Username | Sacramento | GH1226x#A |
| Email | Phone number | |
| name@domain.com | XXX-XXX-XXXX ex XXXX | |
| Status | Assigned User Roles | |
| Active | intake-core-county, intake-core-county-2 | |

Design System

What's Next? (from last time)

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

- Form Elements
- SemVer / Changelogs

```
diff SprintTodos.txt
```

```
- More Automation
```

```
+ CANS Support
```

Delivery

@cwds/components@alpha

0.2.0-alpha.11

0.2.0-alpha.10

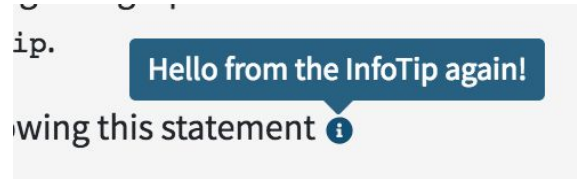
0.2.0-alpha.9

0.2.0-alpha.8

0.2.0-alpha.7

0.2.0-alpha.6

<ToolTip />, <InfoTip />,
<Collapsible />, <Popover />



[fix\(Tooltip\): Pass down cssModule \(#1075\)](#)

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.

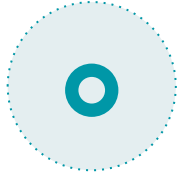
place image here

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



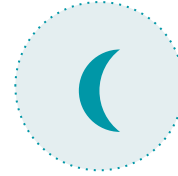
Context

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 | Safety Alert Categorization | Identification | Medical/Health | Data Accessibility |
|---|---|--|---|---|
| <ul style="list-style-type: none"> • 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 # | <ul style="list-style-type: none"> • By Criticality, Severity • Medications/Allergies • Non-Ambulatory Disability • CSEC • Parental Abuse • Active Warrants • Behaviors • Social Worker Threats | <ul style="list-style-type: none"> • State ID# • Case # • Medical # • ICWA Tribes (incl. process verification details) • Transgender Details • LGBTQ Gender Details • DCFS, WIC 300, 387, 385 Jurisdiction + Petition Details | <ul style="list-style-type: none"> • Disabilities (incl. physical, cognitive, non-ambulatory designations) | <p>Contextual</p> <ul style="list-style-type: none"> • Child's placement preference • Visitation Plans • Referral History • Interstate Contract for Placement of Children • Regional Center Client <p>Technical</p> <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • School of Origin • Community Details • Location History (parent/child) • Child Activities • Abandoned Baby Details | <ul style="list-style-type: none"> • Critical Incident History • FFA Approved Homes • Mental Health Issues • ICWA Tribe, Contact Details • CSEC Data as Safety Alert • Behavioral Issues | <ul style="list-style-type: none"> • Medical Details • ICWA Tribe Details • ICWA Verification Details • School History (name/district) • Placement History/Timeline • IEP |
| Greenfield | No data items identified | <ul style="list-style-type: none"> • 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.



1

SLIDE TITLE WITH NUMBER

**Client Info
Card**

**Safety Alerts
Card**

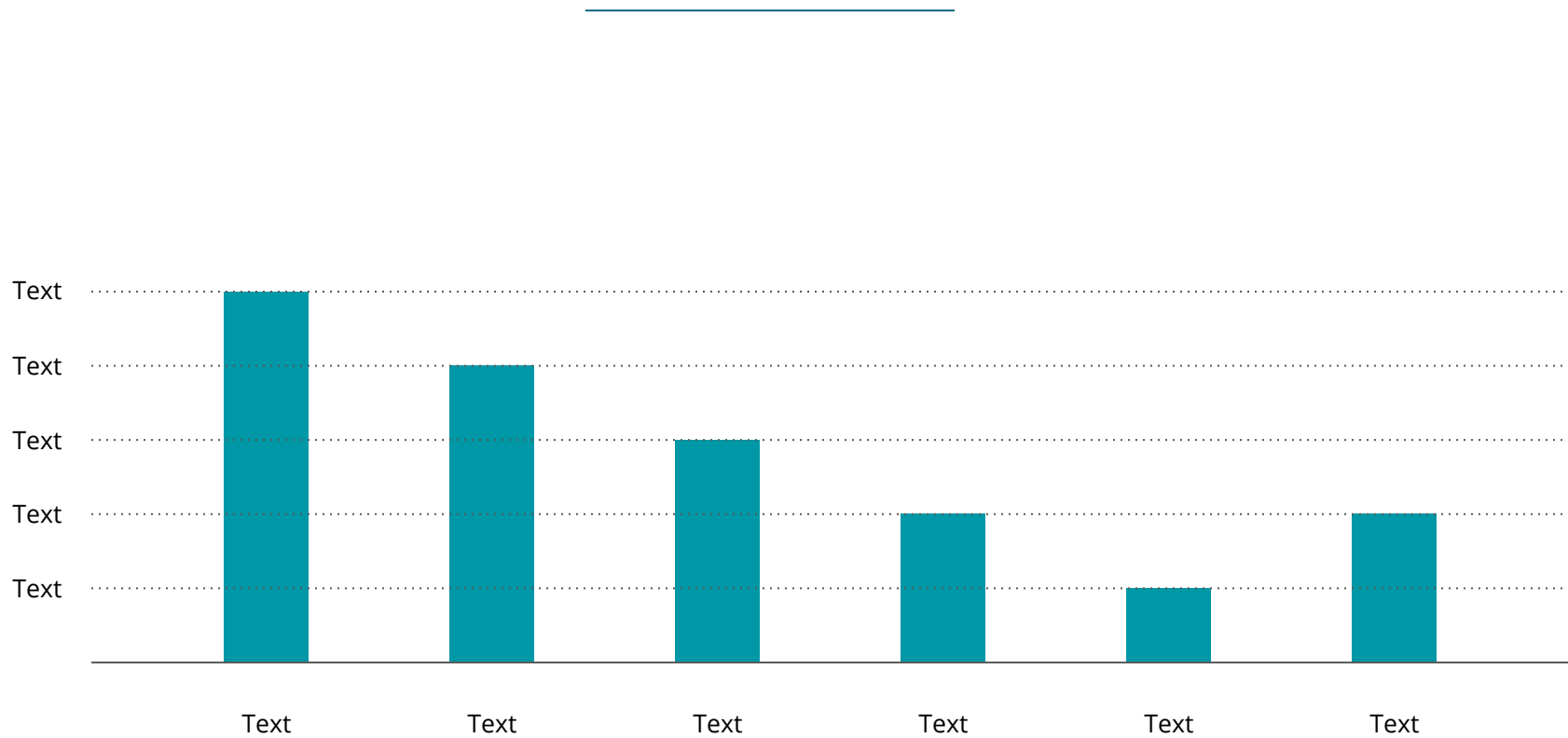
**Race &
Ethnicity
Card**

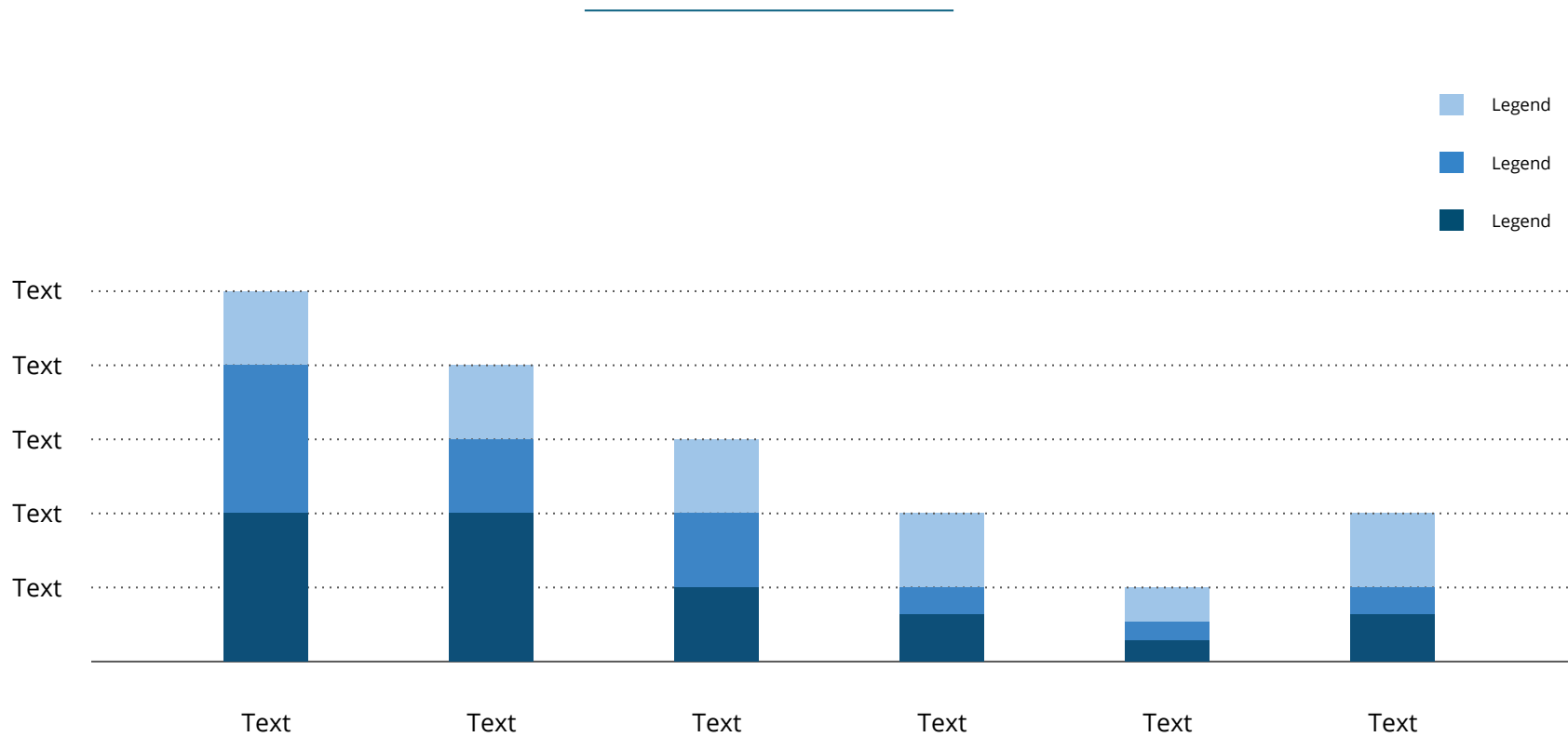
Social Workers (including probation),
Program Analyst/Admins, Supervisors,
and Managers

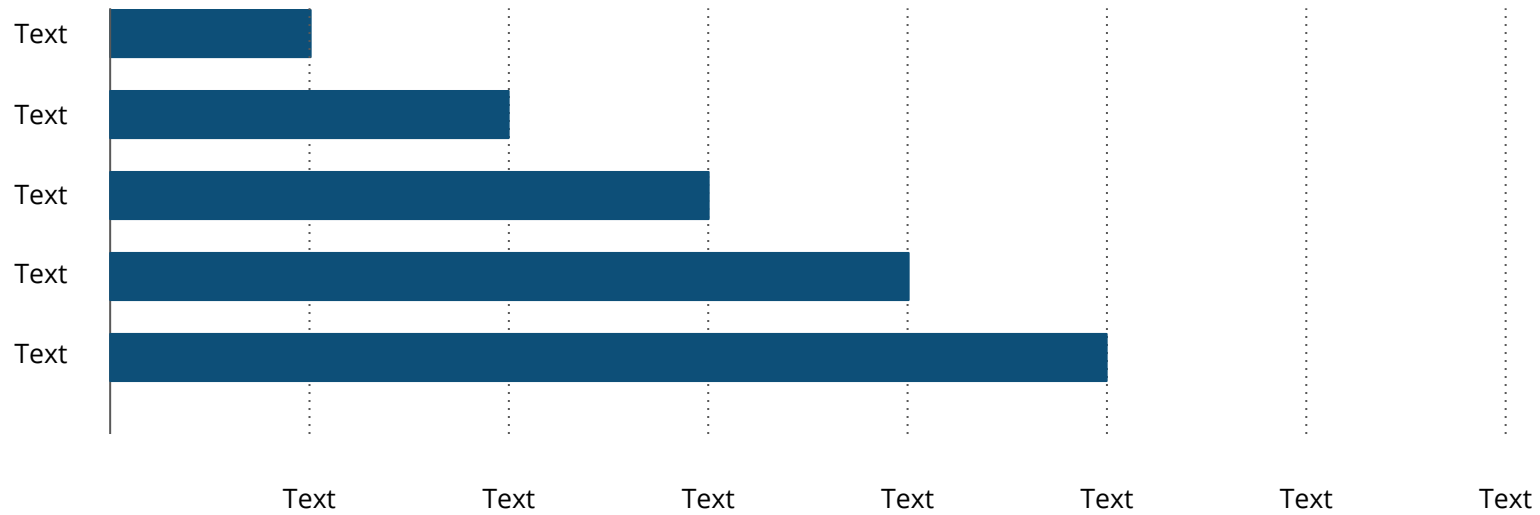
Lassen, L.A., Sacramento

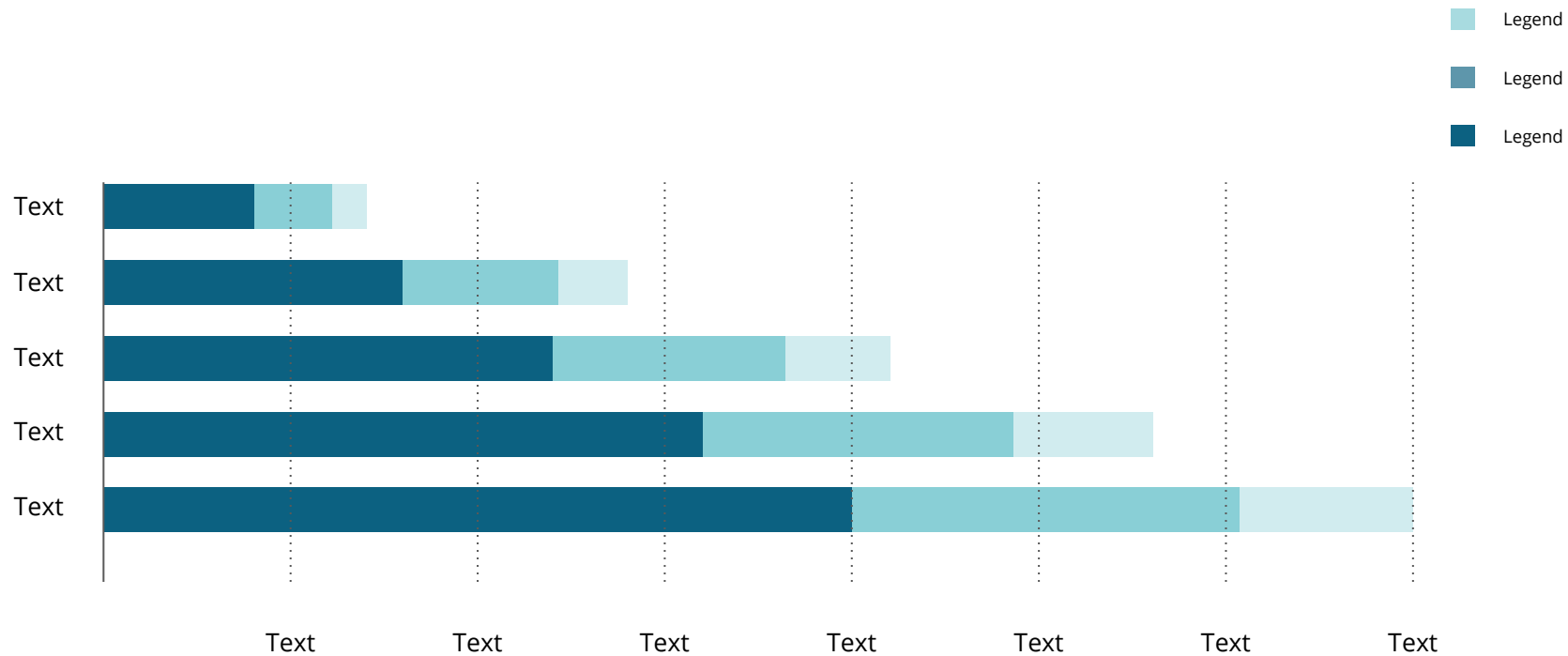
Managers
Only

L.A., Sacramento











Text

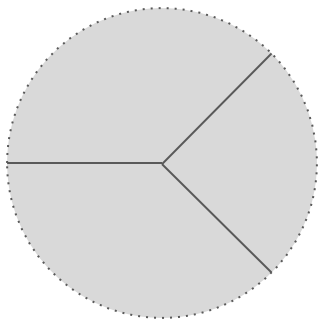


Text

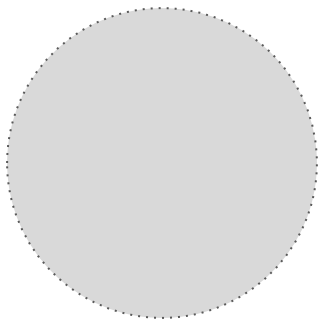
Text



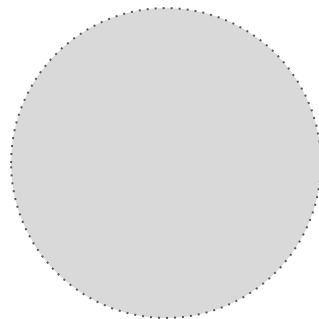
Text



Text



Text



Text

44%

Of dentists recommend brushing...