

USER FEEDBACK SESSION

Hannah M.

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Hannah is a single woman in her early thirties who has recently gone back to school for counseling. She has a B.A. in psychology, and is now pursuing a masters in child psychology. Hannah initially became involved in the foster system in her work as a counselor. After seeing the need for parents, Hannah decided to serve as a parent as well. She was a foster parent for a young boy from the age of 2 until the age of 4. The situation was extremely challenging, as he had experienced significant trauma prior to being placed with Hannah and need a lot of additional care and treatment by specialists for behavioral issues. She experienced the difficulties of fostering as a single mom and is passionate about seeing the system improved, support given to families, and having easier access to resources. She was part of a church-wide movement to get involved in the foster system and has been actively involved in the foster care community over the past years. She is still active in the foster care system, but does not currently have a child in the home.

First Impression: “How Fun!”

Likes

- Simplicity, not too much text
- Clarity
- Search with licensed/unlicensed option
- Format, info for each provider is thorough
- Provider Type Search
- Filtering by availability
- Quality rating
- Being able to widen or narrow the search
- Favorite feature: search results section

Needs clarification/Suggestions

- Not all foster parents know they are looking for subsidized childcare
 - Would be helpful to add a simple explanation of who this applies to; not all foster parents would know what “subsidized” means
 - Could add link to eligibility site
- Under Subsidized Child Care, no link to click, but under All Child Care Facilities there is a link
- Black navigation bar is too harsh visually
- “Special Needs” should be defined somewhere—typically associated with physical/accessibility, may not jump to behavioral/mental
 - Change language to something like “accommodates or equipped for... xyz”
- It would be nice if you could click on each provider and go to a more detailed page about the provider or have a link to their website

- Should include the provider types/services provided
- Add the age range licensed for, eg. after school programs
- Add explanation for licenses/unlicensed
 - Unlicensed providers cannot take the subsidy
- Make More Options button more prominent - “I didn’t even pay attention to that”
- Add explanations for provider types
 - Doesn’t know what a Slot Contractor is
- Would want 4+ 3+ 3+ star quality rating similar to Amazon or Yelp
 - Quality rating and availability would have to be updated consistently, otherwise not useful
 - If you don’t have ratings across enough providers/if this is not up to date, it would be better not to include this information
- Availability and Special Needs radio buttons are not as graphically appealing → prefers dropdowns
- Clarify wording under Subsidized Childcare
 - Simplify “Subsidized Childcare” – “do you accept the board payment or state provided payment” → board payment might be too broad
 - “State child care payment” is wording she would use when calling facilities
- Change “Nearest # of facilities” → “expand or narrow your search here”; Miles label instead?
- Email button is good, but not good for tech illiterate

Additional feedback

- When doing a search, typical process would be to search by:
 1. Zip Code (if starting from scratch)
 2. Provider Name from Word of Mouth (if further along in search process)
- First question regarding ratings: where do these come from?
- Group home → not a type of childcare, a placement for a child; social worker places a child, not a parent
 - When a kid comes into care, state decides where the child goes → foster or group home
 - (Other than center) these are all placement options, NOT childcare → Residential placements
 - Nannies can’t take the subsidy
 - Only center would be relevant for a parent
 - Placement location is a privacy issue potentially, could be HIPAA violation