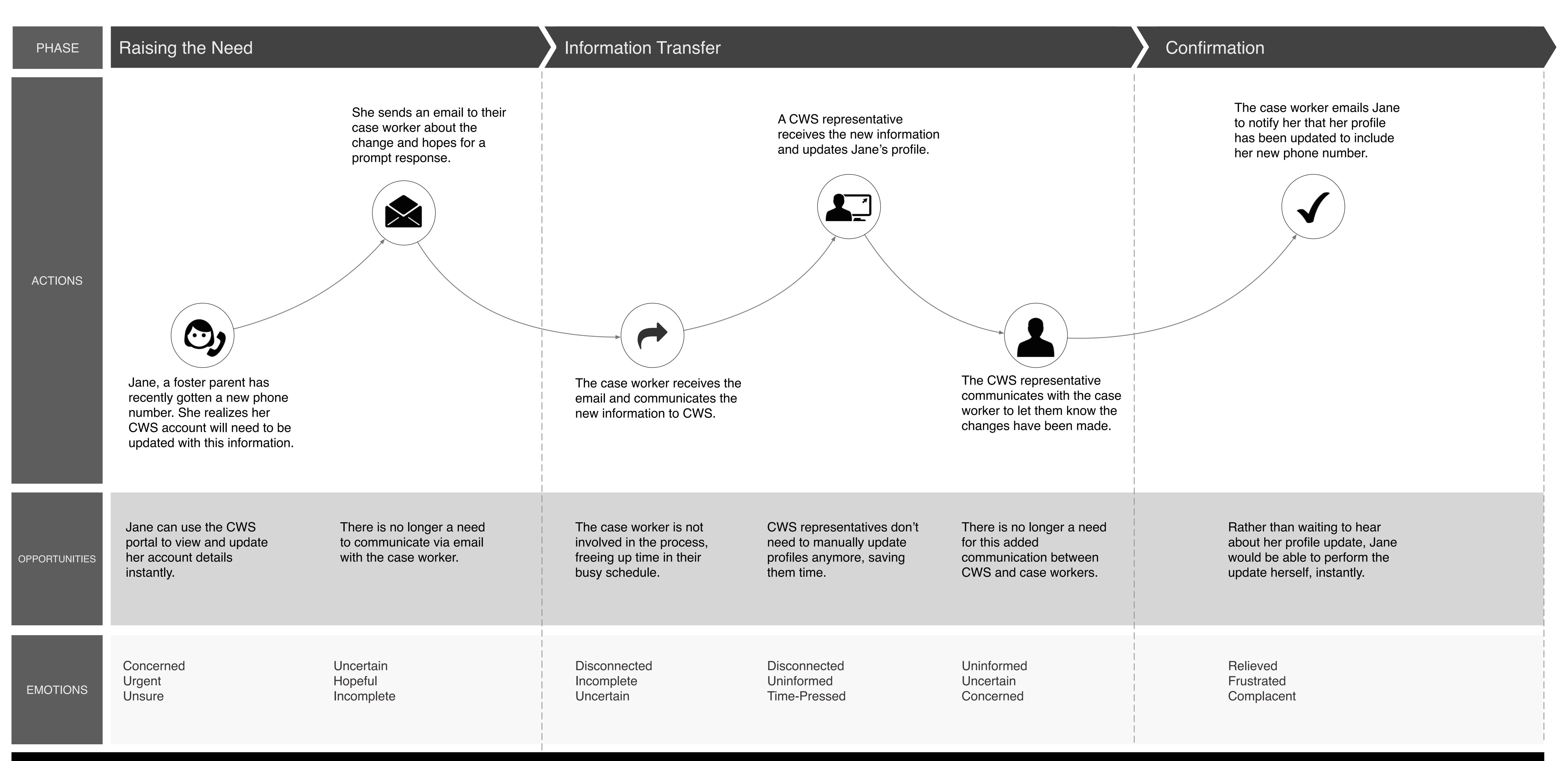
## CA CWS

May 25, 2016



## Foster Parent- Updating Profile Information



## Foster Parent- Communicating with a Case Worker to Seek Help

| PHASE         | Raising the Need   |  | Exploration  |   |  | Action   |  |
|---------------|--|--|--|---|--|--|--|
| ACTIONS       | Jane, a foster parent, has realized that her child, Timmy, has been showing signs of emotional issues. | Jane attempts to contact her case worker via phone to discuss the situation and ask for suggestions. |  | Jane uses a search engine to research facilities in her zip code. She is unsure which facilities are best or which have availability. |  | The case worker assists in the communication with facilities, determining capacity, and scheduling appointments. | ı  |
| OPPORTUNITIES | Jane would be able to have ongoing inbox communication with the case worker about these issues.        | Jane can use the private inbox feature to send a direct message to the case worker.                  | Jane and the case worker can effectively communicate within the private inbox. | Jane can easily view certified facilities in her zip code and review their availability.  | Jane can maintain a running conversation with her case worker using the private inbox feature. | Jane would be able to quickly contact facilities and request appointment information within the application.     | Timmy would be able to receive the care he needs faster by improving the communication and research process. |
| EMOTIONS      | Concerned<br>Nervous<br>Helpless   | Hopeful<br>In-Need<br>Concerned  | Frustrated Overwhelmed Anxious   | Overwhelmed Uninformed Confused   | Hopeful<br>In-Need<br>Concerned  | Eager<br>Thankful<br>Concerned   | Relieved<br>Hopeful<br>Accomplished  |