

OUR FIRST PERSONA

Meet *Monica* –

- ➔ Licensed as a foster parent
- ➔ Looking for support and training
- ➔ Wants the best possible match for her family



USER STORIES

USER STORY 1:

As a foster parent, I want to be able to make changes to my profile so that it is reflective of my current family status so that my availability and type of placements is clear.

USER STORY 2:

As a foster parent, I want to be able to search for and view children's residential facilities in my Zip Code, so that I can locate the nearest agency for obtaining training and other support services that is either near my home or near where I work.

USER STORY 3:

As a foster parent, I want to be able to communicate with my child's case worker via private inbox, so that I can quickly escalate issues and/or collaboratively make informed decisions about the child(s) health and safety.

MONICA CARES MOST ABOUT...

Best Placement

- ✓ Matching kids with the right families upfront will ensure greatest success

24/7 Resources

- ✓ Online mechanism to provide families with the information they need as quickly as possible
- ✓ Ability to communicate with caseworker at all hours

Ease of Entry

- ✓ For facilitating recruitment
- ✓ Assist her in advocating to friends and personal community about foster parenting

MONICA'S STORY

Personal:

Monica grew up in a family with parents who were certified foster parents in California and therefore witnessed first hand the foster care dynamics from inside the home and on a relational level. Monica was impacted by the tough transitions the children weathered, in particular, when they were taken from the homes of their biological parents.

She also empathized with other transitional challenges they experienced such as adjusting to new schools, environments, families, and relationships. She believes that extensive support services for foster care parents are required for success especially in light of the lack that she personally witnessed.

Professional:

Monica has also been engaged with the child welfare system from policy to implementation for most of her career . Her roles included managing State and County level programs as an Agency Official, and running the Florida and Colorado systems as a Regional and County Administrator. Sherry oversaw investigations, QA, response teams, and direct services. She also led case workers and interacted with foster care and adoption agencies within the context of community service organizations.