Interviewer: Erik Newland and Denise Tugade	
Date of Interview: 09/23/2016	**Time:** 4:00PM PST
Interview Process: Conference Call	**Interviewee Type:** Case Worker

BACKGROUND AND PURPOSE
Mississippi ADPQ Challenge, Inspiration Phase, User Research.
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 judge the flow of the conversation and 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.

Welcome

1. Good Afternoon <u>Anna.</u> Thanks for taking the time to speak with us about your experiences as a <u>Case Worker</u>. 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 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.

2. Individual introduction of interviewers. Erik and Denise. *(<u>Note</u>: It is critical to provide a comfortable environment that encourages the interviewee to open-up and speak freely.)*

Background Questions

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? *(<u>Note</u>: Optional)*

   Anna was a Case Worker and also a foster parent. She is currently not a Case worker and therefore all the statements/ features she stated was based on her experience as a Case worker and as a Foster parent.

4. What is your role working the social services community? How many years have you spent working as a case worker?

   - *Case Worker*

   - *Foster Parent*

5. What is the makeup of a typical foster family? *(Prompt: Number of children, long-term experience in the foster system, etc.)*

Case worker has the same case from inception through placement

Case worker works with the foster parents, as well as the patients

Has performed a lot of duties ranging from intake case through placement of a child at a foster care/ or at a relative's home.

Average case load contained 22 kids – 3 foster kids; and the remaining children are in monitoring mode either at parents/ or relative's home

Each family is considered a case

Motivations / Frustrations / Goals Questions

6. What is a typical day like for you? *(Note: We want them to walk us through there day. We want to identify when, where, and how often they would use our prototype.)*

Determine Case workload on a daily basis. There are not enough tools to help sort the pending cases and to help with prioritization.

Was more involved in the Foster Care since Childcare was not in the Case worker custody

7. How often are you presented with the need to help a family find childcare services? How have you gone about finding access to those services? What would have made that process easier or more convenient? *(Prompt: Internet, word-of-mouth, etc.)*

Mostly by word of mouth. As a Case worker, she maintained a list of all the providers categorized by different services. When a child is in need, she could quickly call the facility/ provider and evaluate if they are taking in new beneficiaries.

8. How familiar are you with the Child Care Certificate Program? We know that there are four different priority groups that can qualify for the Certificate Program (referred from a state program like foster care, special needs/disabilities, very low-income, and low-income), in your experience what group is most often using or needing help in finding childcare service providers?

The priority of the programs in order are : 1. Foster Care; 2. TAMF; 3. Special Needs; 4. Very Low-Income; and 5. Low-Income

9. What is your most memorable experience, good or bad, in helping to find a childcare service provider? What do you look for in a childcare services provider? What type of information would be helpful in identifying a service provider?

Was in contact with several families that used vouchers. The process was sometimes frustrating since since there was a waiting list for new intakes.

There was a lot of buerocracy involved related to paper work. There were a lot of complaints related to unavailability of providers. The case worker was left with no choice but to work with cases of highest priority.

Case workers would need to procure a lot of approvals / permission to perform background checks etc.

Case workers have to document each and every step about the provider's appointments – details about the call, voice message details, appointment details, the disposition of the appointment, etc.

There is no simplified 'Event Type' documentation module that could help capture the details of the event.

10. In your experience, what is the most important factor when a family is searching for a childcare service provider? (*Prompt: Safety, Security, Ratio of Providers to Children, Location, Service Hours*)

Tools and Resources Questions

11. In your experience, what type of technologies do families have access to on a regular basis? (*Prompt: PC, Mobile, Printer, Smart Phones, etc.*)

The Case workers were provided with flip phones with no text message features. The phones were provided with VM features but passwords were not provided. There was also a lack of real-time communciation and the clients were restricted from contacting the case worker directly. There are a lot of rural areas where phones would not work; and a GPS would be required. The case workers were not provided with GPS systems; and therefore had to use personal phones to map the actual location.

There were no advanced features available on-line such as uploading documents, retrieving case information, etc. The case worker would need to deteremine the case priority, print all necessary documents, and refer to the printed document when addressing the case.

12. What mode of transportation is most often available to affected families? (*Prompt: Personal vehicle, public transportation*)

Prototype Specific Questions

13. To you, what is the most convenient way you can imagine to finding childcare service options?

As a case worker, it would be benefitial to have the ability to download case related doucments, upload supporting documents, review all information related to the case, and to provide status/ disposition on the case.

As a foster parent, it is currently difficult for them to understand the different programs they are eligible within the DHS agency. It would be a good feature for the foster parents to understand all the programs they are eligible for.

As a case worker, it would be benefitial to have an 'Event Type' module that captures all the information pertaining to doctor's notes, documentation, the process flow related steps, etc.

As a case worker, it would be beneficial to understand the workload prirotity – such as notification and appointment alerts.

One feature that would be benefitial is the abiity to serach for a provider, understand the details, and being able to print the details/ or save it as a soft copy.

The module should contain a centralized page with all the resources (providers, foster care facilities, etc) such as real time status of openings, services rendered, open beds, online appointments, etc.

14. If presented with a website that helps you to search for potential service providers, what features do you think would be the most helpful? *(Prompt: Locations, direction to contact information, rating, comparisons, etc.)*

The case worker and the foster parent should be able to search for providers. The search should be based on multiple parameters such as nearest location (based on current location, detination location, source location, etc.)

Open-Ended & Closing

15. Is there anything else we havent asked you about that you would like us to know? Do you have any questions for us?

16. Thank you so much for taking the time to speak with us. Your experiences and insights have been very helpful. We are excited about this opportunity to help make access to child service options easier and informative. The team will be working on building our prototype for Mississippi, and your input really helps us to understand the needs of both social workers and parents, who ultimately will be the people we are trying to help. Would you be interested in taking a look at our prototype in the next couple of weeks or so? Thank you again for your time and thoughts!