CA►CareMail

CGI

CGI CA—>CAREMAIL PROJECT

PERSONAS

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1   PERSONAS

Using the principles of User-Centered Design, the CA->CareMail design team met three times each week over the course of the POC development to identify the Personas, process work flows and user stories for the ADPQ POC. There were multiple iterations of the process flow created using Visio for workflows and Axure for wireframes and prototypes. A sample of the design process flow can be viewed in the 1000 README file. The multiple iterations can be found in the Artifacts.

The Team determined that there were three Personas to be developed: Birth parent, Case Worker and Foster Parent.

1.1   BIRTH PARENT

The Team determined that the key Persona must be the Birth Parent. We focused on asking the questions: "As a Birth Parent, what are my goals?" "Why do I want to accomplish _____?" and "How often or how important is that to me?" We completed a list of user stories for the Birth parent Persona. We included the following factors in our design concepts:

- Language for Birth parents in the POC must be written at the 6th grade level
- Birth Parents represented a broad spectrum of family organizations
- English may not be the primary language of the Birth Parent. Therefore, she can select for example purposes, Spanish at log in.
- Family relationships and household membership were unique to each family
- Per the POC, the Birth Parent will have access to the Community Care Licensing database through a zip code search. This database displays "umbrella organizations". Therefore, the actual physical location of the child and identity of the foster parents would be kept confidential from the Birth Parent
- The spirit of child welfare practice, the Case Worker would invite the Birth Parent via a secure email to log in, create her password and establish her profile.

We then created the profiles for the Birth Parent's Children and Family. We looked at which parts of the profiles would be allowed to be edited by the Birth Parent and which parts would restricted, but could be edited by the Case Worker." (Technically we needed to allow the Birth Parent to change the in-placement status so they could look for placement within a certain zip)

1.2 CASE WORKER

This persona was established to enable the Case Worker to invite the Birth Parent to their complete her profile and also to enable the email communication between the Birth Parent and the Case Worker. We asked the same questions as above. We included the following factors in our design concepts:

- Case Worker may be assigned to one or many of the children in a family depending on services
- For the POC the Case Worker would be a single staff member
- Case Worker would initiate the Birth parent profile
- Case Worker would establish and manage the children's profiles with the exception of the search for Community Care Licensing facilities
- Case worker can see the identity and physical location of the birth parents, foster parents and child.

1.3 FOSTER PARENT

The Foster Parent Persona is similar to the Birth Parent Persona with the exception of profile and data management. We asked the same question as above. We developed the Foster Parent Persona for the purpose of providing an alternative set of "parents of children in foster care".

We created the Foster Parent Persona and the associated process flow. Upon review of the posted Q&A which firmly established the POC was only concerned with the Birth Parent(s), we put all design decisions related to the Foster Parent into Backlog for a future Sprint.