

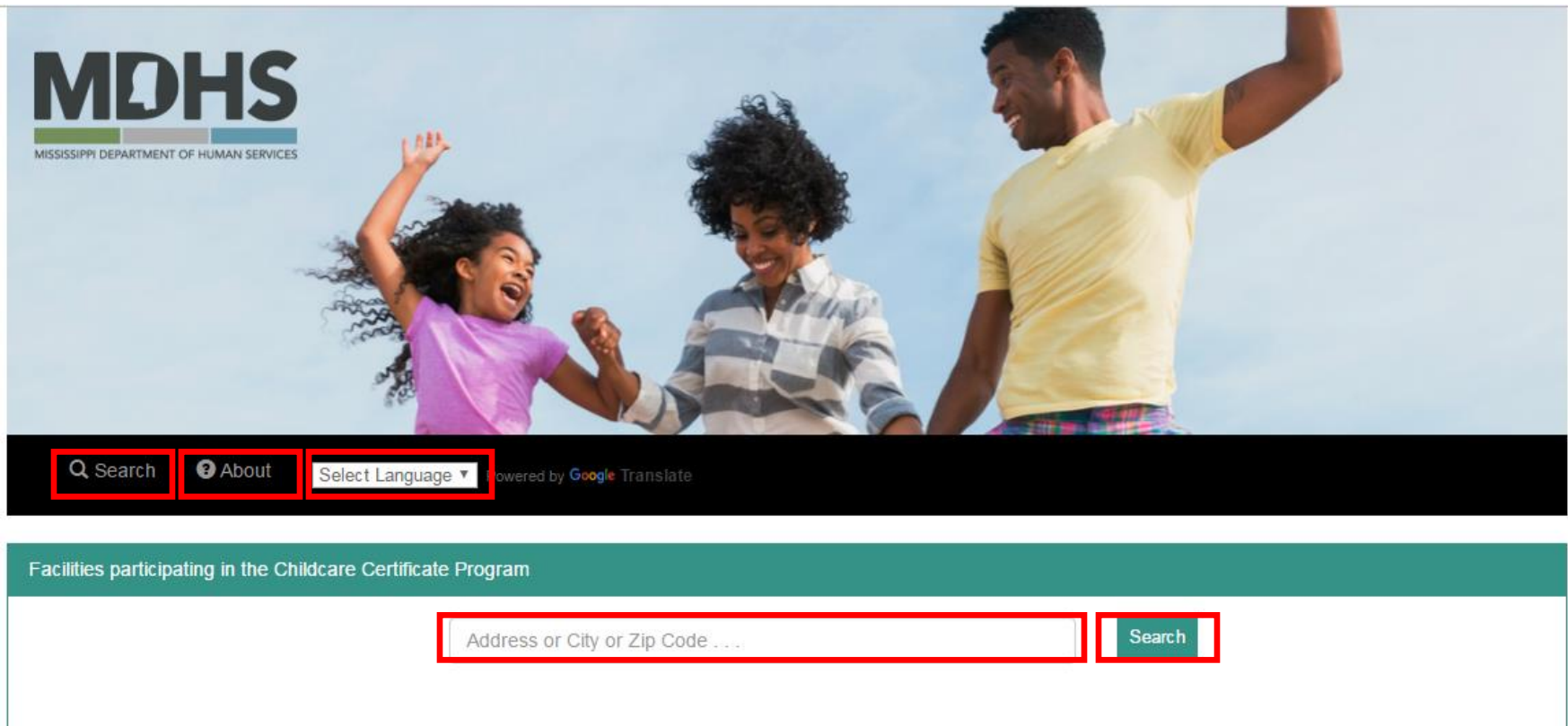
FUNCTIONAL COMPONENT / RATIONALE DESCRIPTION

In developing this prototype, we utilized several human-centered design techniques: (1) user stories, (2) personas, (3) user interviews, (4) rapid prototyping using wireframes, (5) screen design sketches, (6) user feedback, and (7) usability testing. These techniques created an understanding of user needs, behaviors, and goals that were incorporated into the functional components of our prototype.

This prototype works on multiple devices including desktops, laptops, android and iOS phones and tablets. We conducted usability testing on various devices to ensure its ease of use and responsive design. The sections below will provide understanding of the functional design of all the pages of the portal, the design specifications of all the widgets, and the rationale behind selecting the behavior of each widget.

Several changes were made to the default data set provided by Mississippi. The details of these changes can be found in GitHub on the following path: [MSRFP-3717/artifacts/Provider-Data/Extended Provider Data Service.pdf](#)

Landing Page: Once a user enters the web URL of the prototype, the user is taken to this page.



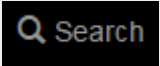

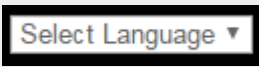
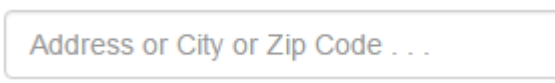
The screenshot displays the landing page of the Mississippi Department of Human Services (MDHS). The header features the MDHS logo and a background image of a family. The navigation bar includes a search icon, an 'About' link, and a language selection dropdown. Below the navigation bar, there is a section titled 'Facilities participating in the Childcare Certificate Program' with a search input field and a 'Search' button.

MDHS
MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

Search About Select Language powered by Google Translate

Facilities participating in the Childcare Certificate Program

Address or City or Zip Code Search

Widget	Description
	<ul style="list-style-type: none"> ➤ <u>Design Decision</u>: Cambria team designed the 'Search' such that this is always visible for the user, and is accessible as the core theme of the application. ➤ <u>Assumptions/ Rationale</u>: Since the application is rendered across multiple devices and platforms, the 'Search' should be visible even when users access the application on smaller devices such as smart phones.
	<ul style="list-style-type: none"> ➤ <u>Design Decision</u>: Cambria team designed the 'About' such that this is always visible for the user, and helps understand the key objective of this application. ➤ <u>Assumptions/ Rationale</u>: Since the application is a prototype, the product owner wanted to ensure we have language depicting the same. This will help eliminate the possibility of users searching for providers using this prototype.
	<ul style="list-style-type: none"> ➤ <u>Design Decision</u>: Cambria team designed the 'Search Language' section to articulate the capability of the development team to reuse Google's code, which is widely available as open source. ➤ <u>Assumptions/ Rationale</u>: Users in Mississippi may need additional language functionality in order to use the application, a drop down currently contains translation to Spanish and Vietnamese.
	<ul style="list-style-type: none"> ➤ <u>Design Decision</u>: Cambria team designed the search box such that users can either enter an address, city, or a zip code to search for child care facilities around the vicinity. ➤ <u>Assumptions/ Rationale</u>: Through user research, it was determined that user needs and goals may require the need to search using a range of criteria. Since the application is a prototype, and with user needs in mind, the product owner wanted to incorporate functionality across various facets of the application.

Search Results Page: Upon user successfully entering an address, city, or a zip code; the search results screen is displayed.

Facilities participating in the Childcare Certificate Program

36150 Search Hide Options

Nearest 10 Facilities ⓘ Results for 36150

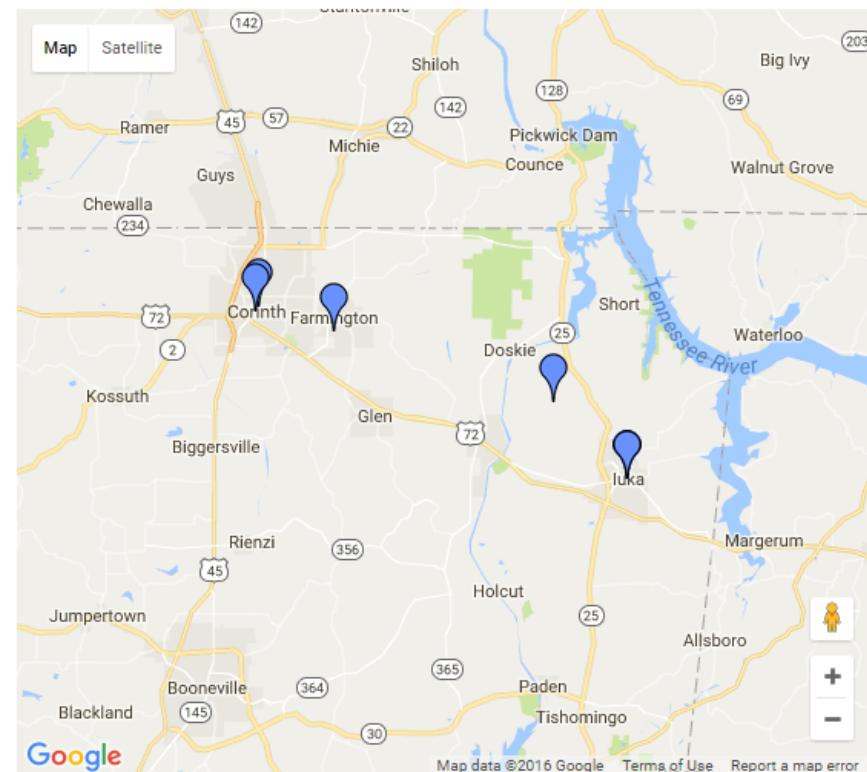
Quality Rating ⓘ Select your option ▼


Provider Type ⓘ Select your option ▼

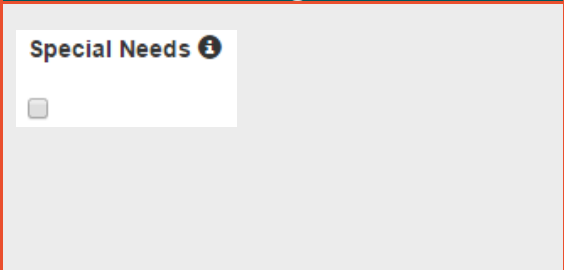

Availability ⓘ ☐

Special Needs ⓘ ☐

Name of the Provider: ANA BERTHA MENDOZA Address: IUKA 38852 Phone: 601-798-0643 Licensed: LICENSED Quality Rating: Not Rated Special Needs: YES Availability: YES 📍
Name of the Provider: ALPHABEST @ LIGHT FARMS ELEMENTARY Address: IUKA 38852 Phone: 601-680-4423 Licensed: LICENSED Quality Rating: Not Rated Special Needs: YES Availability: YES 📍
Name of the Provider: AMARILLO COLLEGE CHILD DEVELOPMENT LAB SCHOOL Address: IUKA 38852 Phone: 601-720-4783 Licensed: LICENSED Quality Rating: ★★★★★ Special Needs: YES Availability: YES 📍
Name of the Provider: AMERICAS CHOICE CHILDREN CENTER Address: IUKA 38852 Phone: 601-764-4862 Licensed: LICENSED Quality Rating: Not Rated Special Needs: NO Availability: NO 📍



Widget	Description
<p>Nearest 10 Facilities ⓘ</p> 	<ul style="list-style-type: none"> ➤ <u>Design Decision</u>: The Cambria team designed the vicinity search by presenting the closest facilities based on the slider selection. ➤ <u>Assumptions/ Rationale</u>: Given that the addresses are randomly populated, searching for the number of facilities would help the user to narrow or broaden their search. User research and behavior suggests that this type of functionality is necessary for a user to better manipulate their search based on their needs. It is assumed that users may need to narrow or broaden their search for any number of reasons, such as a commuting route, facilities in between two specific location, etc.
<p>Quality Rating ⓘ</p> <p>Select your option ▼</p>	<ul style="list-style-type: none"> ➤ <u>Design Decision</u>: Cambria team designed the ‘Quality Rating’ with 2 options ‘All’ or ‘Rated’. Choosing ‘All’ gives the users the ability to see all facilities, including ones that are not rated. Choosing ‘Rated’ gives the users the ability to see only those facilities that are rated, irrespective of the actual rating. ➤ <u>Assumptions/ Rationale</u>: The assumption, based on user interviews, is that a parent or a social worker who is looking for a child care facility is going to look for all facilities that may be nearest to them, as well as ones that are rated, irrespective of the actual ratings. (Note: As part of user feedback, a new issue was logged to design this widget where users can choose to search for facilities based on ratings. This is included as part of the product backlog).
<p>Provider Type ⓘ</p> <p>Select your option ▼</p>	<ul style="list-style-type: none"> ➤ <u>Design Decision</u>: The Cambria team designed the ‘Provider Type’ section so that users can filter down on results that pertain to a certain Provider Type. ➤ <u>Assumptions/ Rationale</u>: N/A
<p>Availability ⓘ</p> <p><input type="checkbox"/></p>	<ul style="list-style-type: none"> ➤ <u>Design Decision</u>: Cambria team designed the ‘Availability’ option using the check box widget so that users can choose to select this option to review only those facilities that have availability to accept new beneficiaries. ➤ <u>Assumptions/ Rationale</u>: The assumption derived from user interviews and experiences is that a parent or a social worker that is looking for a child care facility wants to begin searching for facilities that are currently accepting new children. Additionally, the user could broaden their search by simply unchecking the check box and including both facilities with or without availability.

Widget	Description
 <p>Special Needs ⓘ</p> <p><input type="checkbox"/></p>	<ul style="list-style-type: none"> ➤ <u>Design Decision</u>: Cambria team designed the ‘Special Needs’ option using the check box widget so that users can choose to select this option to review only those facilities that have amenities to accept children with special needs. There is no option to see those facilities that don’t take care of special needs children. ➤ <u>Assumptions/ Rationale</u>: User behavior and research revealed that a parent or a social worker that is looking for a child care facility for either a child who has no special needs or a child who does have special needs will need to understand the level of care available at any given facility so that it meets the needs of the child.
<p>Name of the Provider: ANA BERTHA MENDOZA Address: IUKA 38852 Phone: 601-798-0643 Licensed: LICENSED Quality Rating: Not Rated Special Needs: YES Availability: YES </p>	<ul style="list-style-type: none"> ➤ <u>Design Decision</u>: The Cambria team designed the layout so that all the provider related information is grouped together. By reviewing this “block” of information, users can process all the information they would need related to the provider. Users can send an email to him/herself simply by clicking on the ‘Email’ icon. ➤ <u>Assumptions/ Rationale</u>: N/A