

MS ADPQ Challenge

Semi-Structured Interview Protocol

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| Interviewer: Denise, Erik, Lauren | |
| Date of Interview: 09/22/2016 | Time: 8:00AM CT |
| Interview Process: Phone | Interviewee Type: Hannah- Foster Parent |
| BACKGROUND AND PURPOSE | |
| <p>Mississippi ADPQ Challenge, Inspiration Phase, User Research.</p> <p>The following Interview Protocol is a semi-structured interview guide to provide structure for the purpose of speaking with potential end users for the Mississippi Department of Human Services (MDHS) prototype childcare services locator website. This interview protocol is open-ended and intended to guide the interviewer in the interview process. It will be up to the interviewer to pursue topical questions arising from the conversation when it is appropriate. The aim of this interview guide is to help understand the motivations, needs, hopes, and aspirations of users with the intention of informing strategic and human centered design of Cambria's website prototype.</p> | |

1. Introduction of the team
2. Hello __Hannah_____. Thanks for taking the time to speak with us about your experiences as a _Foster parent/ Caseworker_____. For a little bit of background on our purpose, we are developing a prototype website for the Mississippi Department of Human Services aimed at helping Foster Parents and State Social Workers to locate options for childcare services in their area. Our hope is to develop a website that is informative, easy to use, and helpful in its application. In light of this goal, we need to better understand the motivations, needs, and visions of both Foster Parents and State Social Workers like yourself.
3. Do you mind if we ask you a little bit about your background? These questions are optional, but will help us in better understanding the people that will be using this website. Name? Age? Gender? Occupation?

Education and Career- In first year of masters. Long term goals to work in area of mental health- either social welfare or private side with family and religious institutions. Somewhere in mental health with children. IN general her career goals include having an impact on children.

Her Foster Child Experience: Through a private agency and not a state agency. They were license through department but placement was a private agency. Took 6 months to be placed; he was 2.5 years old and close to 4 when he left. Had 1 fulltime placement but also served as point of contact for other cases and families.

Key Point: Better quality facility has a waiting list- parents are willing to pay more for a better education / experience

4. Who makes up your family or household? (Interviewer note: 1) cover how many children are in the home; children's age/grade, gender, special needs; 2) adults in the home and their occupations, age, gender, relation to family)

The more traditional 2 parent home with other biological children is most common.

5. Who in your family provides the most child care—are duties shared, does someone primarily cover childcare? (Interviewer note: What kind of support system does the family have? Who in the family is the most likely user of the site?)
6. What is your role in working with the foster care community? How long have you been involved with that community?
7. What is a typical day like for you? (Interviewer note: We want them to walk us through there day. We want to identify when, where, and why they will be using childcare services.)
8. Through your experiences, what has been your need for childcare services? How did you go about finding access to those services? What would have made that process easier or more convenient? (Prompt: Internet, word-of-mouth, etc.)

As a single parent household she needed fulltime child care- daily 8-5 so needed to find someone who take a child with special needs. There are limitation on who can take child care payment and which are accepting a placement. Because parents don't know the age and gender of the child and so they don't know if there will be room in the facility.

- Discussed weekend babysitting- "rested families" "weekend restfit" which was provided by her agency. Similarly, if one working parent then a mother's day program to provide rest
- After her research (see below notes) she would go for a tour to walk the facility (Key)

Experience in finding a facility (ranking)

- Someone who will accept the payment; some require extra payment (she was looking for more of a learning environment)
- She did a lot of research personally- asking friends, used google, and facebook. She likes to see star rating to try to narrow down what facilities she would be interested in (quality and cost). Minimal payment
- Location, location, location- radius search
- Is the facility accepting new children

How often were you changing providers?

- Her child was there for 3-4 months. She loved the facility but they had changes in staff and needs of the her child she knew it was going to be long term. Her son didn't adapt to change well.
- Staff turnover is real

9. What is your most memorable experience, good or bad, in finding childcare services?
10. What do you look for in a childcare services provider?

11. What is the most important factor when you are choosing a childcare service? (Prompt: Safety, Security, Ratio of Providers to Children, Location, Service Hours)
12. Would you prefer a provider somewhere closer to your place of work, or your home?
13. Is closeness in location, or higher rating of the provider more important to you?
14. What type of technology do you use on a daily basis? (Prompt: PC, Mobile, etc.) Do you have consistent access to data or high-speed internet/ wifi? Do you have access to a printer? How familiar are you with using mobile applications?

Personal computer- because it was easiest

A lot of phone calls. Not a lot of emails

She found contact information through Google and she would look at radius; she knew of certain facility names and some of that was communicated through foster parents in community groups; also used child care resources website which provided radius but not ratings

The child care (state) is the 'top tier' Child care central

15. What mode of transportation do you use regularly? (Prompt: Personal vehicle, public transportation)
16. What do you like and not like about this prototype? (Interviewer Note: Show them CA ADPQ prototype)
17. To you, what is the most convenient way you can imagine to finding childcare service options?
18. Is there anything else we haven't asked you about that you would like us to know? Do you have any questions for us?

Case worker – Didn't lead the process but did give suggestions. Helped navigate. She gave a couple names to apply but Hannah wanted to draw her own conclusions.

Foster parents who commit to continue over a period of time I think it is necessary to have case workers. You knew if you fostered through state agency then limited resources. She had a state social worker whose goal was the child (once a month check in) not readily available. But had a private agency the child was placed through refer DHS but the primary responsible was agency

- Location- radius, distance from home and work
- Do they accept child care payment
- Ratings- star ratings
- Accreditation- special license
- Unique features: low ratio of child to adult, have undergrad degrees