

Mississippi Q&As – September 9, 2016

1. Q. Will the caseworker's lay down the current existing processes and pain points?
A. Children in foster care and social care referrals can go to this site to identify eligible childcare providers for placement. Once they have selected the provider, they have enough information to contact them.
2. Q. What aspect of the existing interface do caseworkers find the most useful?
A. Information is easy to find. Like accessing all count data statewide.
3. Q. What would you change about the GUI?
A. I would change it to show the number of slots (how many children) are available for each provider. Also show if they will only take children of a certain age, if they will take only males or females, if they will take siblings, etc. See if the provider has had any abuse or neglect charges. Show the type of children they will serve (such as special needs).
4. Q. How do parents use the interface?
A. Parents have not participate in the testing of the prototype.
5. Q. What are other desired features?
A. If anyone will provide childcare for teen mothers. Search for radius within a certain number of miles of where the child will be placed.
6. Q. How will these changes help the most vulnerable?
A. We need to place children in the safest place possible after removing a child from a situation. We would like to be able to add what types of behaviors a provider will accept and if they will accept a therapeutic child (a child being treated for sexual or other abuse). These changes will help reduce the number of placements of a child because they have a better placement initially.
7. Q. If you have a special needs child, what type of information would you enter to help that specific child?
A. Be able to add comments to convey specific cases.
8. Q. Is there any variation between how a new and existing caseworker uses the system?
A. No, we all receive the same training.
9. Q. Is the search the same for parents and caseworkers?
A. Yes. We may need to be concerned about confidentiality. Parents cannot see the same information if there has been no conviction. Parents would want to know if there is a sexual perpetrator working at a daycare.
10. Q. Do you get feedback about the terminology of the provider types, like, "Slot" contractor?
A. Most know the terminology except perhaps "Slot" contractor, which is unusual in Mississippi, and in/out-of-home placement. Most users are looking for a center or home.

11. Q. Is cost something that's valuable, contact information, or limit the data?
A. Cost is not valuable at this time. Most placements are subsidized and the cost is per hour/per month is not relevant.
12. Q. What is the purpose of the prototype?
A. Daycare placement strictly for childcare. Not foster care.
13. Q. Why is the quality rating a search criteria?
A. Daycare facilities are the only provider types with quality ratings. They are rated by the education provided and education of the leaders of care. In home providers are smaller, many only have 5 children at a time, and ratings for them are not applicable. It would be helpful to provide an explanation of the quality ratings.
14. Q. What does success look like for the prototype and what measures will make it successful?
A. To be able to access it, search for the data set, and locate the provider. Have enough information to contact the provider so we can then interview the provider and see that it's a good placement.
15. Q. What is the estimated number of users?
A. 1200 (current) to 1800 (expected over time) social workers and 10000 – 15000 parents.
16. Q. How frequently do the caseworkers use the site?
A. Quite a bit. The social workers are on call 24/7 and they need to access the site 24/7. Access points need to include phones, tablets, and computers. Needs to be efficient.
17. Q. Is it permitted to expand the data set and show a "to be" vision of the prototype?
A. Yes but do not change the original data set. You can provide additional dummy data to show additional functionality.
18. Q. The data source for the ratings system, please discuss.
A. Child certificate...not familiar with how they are derived.
19. Q. Are there any language requirements?
A. We prefer English, Spanish, and Vietnamese.
20. Q. From the caseworkers' perspective, what LOCs will be prioritized?
A. This is being finalized.
21. Q. How familiar are you with Agile practices?
A. For the state, this is a new concept, but we are embracing it.
22. Q. How open is CPS to COTS?
A. We will pass on this question.

23. Q. Is the prototype just for part time childcare?
- A. For daycare/child care services, infant, full-time, part-time, and after school child care not child welfare. Childcare assistance is just assistance, it is not foster care.
24. Q. Is this for foster care children or public children?
- A. For childcare foster kids and parent of low incomes who qualify.
25. Q. What is the most challenging aspect of the current system?
- A. Not being able to search by radius or hours of operation of the center.
26. Q. After the search is performed and results are displayed, what are the next steps?
- A. Caseworkers would make a call to the provider and schedule an appointment to visit the site. No action is triggered from the system. It's a phone call only. Having the system trigger an action would be helpful.
27. Q. Should the site be restricted to only parents who are eligible?
- A. It's an open site. Anyone can access it.
28. Q. Do the providers have access to the site to make updates to their information, such as address and contact number?
- A. No, this is not necessary. This functionality exists through a portal for the childcare subsidiary program. You can add the function.
29. Q. Does the number value for the ratings add value in the search results?
- A. Either way, you can show the ratings number, but it's not required.
30. Q. Do you prefer mixed or upper case for the data search results? The data set provided contains both.
- A. We would like a standard, either one is fine, but we would like an explanation for why the standard was chosen. The current data set apparently did not have a standard, but this is desired.
31. Q. Is the same data a subset of the providers?
- A. Yes and is not related to the data on the current site.
32. Q. What is the goal of providing a subset of data?
- A. We do not want any production data used.
33. Q. What are your pain points?
- A. We would want to place a child near another member if they are taken from their home. A radius search would help so we can place them near their family, like an aunt or grandparents.

34. Q. Would a map or more graphical display of the search radius results be helpful?

A. Yes, this is a current pain point. The information currently listed is not graphical. This would also be helpful because sometimes we can only place a child in foster care if daycare services are available near the foster family. We need to confirm daycare services are available near the location of the foster family before we can make the placement.