

## Meeting Minutes

<b>Chair:</b> Dhiraj Talwar			
<b>Date of Meeting:</b> 09/09/2016		<b>Time:</b> 7:30-9:00AM	
<b>Location:</b> Cambria - Rothko		<b>Minutes Prepared by:</b> Erik Newland	
<b>1. MEETING PURPOSE/OBJECTIVE</b>			
<p>Mississippi ADPQ Challenge, Caseworker Web Conference.</p> <p>With the start of the Mississippi ADPQ Challenge, there was an opportunity for potential vendors to ask questions of Mississippi former caseworker about their experiences with the current Mississippi interface for identifying potential child care providers. This question and answer session is to provided information about potential user goals, needs, behavior and preferences.</p>			
<b>2. MEETING ATTENDEES</b>			
<b>ID</b>	<b>Name</b>	<b>Organization</b>	<b>Email</b>
1.	Dhiraj Talwar	Cambria Solutions	dtalwar@cambriasolutions.com
2.	Anand Adoni	Cambria Solutions	aadoni@cambriasolutions.com
3.	Rajesh Adoni	Cambria Solutions	radoni@cambriasolutions.com
4.	Lauren Schaub	Cambria Solutions	lschaub@cambriasolutions.com
5.	Denise Tugade	Cambria Solutions	dtugade@cambriasolutions.com
6.	Erik Newland	Cambria Solutions	enewland@cambriasolutions.com
7.	Joel ?	MDHS – Project Manager	N/A
8.	Donna Hamilton	MDHS – BA / Social Worker	N/A
9.	Sharon Inlow	MDHS – BA / Social Worker	N/A
10.	Christine Townsend	MDHS – BA / Social Worker	N/A
11.	Valerie ?	MDHS – BA / Social Worker	N/A
12.	Ryan Bidwell	MDHS – BA / Social Worker	N/A
13.	Joy ?	MDHS – BA / Social Worker	N/A
14.	Tina Carr	MDHS – BA / Social Worker	N/A
15.	Andrew Thornton	MDHS – BA / Social Worker	N/A
16.	Court ?	MDHS – BA / Social Worker	N/A
17.	Various Vendors	See Section 3 below.	N/A

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3. RELEVANT VENDOR QUESTIONS SUMMARY			
ID	Vendor	Questions	Answers
1.	SSTech	No Questions	
2.	UNISYS	1. What are the next steps after a search? 2. Is the interface open to the public?	1. Call Providers, schedule a meeting. 2. Open.
3.	SAGITEC	1. What is the current use process?	1. Identify provider and contact provider.
4.	Cambria	1. What are your (Case workers) likes of current interface? Parents? 2. What are your dislikes? Parents?  3. How does this protect MS vulnerable? 4. What info. Would make it easier to narrow down searches, what info. Would be helpful?	1. Simplicity of interface. 2. Like to see all possible spots available, has a provider had experience with vulnerable children, search in certain radius, what do the provider ratings represent? 3. Vetted childcare services. 4. Ability to put in comments, variation with Social Worker, training.
5.	Portland Webworks	1. What is the confidentiality and security of data provided?	1. This is a test data set.
6.	SageCI	No Questions.	N/A
7.	GEOCENT	No Questions.	N/A
8.	ResolveTech	No Questions.	N/A
9.	S2Tech	No Questions.	N/A
10.	IRGINC	Absent.	N/A
11.	CaseCommons	1. What interface do you consider successful?  2. How many of each user are there? 3. How frequent does a Case Worker use the interface? 4. Can we amend the data set?	1. A site that individuals can access with no training. Ability to locate a provider and get their contact information. 2. Estimated 1200 Case Workers and 15000 parents. 3. Quite a bit. 4. Yes.

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12.	Zycron	1. How familiar are case workers with Agile practices?	1. It is new to the State.
13.	EngagePoint	1. What languages are supported in MS?	1. English, Spanish, Vietnamese
14.	IBM	1. How open is MDHS to off the shelf software?	1. Answer re-directed to another forum.
15.	Binti	Repeat Questions	N/A

**4. CONCLUSIONS*****User Experiences***

- Based on the feedback, stories, and question answers provided by the numerous former Mississippi case workers, there are a number of motivations, goals, frustrations, and experiences identified for potential users. These are as follows:
  - Motivations: Quality of service and location of facilities.
  - Goals: Special needs, availability.
  - Frustrations: Accepting of Childcare Certificate Program certificates.
  - Parents: A range of families including single parents, multiple foster children, multiple birth children, many years of parental experience, and new parents.
  - Occupations: A range of resources and occupations for parents, a range of children and cases for case workers.

***Points of Interest***

- Potential to expand data fields from provided data set.
- Language support: English, Spanish, Vietnamese.

***Potential Features***

- Geolocation radius.
- Provide link to provider website.
- Button for direct email/call to provider.