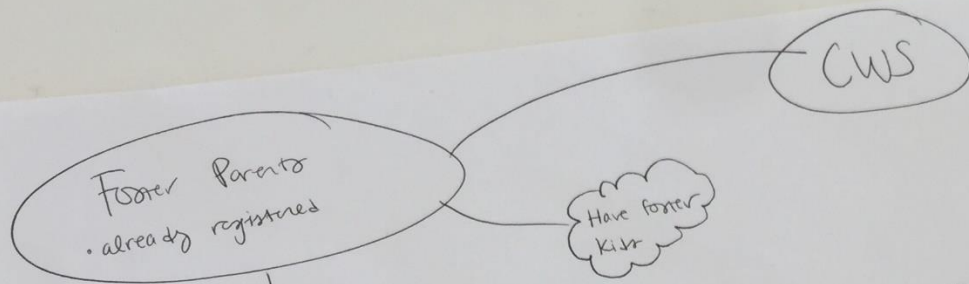


User Experience

Journey Map Development



①

Self-service portal

Acct Mgmt

Foster Parent to login Profile

i.e. new household member

Currently: everything is emailed through caseworker

②

Child needs extra support

API

Child goes for services at facilities.
Need to be able to see if there is availability

Select provider based on availability

Parent has to reach out to cost worker to determine

if services are truly available.

- becomes tied to specific case
- safer for personal information

Journey Map - EDITING PROFILE

Meeting The Need

FOSTER PARENT HAS
GOTTEN A NEW PHONE
NUMBER. REALISES THEY
WILL NEED TO UPDATE THEIR
CMS PROFILE.

Background

Stressors

- CONCERNED
- URGENT

- UNCERTAIN
- WORREY
- INCOMPLETE



SEES AN
EMAILING TO THEIR
CASE WORKER. HINTS
THE CHANGE. HINTS
FOR A PROMPT RESPONSE

CASE WORKER
RECEIVES EMAIL
AND THEN PASSES
CHANGE ALONG
TO CMS.

PROCESS
CMS RECEIVES
AND UPDATES
IT IN THEIR
SYSTEM.

EMAILS
CASE WORKER
TO LET THEM
KNOW THE
CHANGE HAS
BEEN UPLOADED.

NOTIFICATION

CASE WORKER
EMAILS
PARENT
TO REASSURE
THEY

After the Recovery
Gordon Allen Profile
Nurses Realises
will need to update
CMS Profile.

EMAILS
GORDON ALLEN
WITH THE CASE
WORKER TO
PASS ALONG
THE CHANGE
TO CMS

CASE WORKER
PASSES
THE CHANGE TO CMS

UPLOADED IN
SYSTEM

CASE WORKER
COMMUNICATES

CASE WORKER
NOTICES
GORDON ALLEN
STAYING IN
OK DEPARTMENT

CONTACTS CASE
WORKER TO
LET THEM
KNOW THE
CHANGE HAS
BEEN UPLOADED

CASE WORKER
SUGGESTS FINDING
A LOCAL FACILITY

PARENT NEEDS TO
FIND A GOOD LOCATION
GORDON ALLEN
ENGINE BUT HAS
A TIGHT BUDGET. KNOWING
WHICH OPTIONS ARE RIGHT

PARENT
CONTACTS
CASE WORKER
SUGGESTING
A FEW FACILITIES

CASE WORKER
DISCUSSES

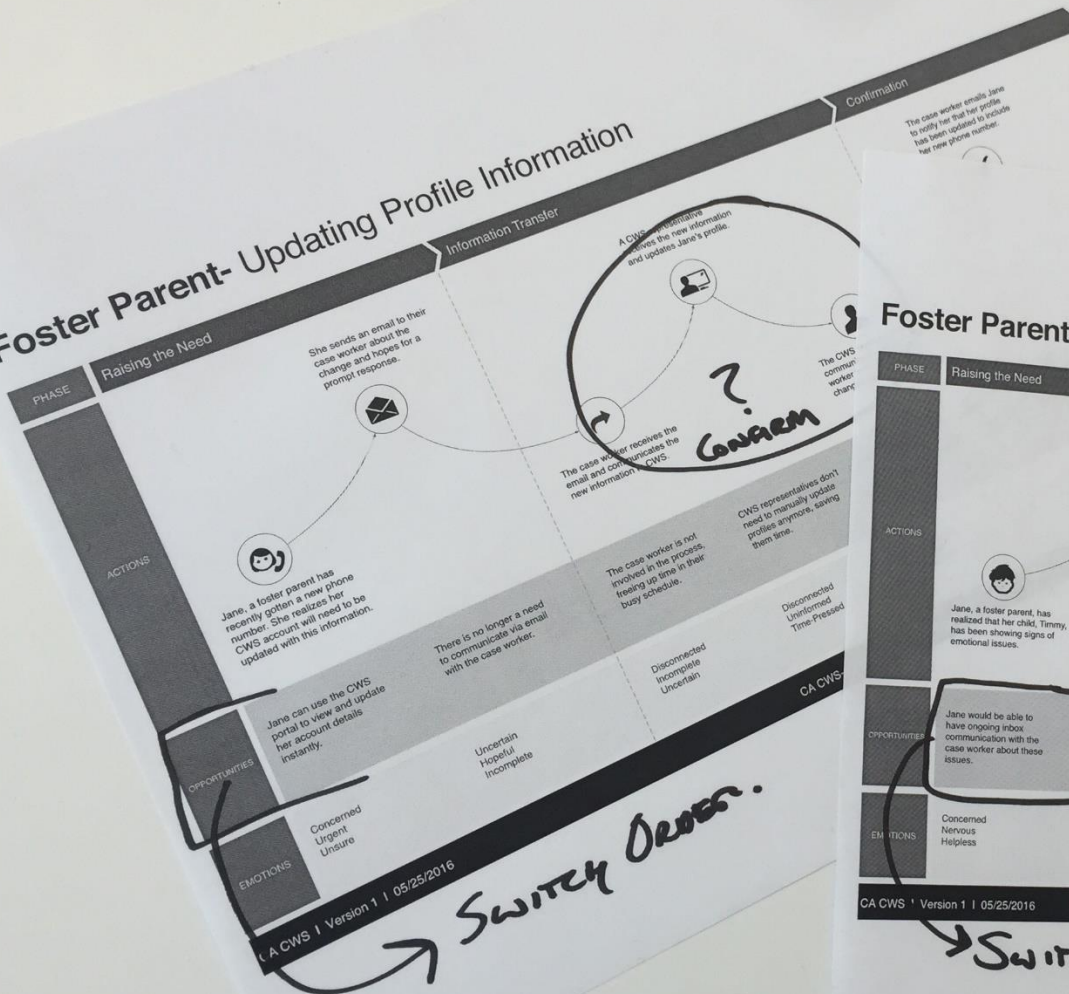
PROVIDE FOR
SUPPORT
PARENT TO GIVE
THE CASE WORKER
IMMEDIATELY.

ALIAS THE PARENT
TO SEND A MESSAGE
TO THE CASE WORKER
- EMAIL NOTIFICATION

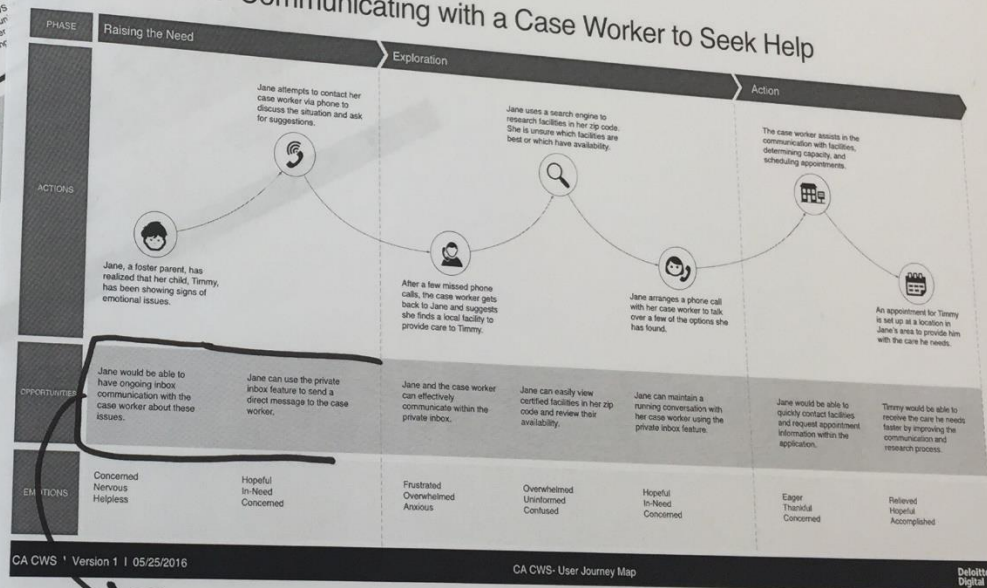
CASE WORKER
CAN MESSAGE
BACK WITH SUPPORT



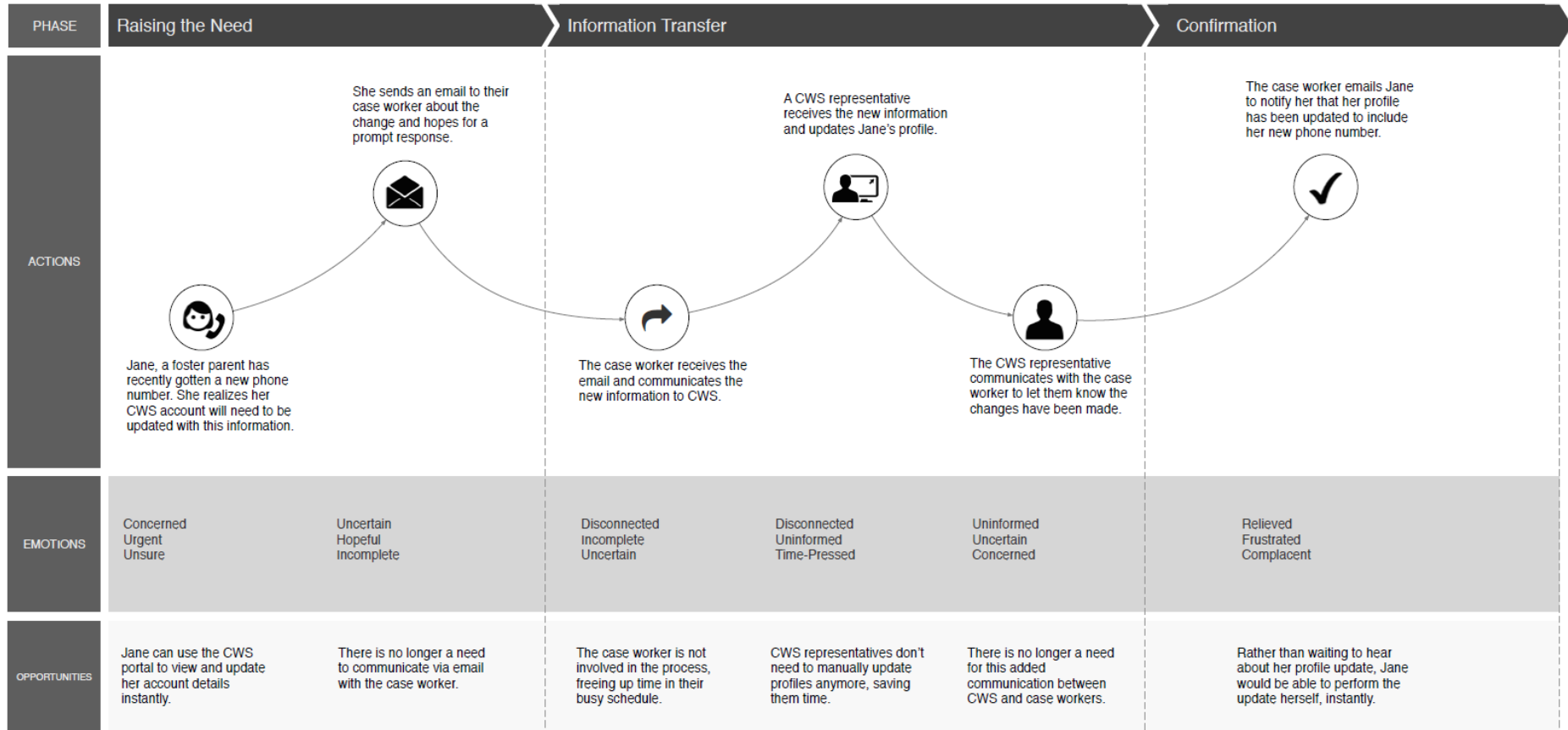
Foster Parent- Updating Profile Information



Foster Parent- Communicating with a Case Worker to Seek Help



Foster Parent- Updating Profile Information



Foster Parent- Communicating with a Case Worker to Seek Help

