Search Human Services Directory by Keyword Use Case

Document Information

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| **Document Title** | Search Human Services Directory by Keyword, Geographic Location & Spoken Language |
| **Document Owner** |  |
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| **Date** |  |

1. Brief Description

**Yellow-Pages Lookup**

Regina, a struggling artist who was recently evicted needs to find temporary housing services within a given geographic location that has wheelchair access and where they can converse in Spanish.

1. Actors

* **Consumer Mobile (“211-like” Find Social Care Services) Application**: this is a FHIR-enabled consumer application that is used to find social care services available at the consumer’s location of choice.
* **Human and Social Services Directory**: this is a standards-based directory of human and social services that can be searched by a set of commonly understood search criteria parameters to display search results from disparate organizations and systems that are commonly understood by all

1. Pre-Conditions

* The Human Services Directory (Community Care Coordination Platform/System) must have an accurate, up-to-date community inventory

1. Basic Flow
2. Regina enters search criteria into her “211-Like Find Social Care Services” mobile application to discover the services available at her desired geographic location (could be using address or coverage area), the languages in which the service can be delivered at that location (e.g., =Spanish), and the temporary housing services location has wheelchair access. In this use case, the keyword(s) used to search the directory include the (HealthcareService.)category of desired service(s) – e.g., Temporary Housing, the language(s) in which this service made available (HealthcareService.communication), and a parameter that filters out only those services that have wheelchair access (a new extension that doesn’t yet appear in the IG to map a newly encoded elements from the HSDS table: accessibility\_for\_disabilities that includes a description of assistance or infrastructure that facilitates access to clients with disabilities, along with further details relating to the relevant accessibility arrangements at this location (e.g., whether advance notice is required to use an accessibility feature).
3. The “211-like Find Social Care Services mobile application sends a query request to the CBO Human Services Directory which returns an appropriate list of temporary housing to display to Regina based on the search parameters she entered during the query, including the physical, postal and electronic addresses and other pertinent contact information.
4. Alternate/Exception Flows

1a – Expand search criteria (e.g., location) if no relevant services are returned from initial query.

1. Post Conditions

* Zero or more services are identified based on the search parameters with their locations and the organization that is responsible for those services.

1. Supplemental Requirements

This is a special section I use to hold miscellaneous requirements related to the use case. Often you’ll find BAs including a Business Rules section or other collection of information related to the use case. These may or may not be actual requirements – you’ll want to establish a clear pattern and communicate that clearly and ensure it’s consistent with how your organization documents this type of requirement. I’ve also used this section to capture the most salient decisions and notes so they are stored right with the use case for future consideration.

1. Activity diagram





1. Revision History

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| V. | Date | Author | Description | Status |
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