

CHHS ADQP RFI #75001

Agile Development for Pre-Qualified Vendor Pool

Reference information from the RFP:

The working prototype will be an application that will:

1. allow parents of foster kids to establish and manage their profile, and
2. view children's residential facilities in their zip code, and
3. communicate with the case worker via a private inbox.

The working prototype will access open data through the HHS API to retrieve data about foster family agency locations that are nearby. The working prototype does not need to implement any authentication or authorization against an external directory or authentication mechanism.

Use Case Summary

The biological parent(s) retains physical rights of the foster child. The child suffers from developmental disabilities and the parent(s) require the support of external providers. Parent(s) access the application, creates a profile for herself/himself and the child and reaches out to the caseworker for guidance. The caseworker lets her know she can search local FFAs using the application to identify providers in her area. Parent searches for local FFA by her zip code.

Assumptions:

- Agency provides parent login information
- Parent Profile to include
 - First, middle, last
 - Address
 - Phone
 - Siblings - Optional
 - Household Members - Optional
 - Update Phone Number
- Parent opens screen with list of emails from the case worker

- Click on button to generate message, “Seeking assistance to locate ...”
- Search filed and search results appear on a single screen

Process – Minimum Viable Product

- Parent logs in with agency provided info
- Taken to profile page
- Updates phone number
- Saves Update
- Selects button to message case worker
- Opens message page with messages from the case worker
- Message – needs respite and wants to know how to search for suitable foster parent
- Goes to search FFA screen, enter zip code in the search field
- Shows search results on same page

Functionality	Status	Assumptions
Parent Profile	Mandatory	Agency sets up profile in advance
Parent Profile	Mandatory	Parent is able to update profile
Messaging Inbox	Mandatory	Ability for parent to view list of messages (no need for pagination) and to submit new message. Hard code demo data to contain caseworker replies, or caseworker messages.
Search FFAs	Mandatory	Enter zip code into a search field, system displays a (non-paginated) list of "children's residential facilities"/"foster family agencies".
Search FFAs	Optional	Search by other criteria
Search FFAs	Optional	Sort capabilities for Search list
Child Profile	Optional	Parent is able to add children and information for each child
Child Profile	Optional	Profile pre-populated with information from the agency
Parent Profile	Optional	Parent able to have a second parent profile

General Information from CHHS website

Foster Family Agencies (FFAs) are residential options for children with developmental disabilities, that represent a collaborative effort between two service systems - developmental disabilities and social services/community care licensing. FFAs are privately operated organizations licensed by the Community Care Licensing Division of the State Department of Social Services to care for children up to age 18 in certified foster family homes. FFAs are responsible for the recruitment, training and certification of families to provide alternative homes for children. FFAs monitor and provide oversight for the homes they have certified, and have the authority to decertify homes when necessary. In addition, through the use of professional staff such as social workers, FFAs provide ongoing support to certified parent(s) and the children who live with them.

Professional foster care allows the family and/or those who know the child the best to pick and choose the best support system for the child and wrap services around the child rather than have the child fit into whatever services, i.e. group home, are available. The child is living in a "normal" way - the child lives in a family, in a neighborhood and interacts with other children living the same way. The child has as much contact with the family of origin as the family chooses. The foster home, in the most ideal situation, becomes an extension of the family system.

<http://www.dds.ca.gov/LivingArrang/FFA.cfm>

User Community Information

- Parents of children with developmental disabilities requiring additional support services to care for the child.
- Traditional families, may be single parent but necessarily.
- Users will span all levels of technical abilities, some may be very savvy while others may have never used a computer or smart phone
- Likely to be unfamiliar with available services or how to access them
- Most will be comfortable with the use of email or texts, although not all
- Seeking temporary support, does not wish to relinquish care of child
- Wants to keep child near by, within the neighborhood, to maintain contact and consistency