



# CHILD WELFARE

## RFI PROCESS DOCUMENTATION

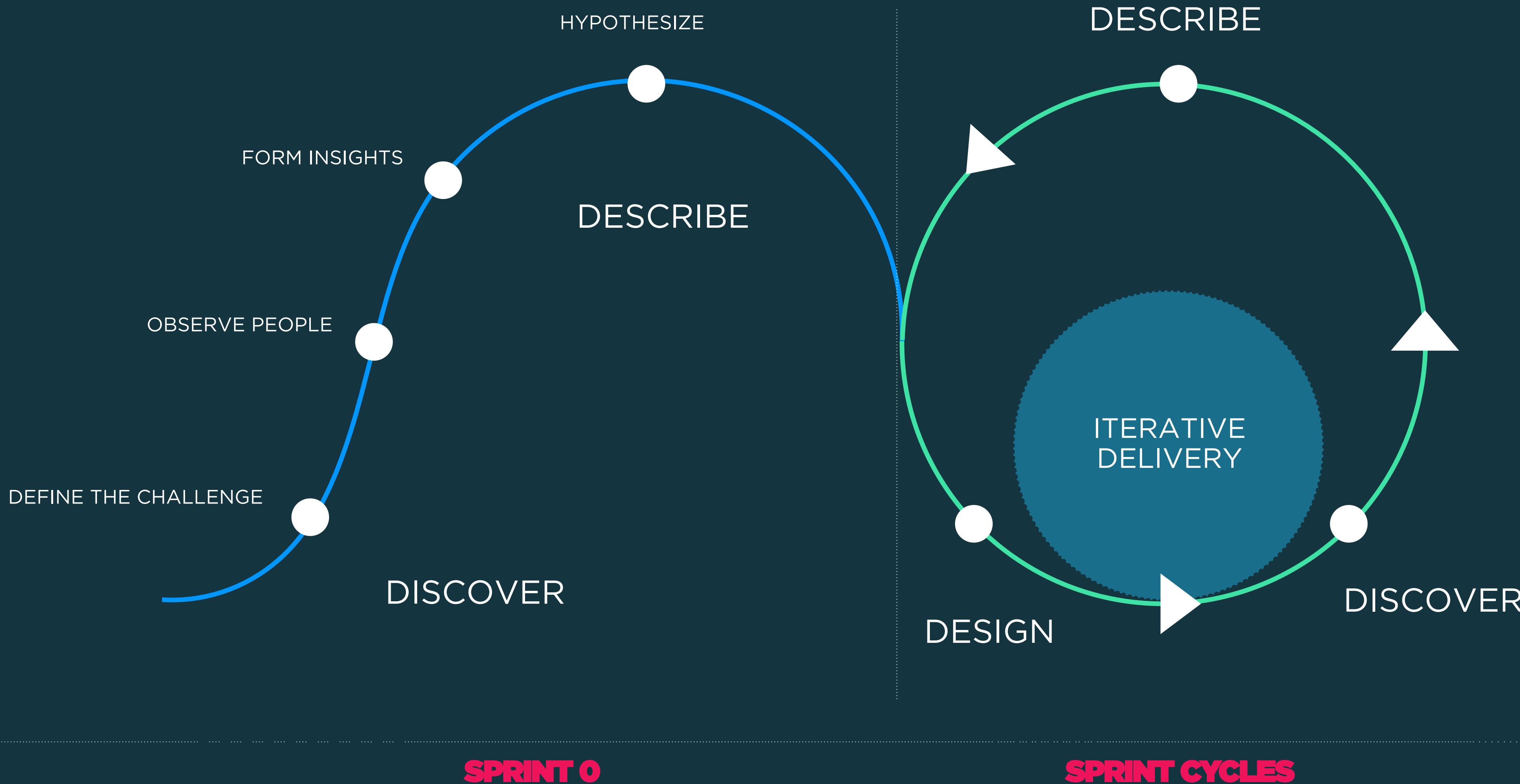
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**FJORD**<sup>TM</sup>  
Design and Innovation from  
Accenture Interactive

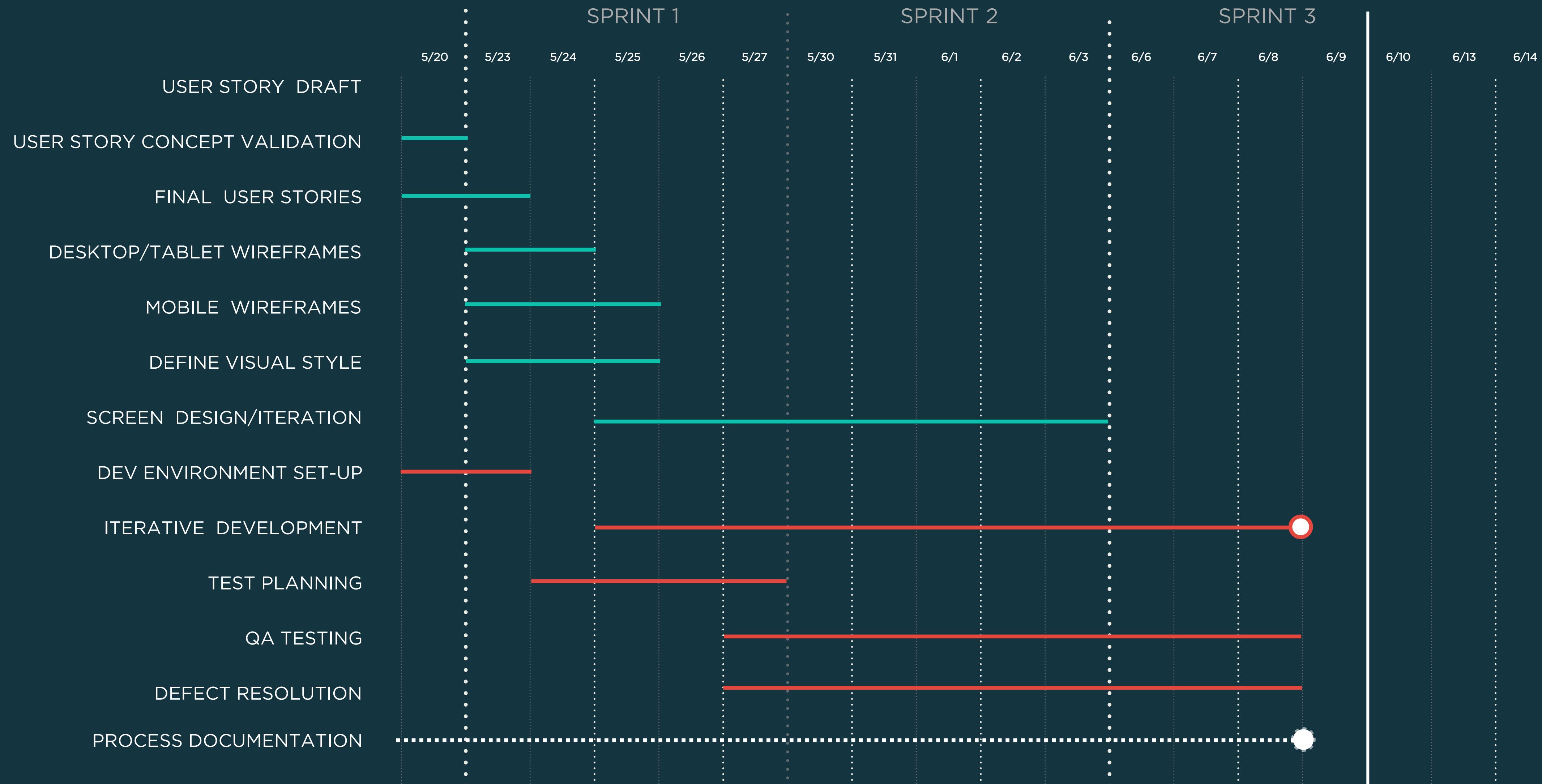
# THE BRIEF

**Build a working prototype that will allow parents of foster children to establish and manage their profile, and view children's residential facilities in their zip code, and 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.**

# PROCESS



# TIMELINE & PLAN



# TEAM



**Michael Green**  
Delivery Lead



**Z. Henry-Frazer**  
Product Manager



**Craig Mertens**  
Technical Architect



**David Hindman**  
Interaction Designer/User  
Research/  
Usability Tester



**Essi Salonen**  
Visual Designer



**Daniel Haab**  
Back End Developer



**Matt McCloskey**  
Front End Developer



**Zane Sadler**  
Scrum Master



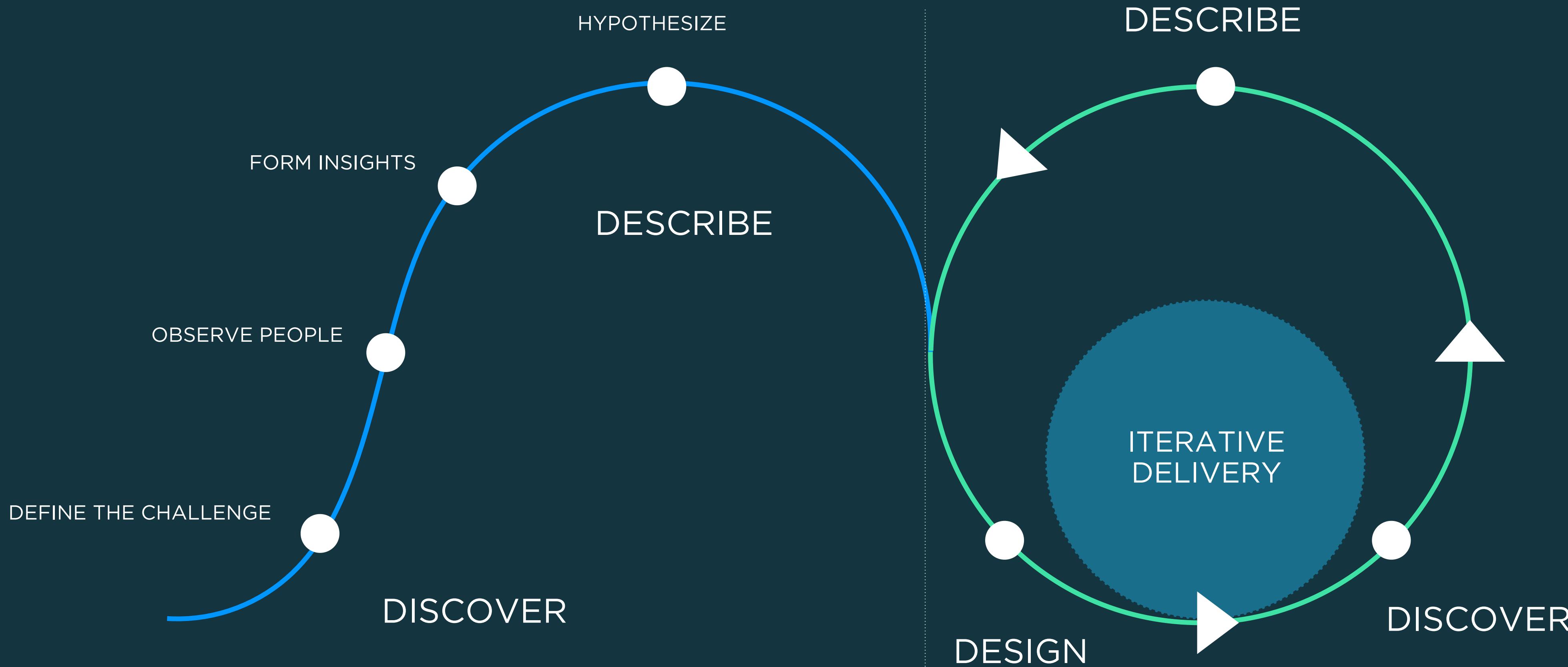
**Jeffery Miles**  
DevOps Engineer

# WORKING TOGETHER - STATUS & ACCOUNTABILITY

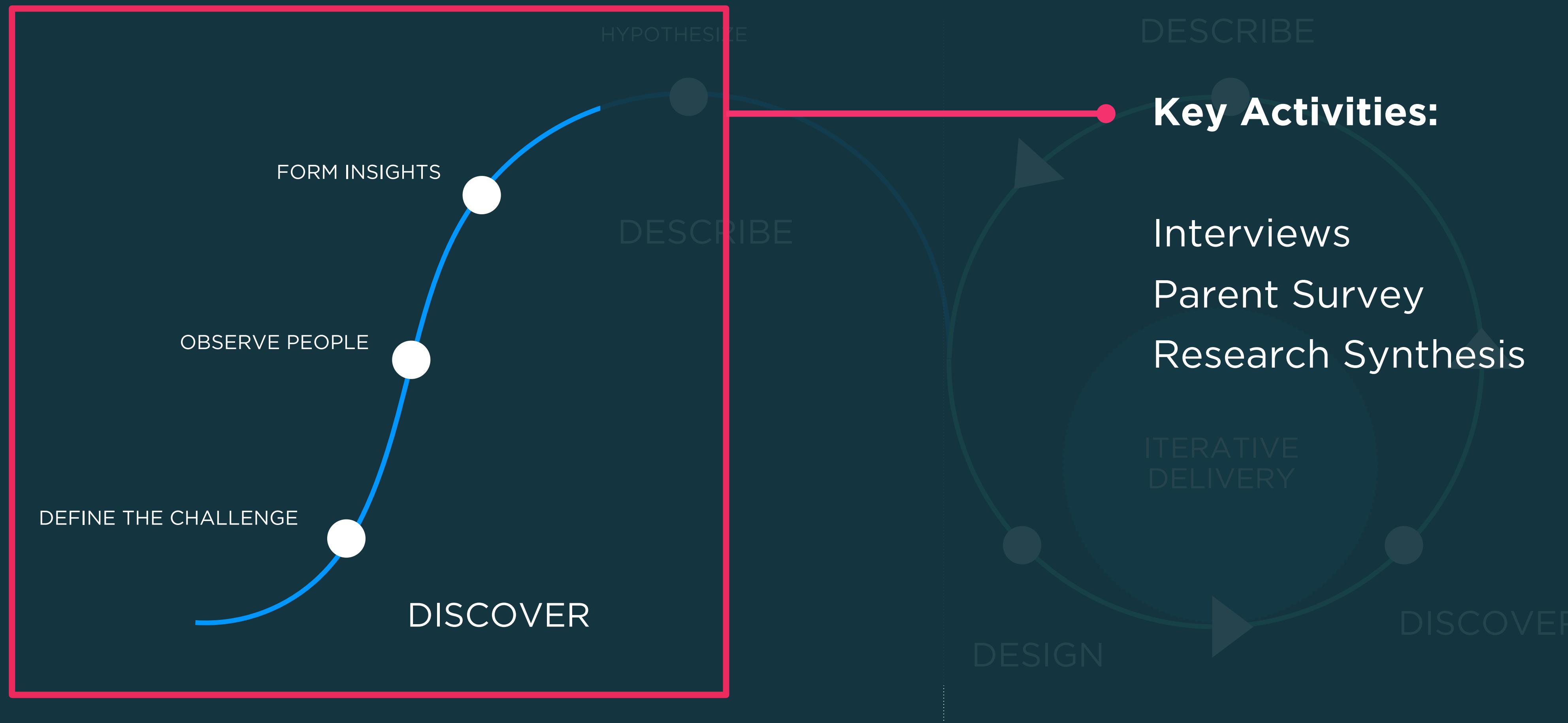
For day-to-day communication and status updates, we relied on HipChat and JIRA to track progress.

The image displays two overlapping screenshots. The top screenshot is a JIRA board titled "CHHS Sprint 1". It shows a Kanban-style board with columns: To Do, In Progress, Blocked, Review, QA, Sign Off, and Done. A single card is visible in the To Do column, titled "CHHS RFI / CHHRSFI-11 Welcome Screen - Interaction Design". The bottom screenshot is a HipChat chat window for the room "CHHS RFI". The conversation log shows messages from users Matt McCloskey, Z Henry-Frazer, and Zane Sadler, discussing GitHub handles, Google Hangouts links, and a dataset URL. A sidebar on the right lists team members.

# PROCESS



# DISCOVER



# DISCOVER - INTERVIEWS



# DISCOVER - INTERVIEWS

To ground our research in user needs, we spoke with experts who understand the concerns of parents. In an actual project, we would plan to interview biological parents of foster children.



**LISA**  
Independent Social Services  
Consultant  
Former CPS Social Worker



**JANAY**  
Clinical Social Worker  
Former CPS Social Worker  
Former foster child

# DISCOVER - INTERVIEWS



**LISA**

Independent Social Services  
Consultant  
Former CPS Social Worker

“When you design this, make it like  
for a fourth-grader. You don’t want  
it to be complicated it at all.”

“They [the parents] are in total  
crisis. We need it to be soothing,  
and easy.”

# DISCOVER - INTERVIEWS



**LISA**

Independent Social Services  
Consultant  
Former CPS Social Worker

“There isn’t currently a system like this in place. Parents don’t have input into where their child is placed and they have no ability to check-in with that placement.”

“That’s what parents want to know... is there a dog in the house, or a cat they can play with? Things that will ease parents’ minds about their child.”

# DISCOVER - INTERVIEWS



**Janay**  
Independent Social Services  
Consultant  
Former CPS Social Worker

“They [the parents] aren’t in a positive place. It should be calming, not too energetic.”

“I would use an easy font with big text. You’ll be often dealing with people who have altered state of mind.”

# DISCOVER - INTERVIEWS



**Janay**

Independent Social Services  
Consultant  
Former CPS Social Worker

A black and white photograph of two young children, a boy and a girl, jumping and raising their arms in excitement. They appear to be in a room with a window in the background.

“This tool would be awesome because it gives [parents] a way to document preferences on their family, because they are the experts on their family.”

“It gives them an opportunity to say this is how she goes to sleep... these are some of the things that would happen in our routine.”

# DISCOVER - INTERVIEWS



**Janay**  
Independent Social Services  
Consultant  
Former CPS Social Worker

“Keep it simple and to a second to third  
grade level.”

# DISCOVER - PARENT SURVEY

Another key method for learning about users is collecting data. With limited time and participants available, we conducted a survey of parents to learn about what routines are important to maintain in a child's home.

We used Survey Monkey and targeted parents across the Fjord North America Studios. With 28 respondents, we began to see meaningful patterns. In a longer project, we would target hundreds of respondents.

The screenshot shows the SurveyMonkey software interface. At the top, there's a header bar with the SurveyMonkey logo, navigation links (My Surveys, Library, Examples, Survey Services, Plans & Pricing), and a 'SurveyMonkey Inc.' link. Below the header, the main window title is 'SurveyMonkey Design : Child Welfare Survey'. The survey itself has a blue header 'Child Welfare Survey'. The first question is: '1. As a parent, how important is maintaining the following routines for your child?'. It includes a table with five columns: 'Not important', 'Somewhat important', 'important', 'very important', and 'critically important'. The table lists four routines: Bed time, Bed time, Dinner time, and Play time. Each routine has five radio buttons corresponding to the importance levels. Below the table is a question: 'Are there any other routines that you think are important?' followed by a text input field. The second question is: '2. How much do you think your child benefits from consistent routines at home?'. It has four radio button options: 'Does not benefit', 'Somewhat benefits', 'Benefits significantly', and 'Benefits extremely'. The third question is: '3. How familiar are you with the foster care process in your state?'. It has four radio button options: 'Totally unfamiliar', 'Somewhat familiar', 'Familiar', and 'Very familiar'. At the bottom of the survey window, there are 'SurveyMonkey' and 'PREVIEW & TEST' buttons, along with a 'Get Feedback' button on the right.

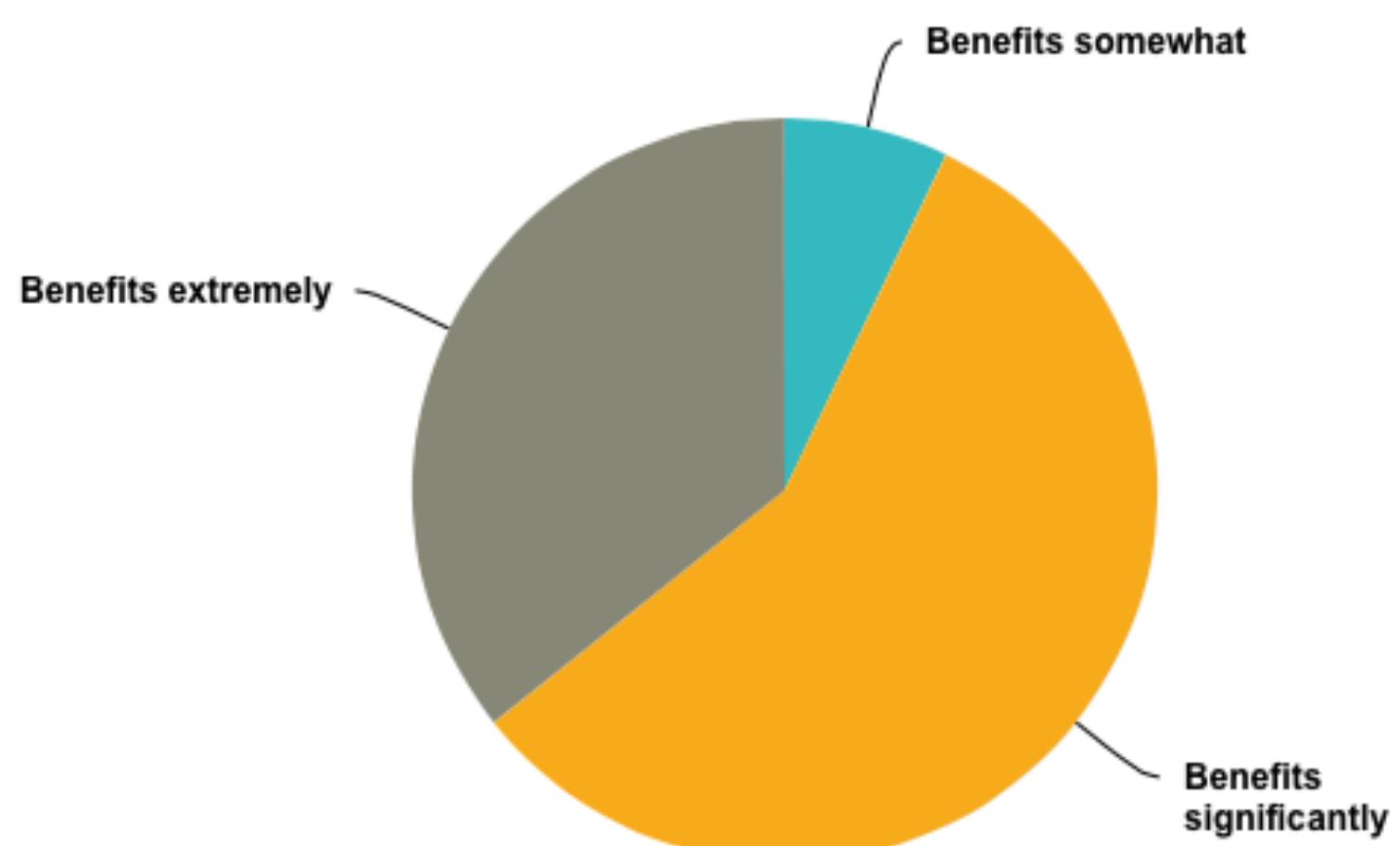
# DISCOVER - PARENT SURVEY

The survey validated what we learned from Our interviewees: daily household routines are extremely important for a child's well being.

**We learned that giving parents the ability to share family routines with case workers and foster agencies would be crucial functionality in a parent portal.**

**How much do you think your child benefits from having consistent routines at home?**

Answered: 28 Skipped: 0



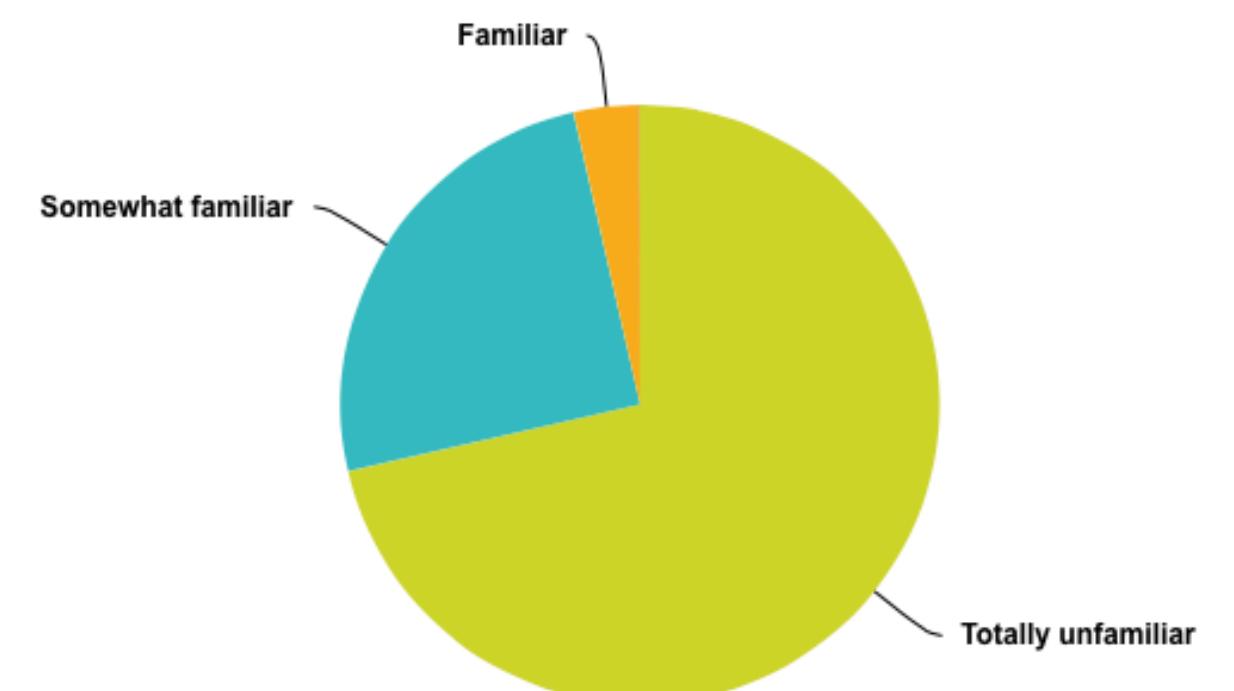
# DISCOVER - PARENT SURVEY

We also learned that parents are generally very unfamiliar with their state's foster care processes, and had little knowledge of FFAs.

**This knowledge gap indicates that the successful design should include an educational component for many parents who will be unfamiliar with foster care.**

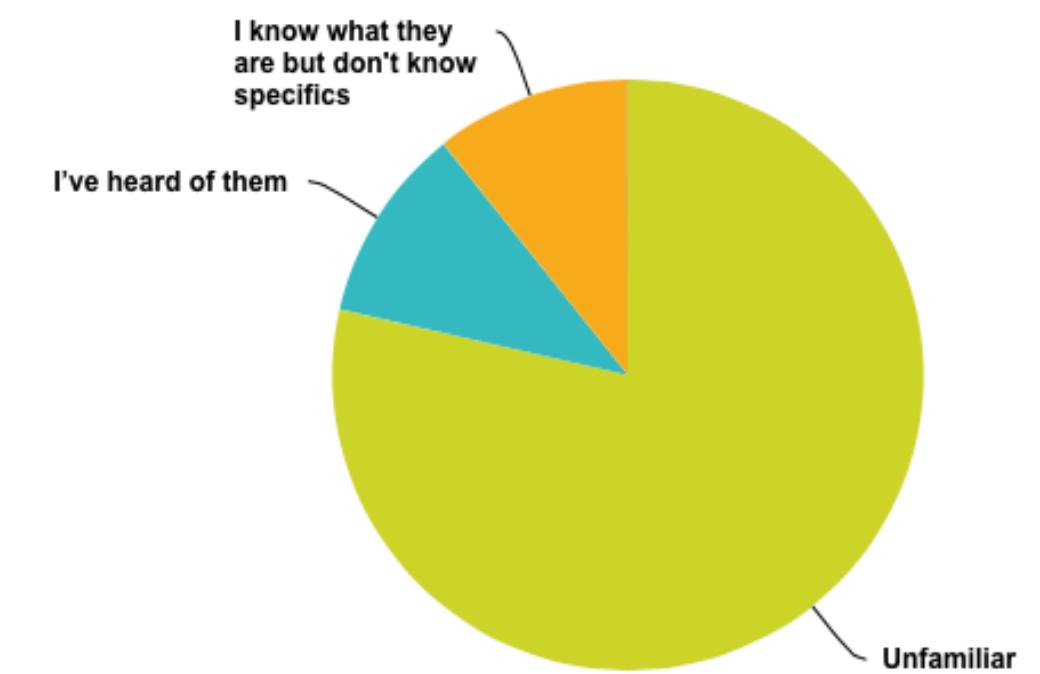
How familiar are you with the foster care process in your state?

Answered: 28 Skipped: 0



How familiar are you with Foster Family Agencies (FFAs) ?

Answered: 28 Skipped: 0



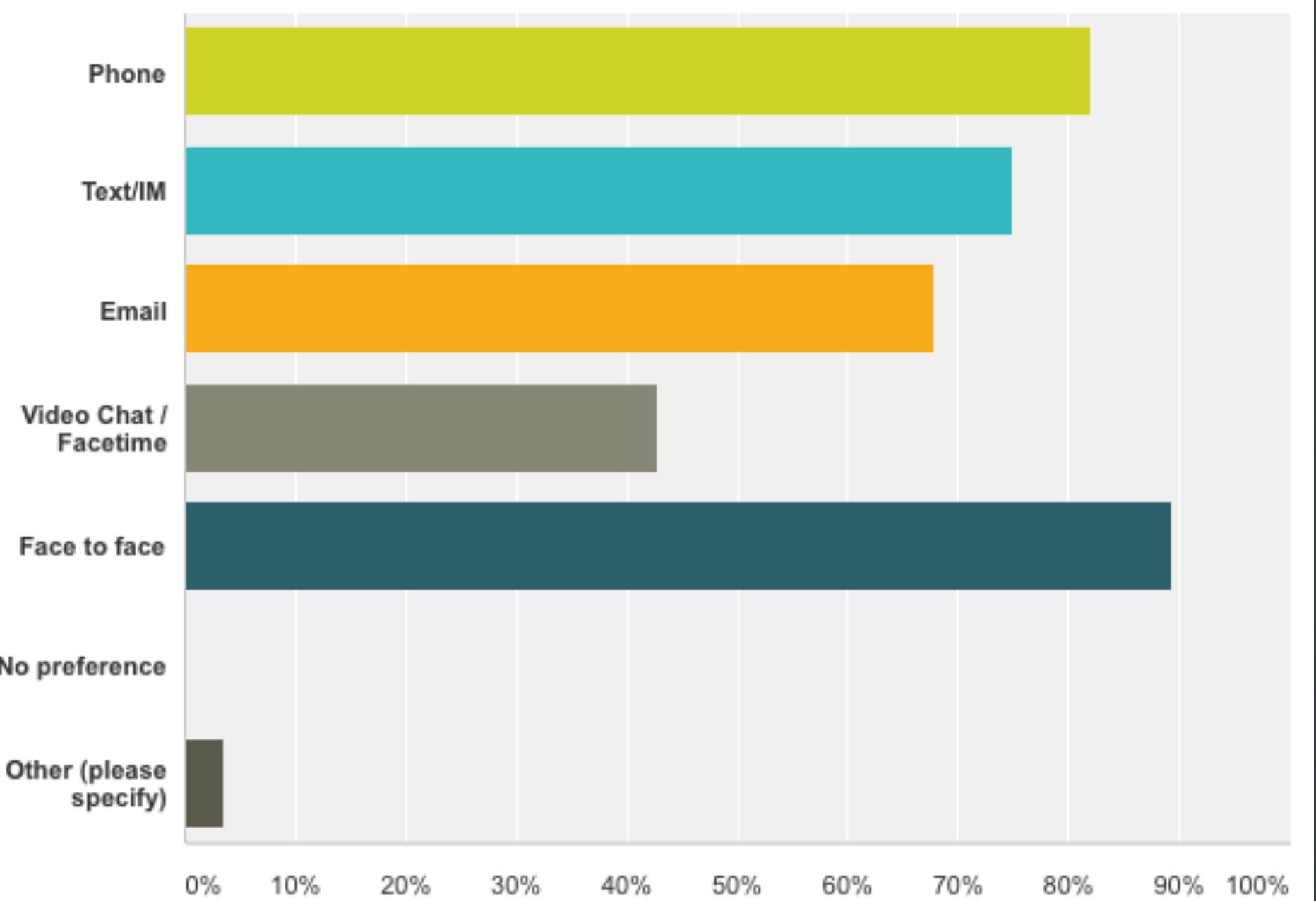
# DISCOVER - PARENT SURVEY

Another takeaway from the survey was that parents were generally ok with communicating about important topics using a wide range of methods. While the most preferred method was face to face, other options were definitely used and valid.

**This finding supports the caseworker chat functionality in the parents portal.**

**Considering all your digital devices, what are the ways you would consider communicating about important topics?**

Answered: 28 Skipped: 0



# DISCOVER - PARENT SURVEY

**There were three key takeaways from the parent survey. These became foundations for our user stories.**

- A child's home routines are very important to maintain.
- In general, parents have little knowledge of the foster care process.
- Families prefer face to face communication, but use many other methods to talk about important matters.

# DISCOVER - SYNTHESIS



# DISCOVER - SYNTHESIS

Based on our research, we defined goals for what the portal should do, how it will work, and how it will feel.

## CONTENT & FEATURES

- Enter Housing Criteria for Child
- FFAs By Location
- Recommend Agencies
- Chat with Caseworker
- Educational Onboarding

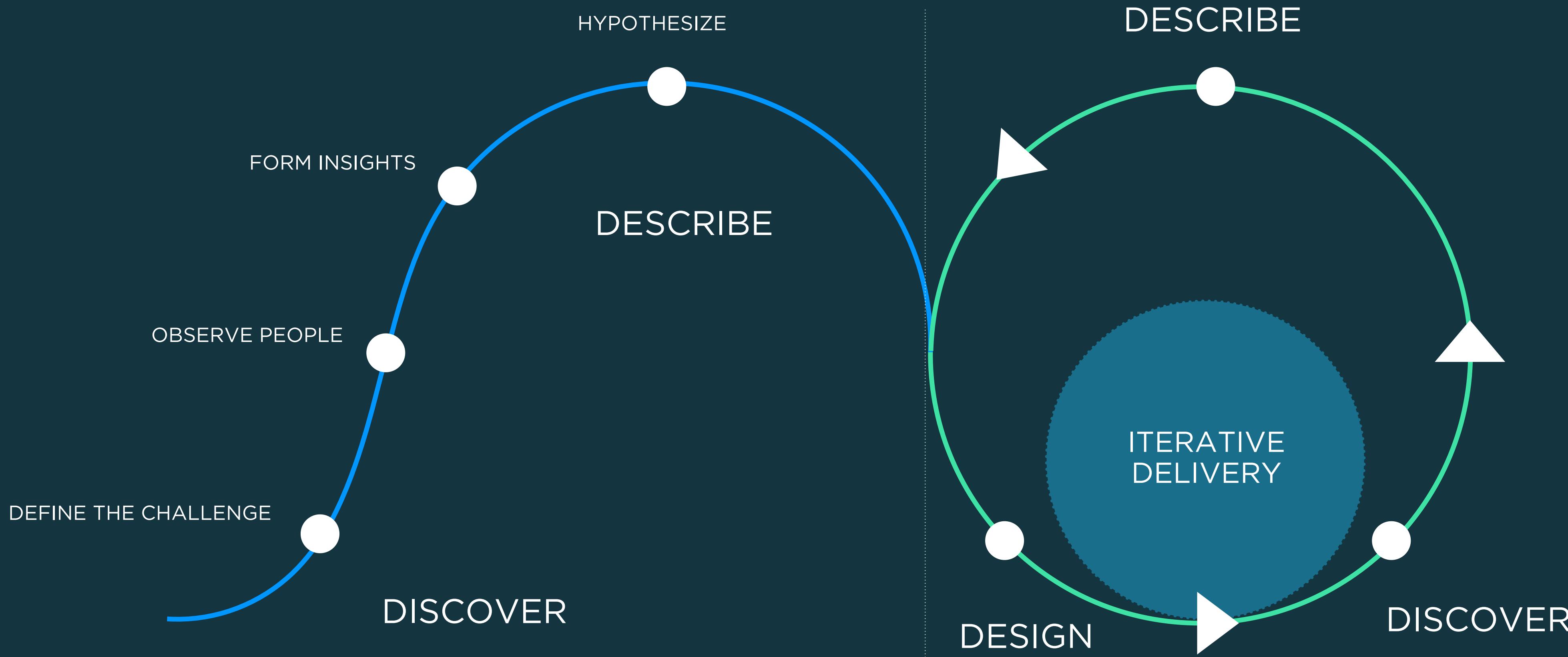
## INTERACTIONS

- Extremely Simple
- Large text
- Large click/tap zones
- Straightforward interface
- Well-known patterns

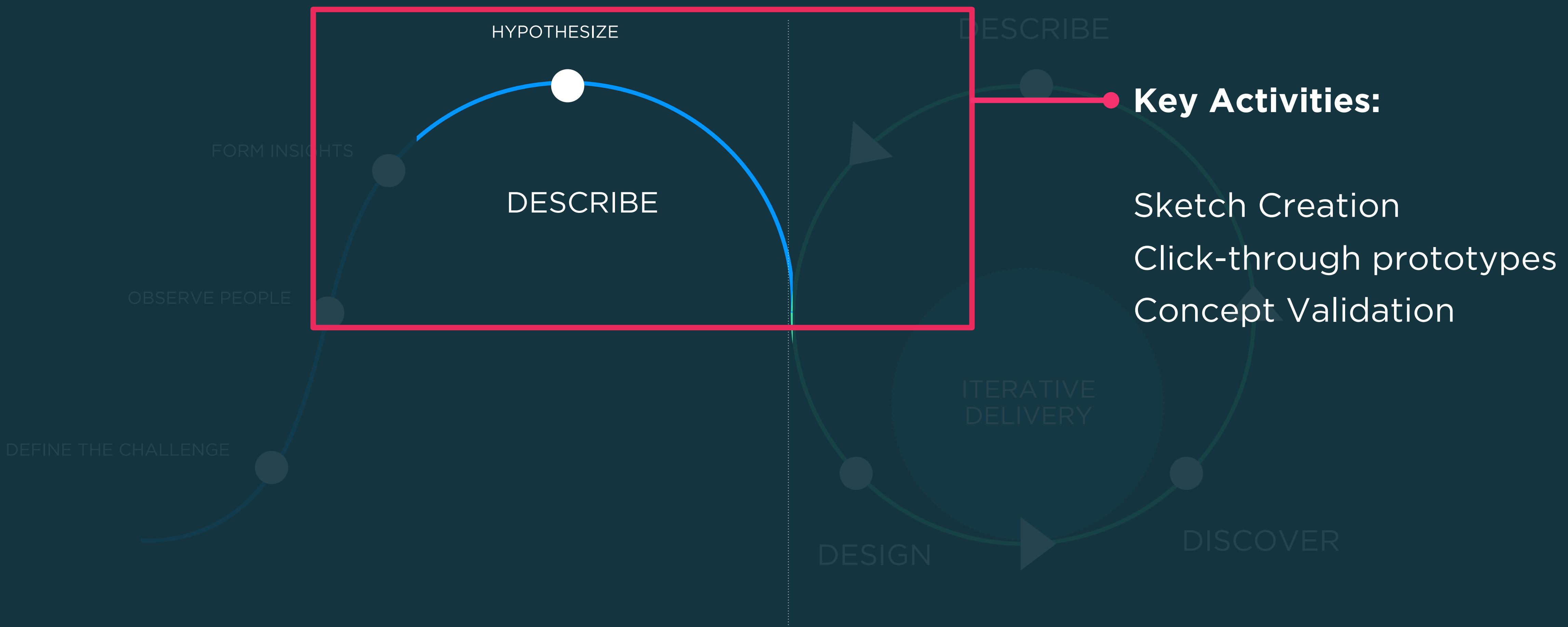
## LOOK & FEEL

- Soothing
- Calm
- Clear

# PROCESS



# DESCRIBE



# DESCRIBE - SCENARIO

**Based on our learnings in the discovery process, we defined a scenario that addresses the user's unique situation and mindset:**

*Janay, a single parent has recently had her son Jaden removed and placed in foster care. Janay's caseworker, Lisa, has informed Janay of a digital portal that she can access to view information about her son's experience. Lisa sends Janay the information about the portal over email. Interested to explore this option, Janay checks her email, clicks the link and is directed to the Parents Caring Portal. She signs in.*

# DESCRIBE - KEY ASSUMPTIONS

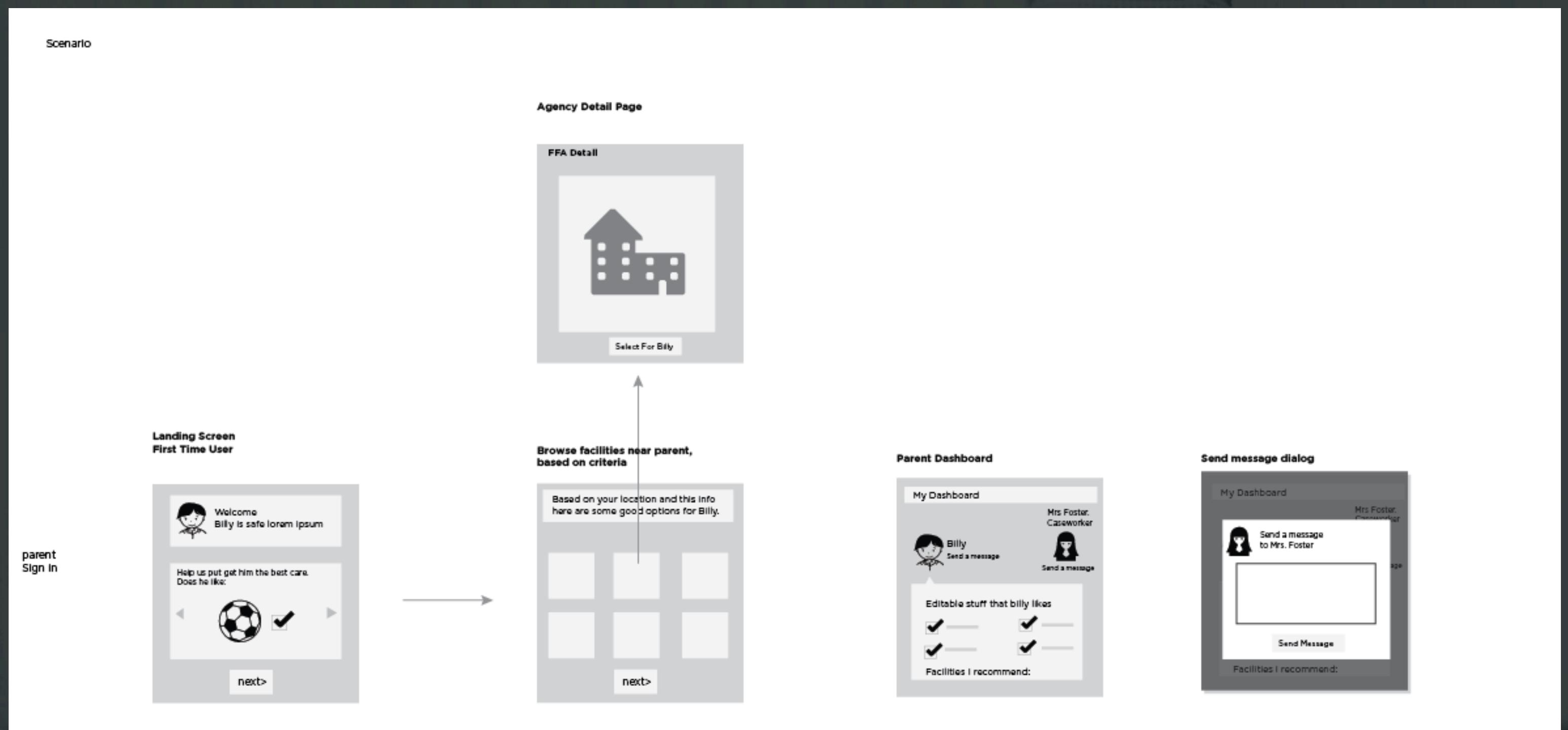
**Audience & Use Case:** We focused on the scenario in which a parent has recently had a child removed and placed in foster care. The user will be a first time user.

**Connectivity:** The parent has access to a digital device and the internet.

**Family Size:** For the purposes of the prototype, we focused on a scenario for one child but acknowledge the need to accommodate siblings and multiple children.

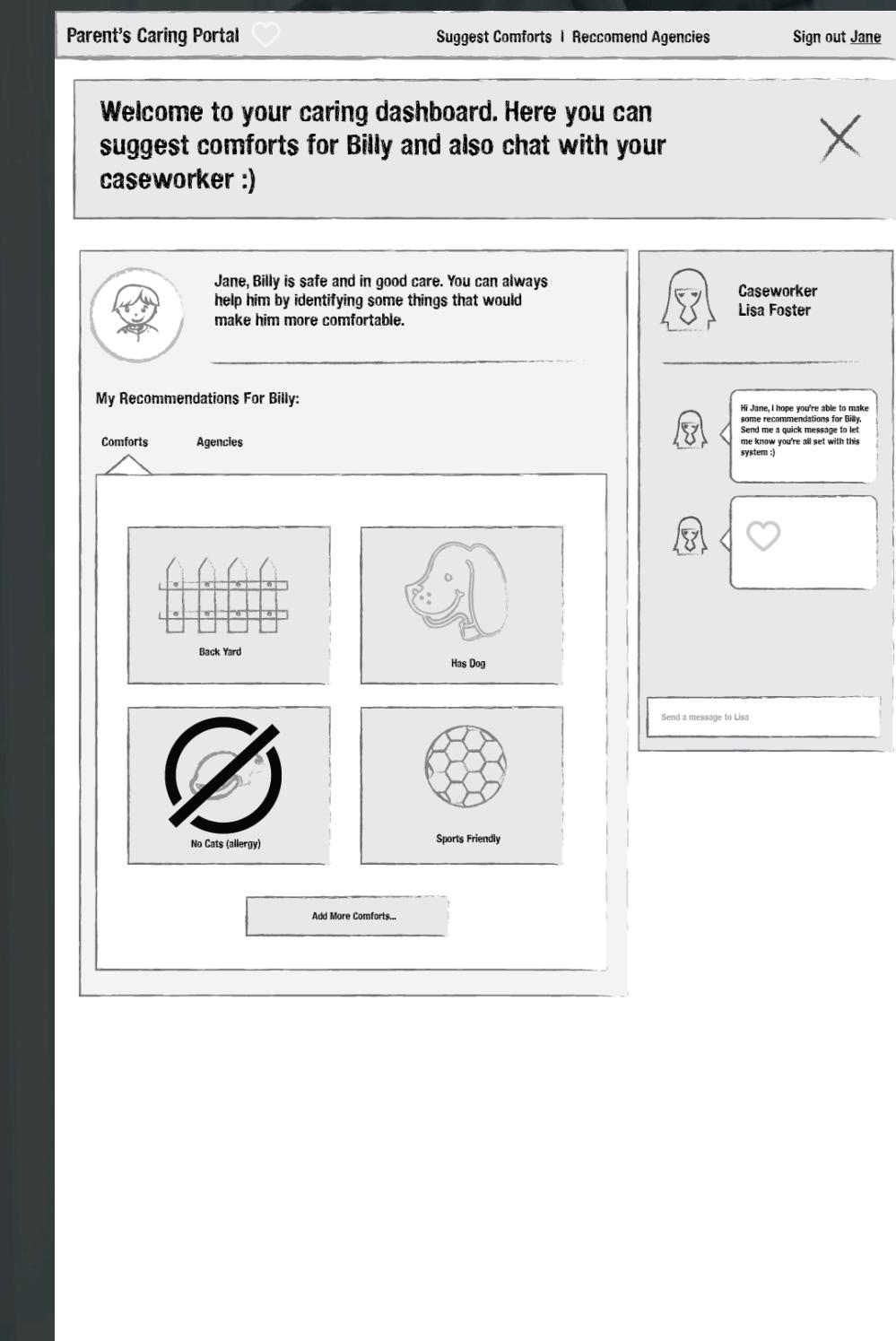
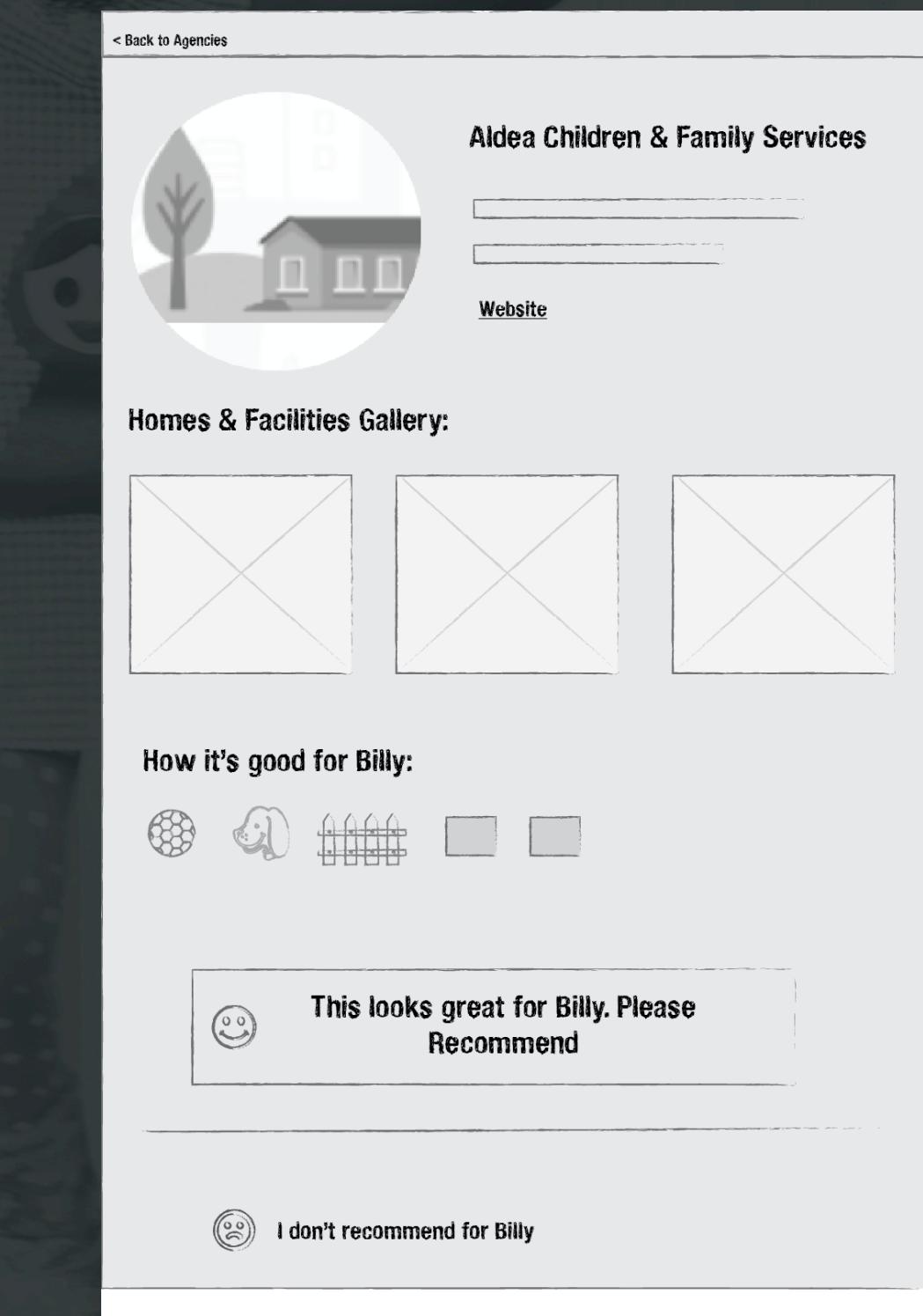
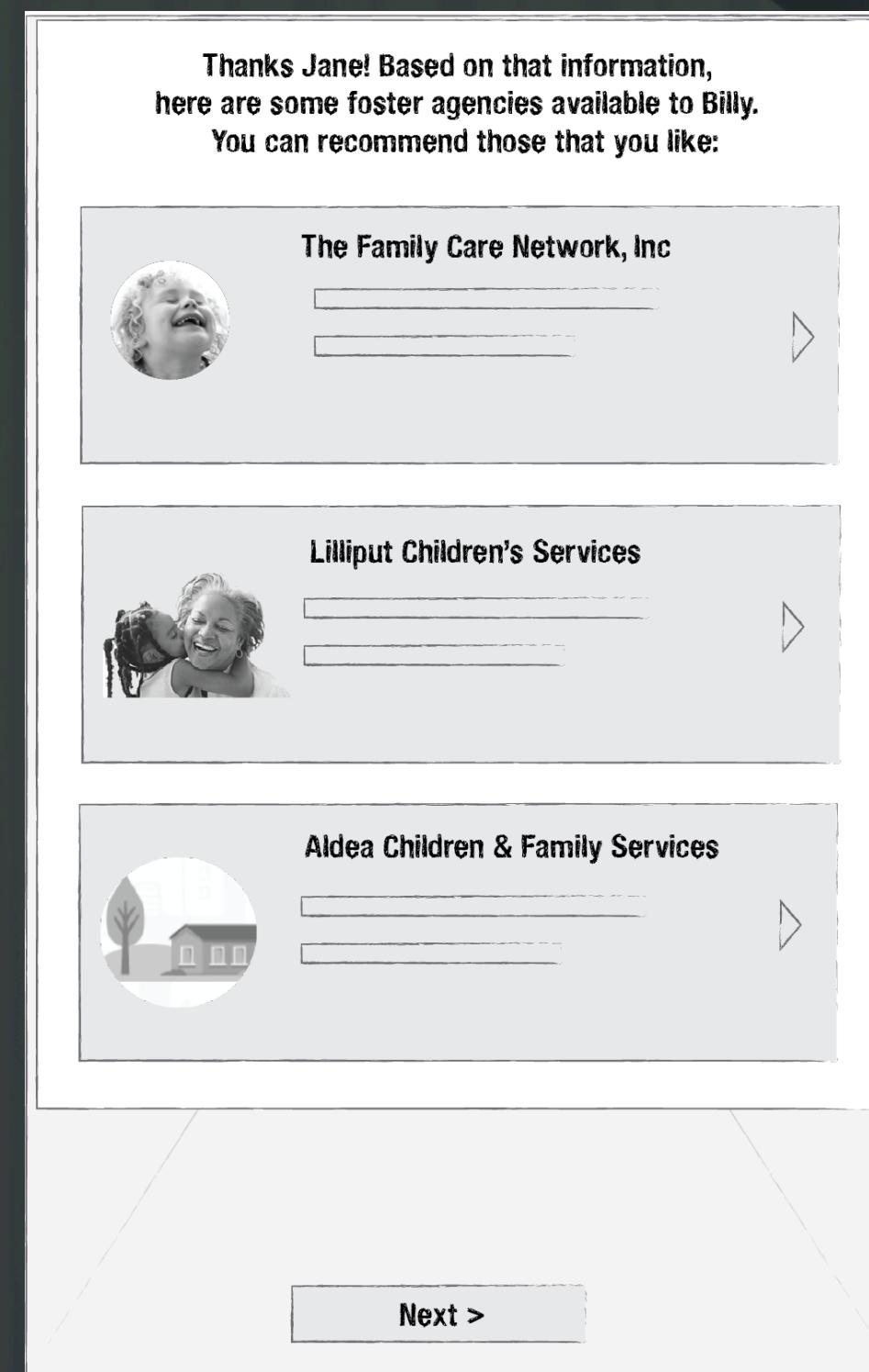
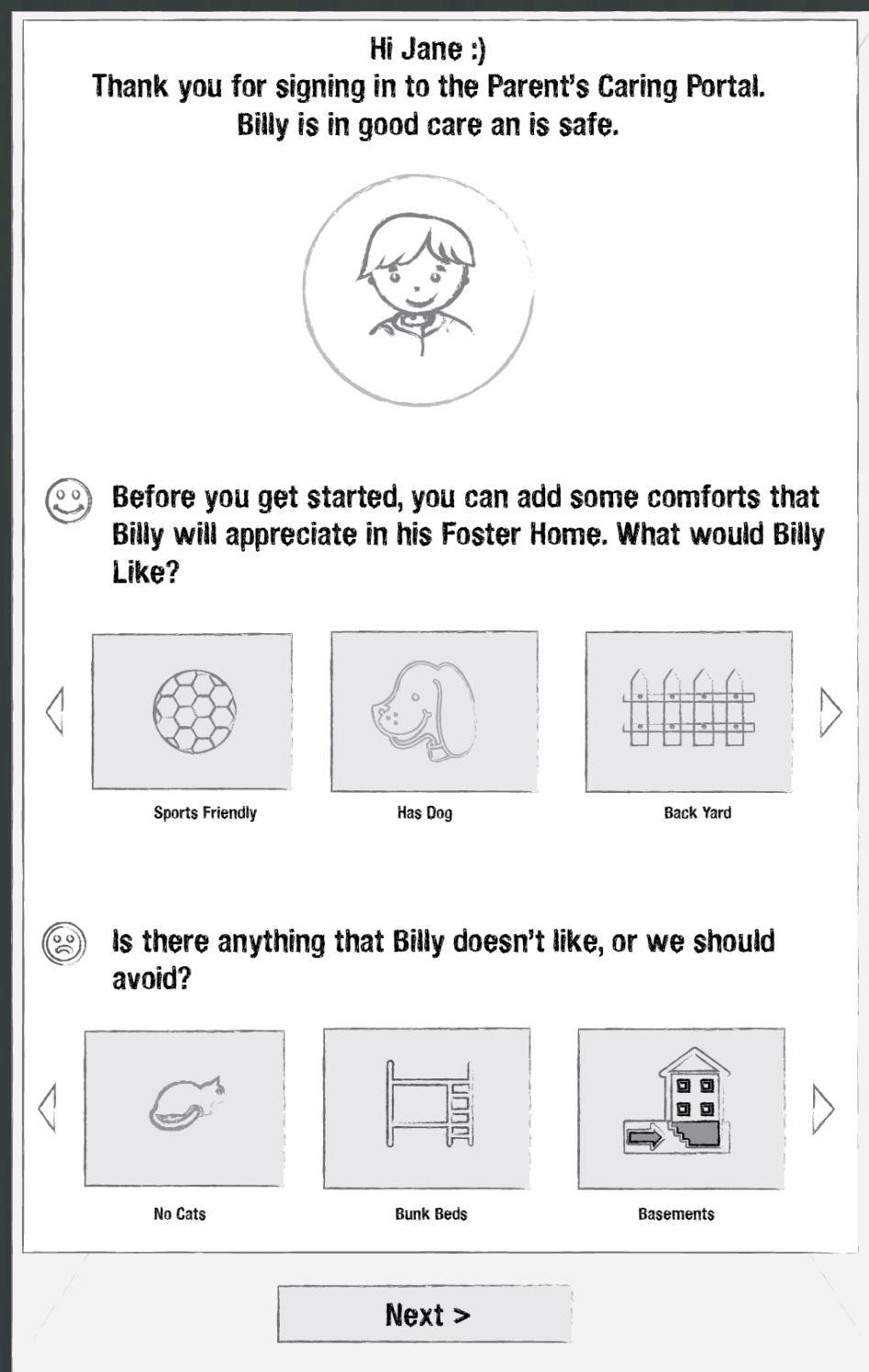
# DESCRIBE - CONCEPT DIAGRAM

We created an initial overall concept and system diagram based on the learnings from discovery. It allows for parental data entry, FFA browsing, and agent chat - all in an extremely simple framework.



# DESCRIBE - CONCEPT SKETCHES V1

Building on the concept diagram, we created high-level screen sketches/wireframes.



Welcome Screen

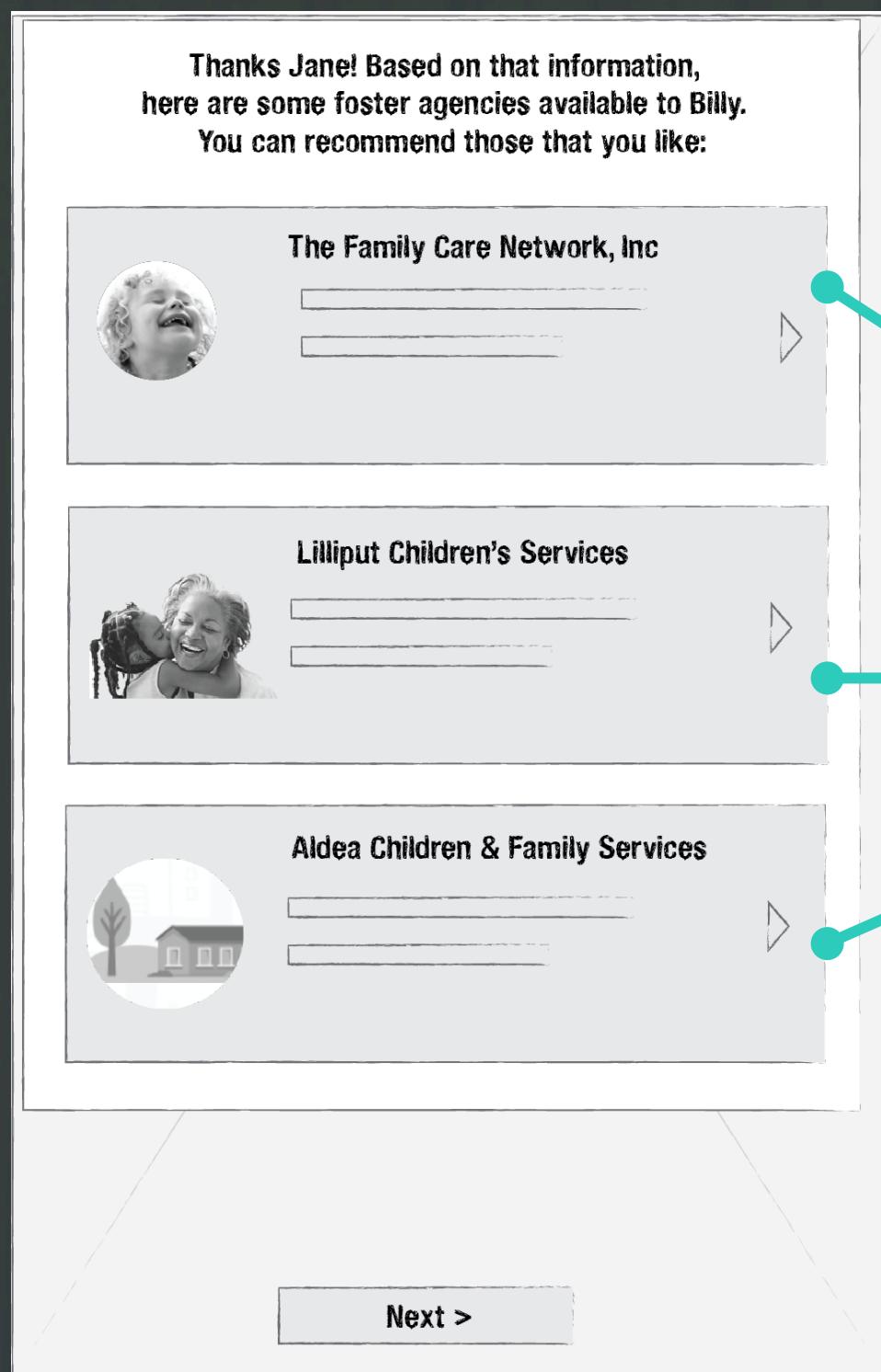
FFAs by location

Agency Detail

Parents Portal Home

# DESCRIBE - CONCEPT SKETCHES V1

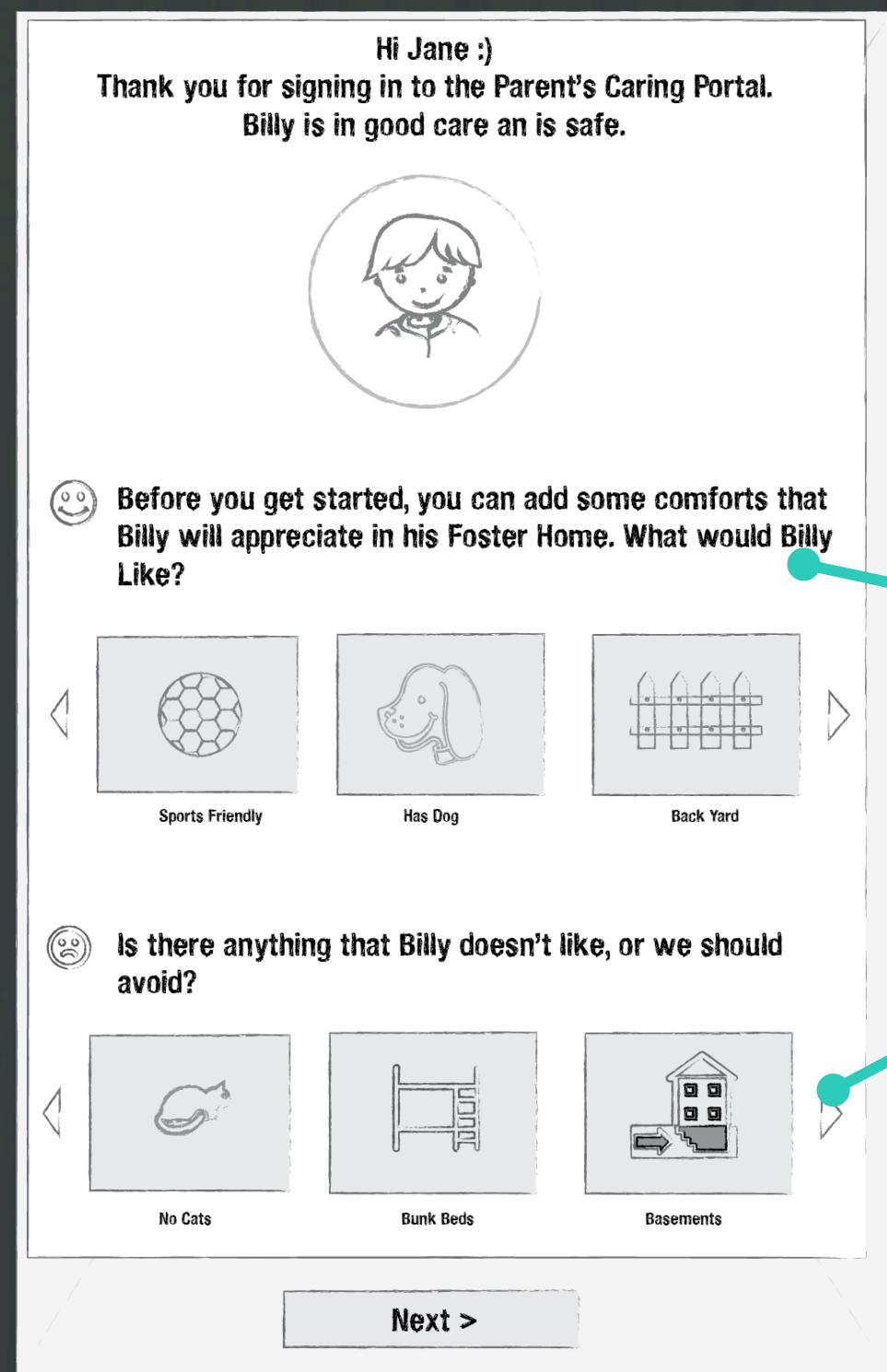
Insights from discovery directly impacted our initial concepts.



"I would use an easy font with big text. You'll be often dealing with people who have an altered state of mind."

# DESCRIBE - CONCEPT SKETCHES V1

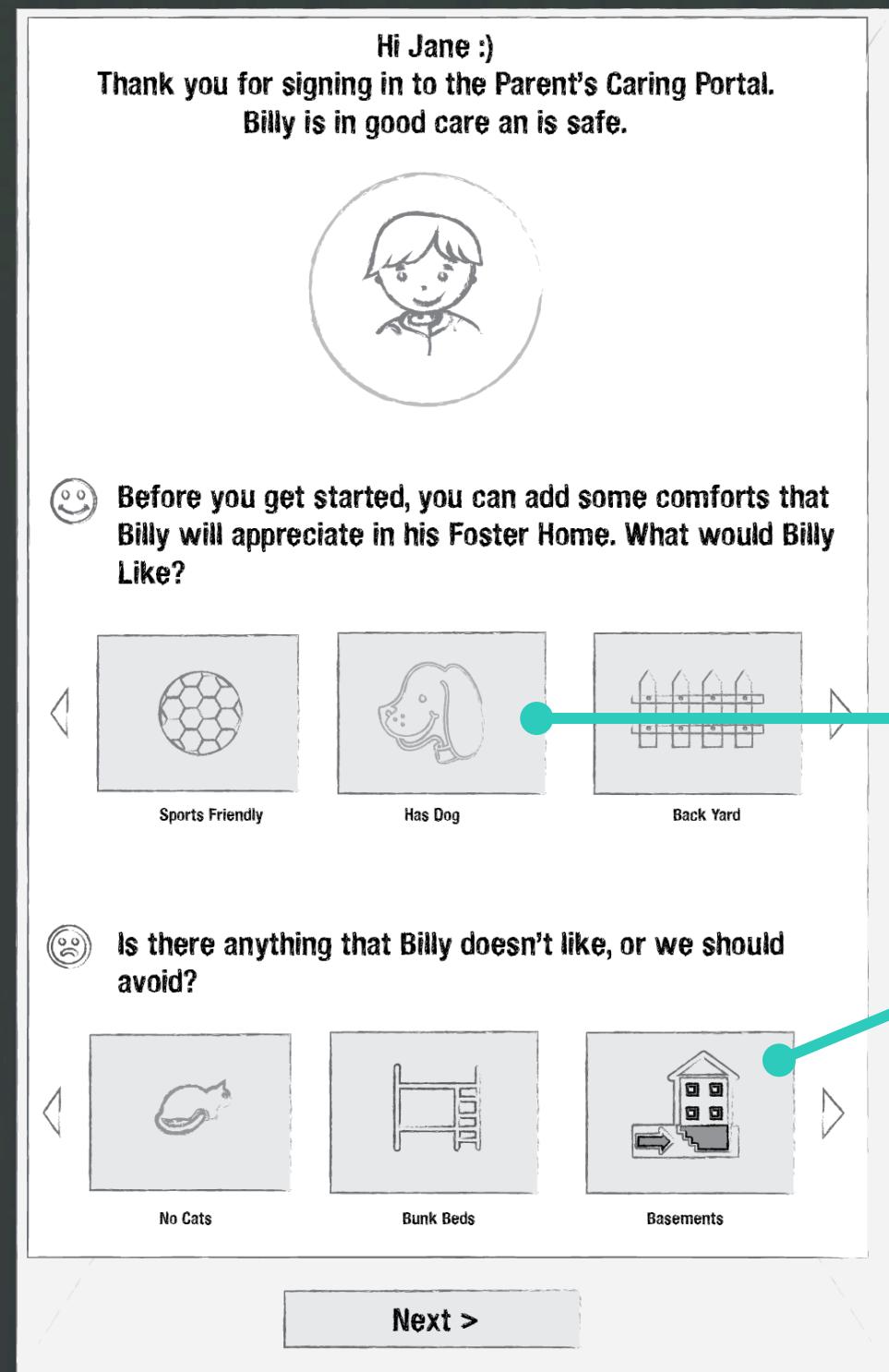
Insights from discovery directly impacted our initial concepts.



“Keep it simple and to a second to third  
grade level.”

# DESCRIBE - CONCEPT SKETCHES V1

Insights from discovery directly impacted our initial concepts.



“That’s what parents want to know... is there a dog in the house, or a cat they can play with? Things that will ease parents’ mind about their child.”

# DESCRIBE - CONCEPT VALIDATION

We solicited feedback on our first round sketches to gauge our initial design direction. Feedback directly impacted and informed our revisions.



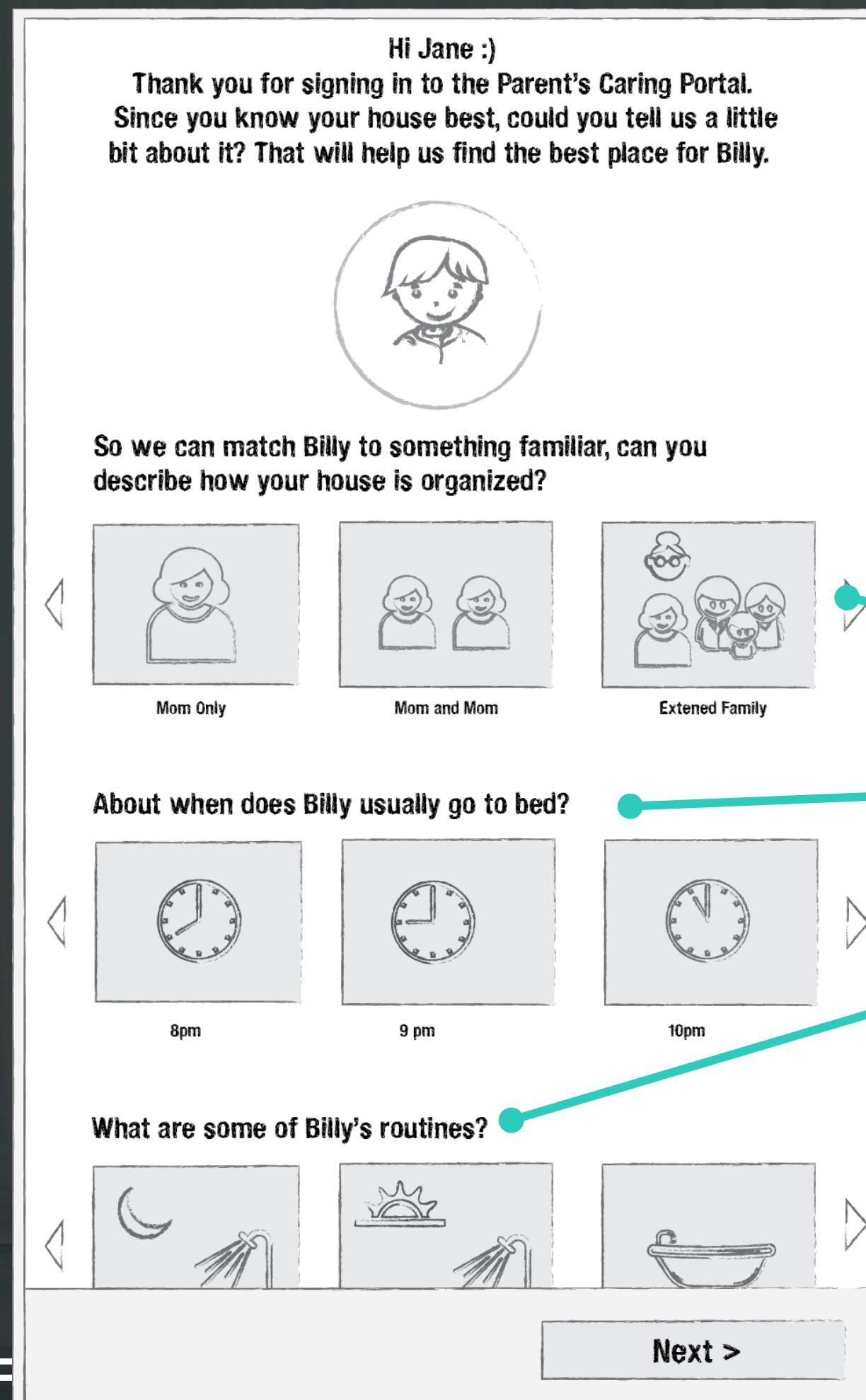
**JANAY**  
Clinical Social Worker  
Former CPS Social Worker  
Former foster child



**LISA**  
Independent Social Services  
Consultant  
Former CPS Social Worker

# DESCRIBE - CONCEPT REVISIONS

Feedback from concept validation sessions impacted our refinements.



"Ask them 'what is the family makeup that your child is used to' ... what type of home? ... Do they shower before bed or in the morning? Did they share a bed with someone?"

**Solution:** updated selection items to family organization, bed and bath times.

# DESCRIBE - CONCEPT REVISIONS

Feedback from concept validation sessions impacted our refinements.

Parent's Caring Portal

My Account

Janay,  
There are many places that Jaden can stay:  
with a relative, in county homes, or in foster family agencies. For  
Jaden, your caseworker has recommended these foster agencies  
within 5 miles of your location. You can explore them below:

**Family Care Network, Inc.**  
.5 miles

The Family Care Network serves foster and high-needs children, youth and families on the Central Coast.

**Lilliput Children's Services**  
2 miles

The Family Care Network serves foster and high-needs children, youth and families on the Central Coast.

**Aldea Children & Family Services**  
3 miles

The Family Care Network serves foster and high-needs children, youth and families on the Central Coast.

< Go Back Next >



“Many parents don’t have cars... [Parents] want an FFA that’s close to them because they’ll be walking or taking the bus there.”

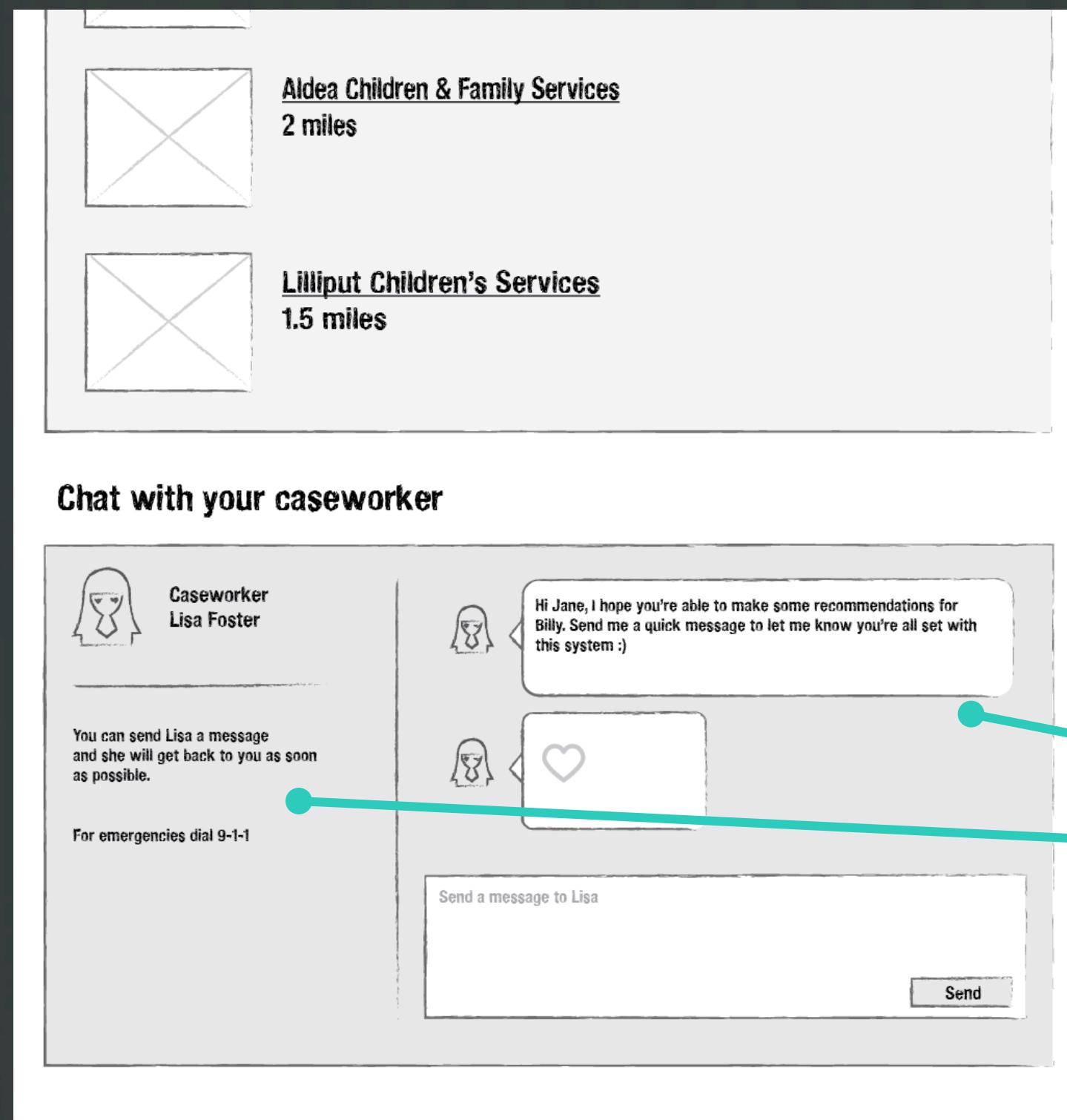
“A lot of times, parents become homeless as a result of the intervention, and they go and stay with a friend or family member.”

**Solution:** Default FFA list to within 5 miles.

Give option for parents to update their location, as it may change.

# DESCRIBE - CONCEPT REVISIONS

Feedback from concept validation sessions impacted our refinements.



"As a social worker, would I get messages at eleven at night?... I respect the need for real time, but I wouldn't want to go back and forth late at night."

**Solution:** Use a synchronous messaging paradigm but use display text that sets expectations for response time.

# DESCRIBE - FINAL CONCEPT SKETCHES

Our final concept incorporates the ideal attributes for the service that were revealed in research.

The wireframes illustrate the final concept for the Parent's Caring Portal. The first sketch shows the initial sign-in screen where Janay is asked to describe her home. The second sketch shows a list of foster care agencies within 5 miles of the user's location. The third sketch is a dashboard where Janay can update household information, view recommended agencies, and chat with her caseworker.

**Parent's Caring Portal**

**My Account**

Hi Janay :)

Thank you for signing in to the Parent's Caring Portal. Since you know your home best, could you tell us a little bit about it? That will help us find the best place for Jaden.

So we can match Jaden to something familiar, can you describe how your house is organized?

Single Parent   Two Parents   Multiple Caregivers

About when does Jaden usually go to bed?

8pm   9 pm   10pm

What are some of Jaden's routines?

Bedtime   Waking up   Bath time

**Next >**

**Parent's Caring Portal**

**My Account**

Janay,

There are many places that Jaden can stay: with a relative, in county homes, or in foster family agencies. For Jaden, your caseworker has recommended these foster agencies within 5 miles of your location. You can explore them below:

**Family Care Network, Inc.**  
.5 miles  
The Family Care Network serves foster and high-needs children, youth and families on the Central Coast.

**Lilliput Children's Services**  
2 miles  
The Family Care Network serves foster and high-needs children, youth and families on the Central Coast.

**Aldea Children & Family Services**  
3 miles  
The Family Care Network serves foster and high-needs children, youth and families on the Central Coast.

**< Go Back**   **Next >**

**Parent's Caring Portal**

**My Account**

Welcome to your caring dashboard. Here you can view suggestions for Jaden and chat with your caseworker :)

**Your Family**   **Foster Care**   **Chat with your caseworker**

You know your house best. By updating this list, you can help Billy find a place that is familiar. Here's what you've said so far:

Household   Bed Time   Routines   Values   For Fun

**Make Updates**

**Foster Care**

Here are the Agencies that are recommended for Jaden near you:

Family Care Network, Inc.  
5 miles

Aldea Children & Family Services  
2 miles

Lilliput Children's Services  
1.5 miles

**Chat with your caseworker**

Caseworker Lisa Foster

Hi Jane, I hope you're able to make some recommendations for Billy. Send me a quick message to let me know you're all set with this system :)

You can send Lisa a message and she will get back to you as soon as possible.

For emergencies dial 9-1-1

Send a message to Lisa

**Send**

## Service Attributes:

- Extremely Simple
- Large text
- Large click/tap zones
- Straightforward interface
- Well-known patterns
- Enter Housing Criteria for Child
- FFAs By Location
- Recommend Agencies
- Chat with Caseworker
- Educational Onboarding

# DESCRIBE - RESPONSIVE SCREENS

We designed the small-screen translation alongside the larger desktop and tablet screen size. The responsive philosophy informed our use of scaleable and extendable elements.

The image displays six responsive wireframes for the "Parent's Caring Portal". The screens show a progression from a small mobile device to a large desktop monitor, illustrating how the interface scales and adapts.

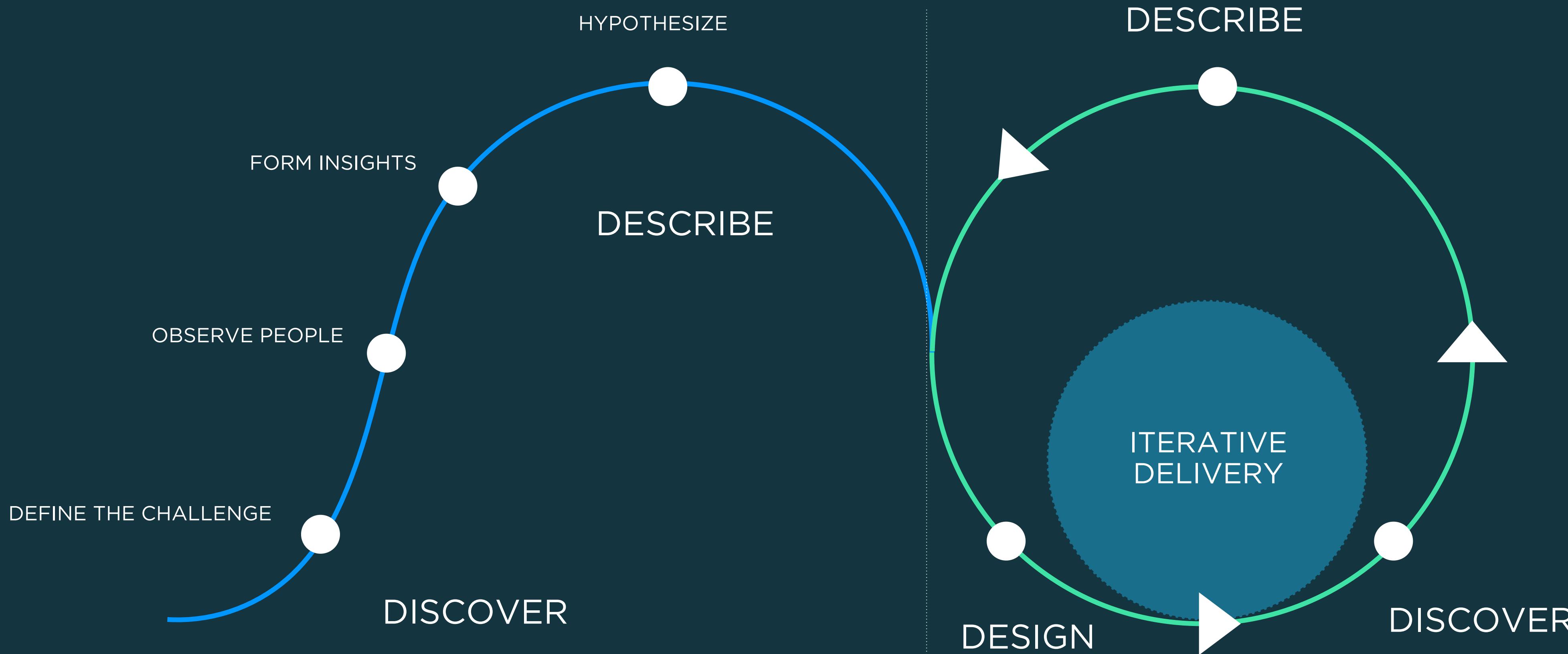
- Mobile Screen (Left):** Shows a welcome message to Janay, a question about Jaden's living situation, and two icons for "Single Parent" and "Two Parents". It also asks about Jaden's bed time with options for 8pm and 9pm, and a question about routines.
- Small Tablet Screen (Second from Left):** Shows the same welcome message and living situation question. It adds a section for "Benefits for Jaden" with icons for a clock, bathtub, person, and squares. It also includes a "Next >" button at the bottom.
- Medium Tablet Screen (Third from Left):** Shows the welcome message, living situation question, and benefits section. It also includes a "View Website >" link at the bottom.
- Large Tablet Screen (Fourth from Left):** Shows the welcome message, living situation question, and benefits section. It includes tabs for "Your Family", "Foster Care", and "Caseworker Chat". It also includes sections for "Family" (with a person icon), "Bed Time" (with a clock icon), "Routines" (with a bathtub icon), "Values" (with a cross icon), and "For Fun" (with a dog icon). A "Make Updates" button is at the bottom.
- Desktop 1 (Fifth from Left):** Shows the welcome message, living situation question, and benefits section. It includes the "Your Family", "Foster Care", and "Caseworker Chat" tabs. It also includes sections for "Family", "Bed Time", "Routines", "Values", and "For Fun". A "Send a message to Lisa" input field and a "Send" button are at the bottom.
- Desktop 2 (Right):** Shows the welcome message, living situation question, and benefits section. It includes the "Your Family", "Foster Care", and "Caseworker Chat" tabs. It also includes sections for "Family", "Bed Time", "Routines", "Values", and "For Fun". A message from Lisa is displayed: "Hi Jane, I hope you're able to make some recommendations for Billy. Send me a quick message to let me know you're all set with this system :)".

# DESCRIBE - CLICKTHROUGHS

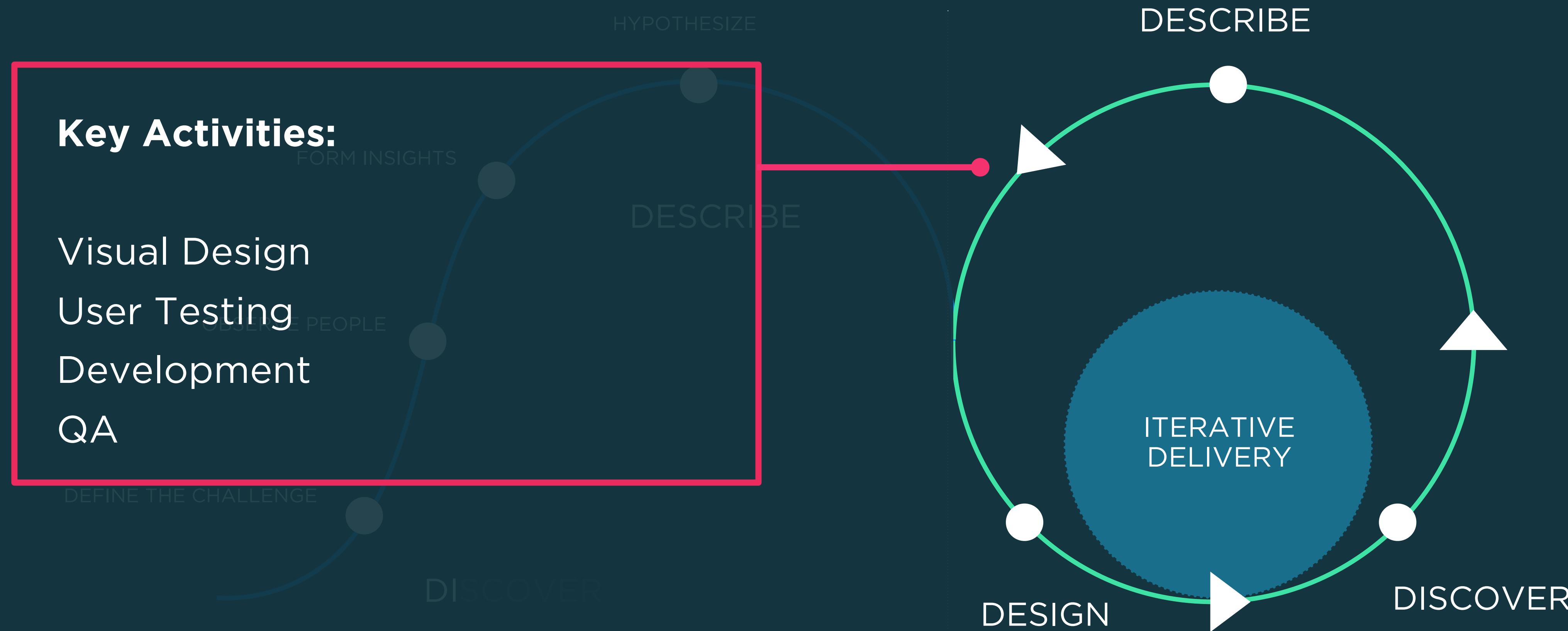
For getting a quick understanding of the user flow, we built fast InVision prototypes. These helped us make information architecture refinements before beginning development.

The image displays a desktop computer screen showing the InVision application interface. The top navigation bar includes 'in' (InVision logo), 'Parents Caring Portal', and tabs for 'SCREENS', 'WORKFLOW', 'ACTIVITY', 'COMMENTS', 'ASSETS', and '...'. A red '+' button is located in the top right corner. Below the navigation is a search bar with a magnifying glass icon. The main area shows a grid of prototype screens. Some visible screen titles include 'PrototypeFlowScreens0523-02', 'PrototypeFlowScreens0523-03', 'PrototypeFlowScreens0523-01', 'PrototypeFlowScreens0523-06', 'PrototypeFlowScreens0523-05', 'Cw-Welcome-Screen-160523-01', and 'PrototypeFlowScreens-01'. Each screen contains placeholder text and icons. To the right of the desktop view is a white iPhone 6s displaying a single prototype screen titled 'Parent's Caring Portal'. The screen content includes a welcome message to 'Hi Janay :)', a question about house organization, options for 'Single Parent' or 'Two Parents', a question about Jaden's bed time (8pm or 9pm), and a question about routines. At the bottom of the phone screen is a blue 'Next >' button. The InVision interface at the bottom of the screen shows a navigation bar with icons for 'in', 'Parent Portal - Mobile', 'Mobile PrototypeF...', and other project management tools.

# PROCESS



# DESIGN & DELIVER



# VISUAL DESIGN

The visual design direction was created to support the interaction design philosophy as well as the desired look and feel for the service.

The screenshot shows a mobile application interface for the "Parents Caring Portal". At the top left is a logo for "Parents Caring Portal". At the top right is a "My Account" link. The main heading is "Janay," followed by a sub-headline: "There are many places that Jaden can stay: with a relative, in county homes, or in foster family agencies. For Jaden, your caseworker has recommended these foster agencies within 5 miles of your location. You can explore them below:". Below this, there are three cards, each representing a foster agency:

- Family Care Network, Inc.** 0.5 miles. Description: "The Family Care Network serves foster and high-needs children, youth and families on the Central Coast." An arrow icon indicates more details.
- Lilliput Children's Services** 2 miles. Description: "The Family Care Network serves foster and high-needs children, youth and families on the Central Coast." An arrow icon indicates more details.
- Aldea Children & Family Services** 3 miles. Description: "The Family Care Network serves foster and high-needs children, youth and families on the Central Coast." An arrow icon indicates more details.

At the bottom are navigation buttons: "Go back" and "Next".

## INTERACTIONS

- Extremely Simple
- Large text
- Large click/tap zones
- Straightforward interface
- Well-known patterns

## LOOK & FEEL

- Soothing
- Calm
- Clear

# VISUAL DESIGN

The visual design direction was created to support the interaction design philosophy as well as the desired look and feel for the service.

**Parents Caring Portal** My Account

**Hi Janay,**

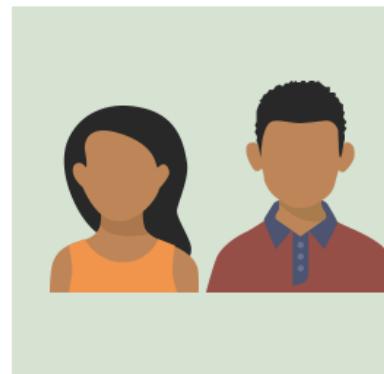
Thank you for signing in to the Parent's Caring Portal.

Since you know your home best, could you tell us a little bit about it? That will help us find the best place for Jaden.

**Family**

So we can match Jaden to something familiar, can you describe how your home is organized?

 Single parent

 Two parents

 Extended Family

**Bed times**

About when does Jaden usually go to bed?

Go back Next

**Parents Caring Portal** My Account

**Janay,**

There are many places that Jaden can stay: with a relative, in county homes, or in foster family agencies. For Jaden, your caseworker has recommended these foster agencies within 5 miles of your location. You can explore them below:

 **Family Care Network, Inc.**  
0.5 miles  
The Family Care Network serves foster and high-needs children, youth and families on the Central Coast.

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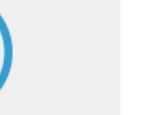
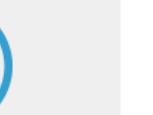
Go back Next

**Parents Caring Portal** My Account

Welcome to your caring dashboard. Here you can view suggestions for Jaden and chat with your caseworker.

**Your family** Foster care Chat with your caseworker

You know your house best. By updating this list, you can help Jaden find a place that is familiar. Here's what you've said so far:

Family	Bed times	Daily routines	Values	For fun
 Single parent	 8 PM	 Shower in the evening	 Religion	 Dogs
				 Soccer

Make updates

Here are the Agencies that are recommended for Jaden near you:

# VISUAL DESIGN

To define the overall layout, fonts, colors, and feel of the service we created style guides. We kept style guides lean and functional as shown here. Style guides were also used to streamline the initial handoff between design and development. Subsequent improvements were made in rapid and close dialog between team members.

Parent's  
Caring  
Portal

66px

Hi Janay,

51px

Thank you for signing in to the Parent's Caring Portal.

Since you know your home best, could you tell us a little bit about it? That will help us find the best place for Jaden.

60px

60px

Family

35px

So we can match Jaden to something familiar, can you describe how your home is organized?

40px

17px

Single parent

40px

Two parents

36px

Extended Family

60px

60px

Bed times

About when does Billy usually go to bed?

8 PM

9 PM

10 PM

My Account

# USER TESTING

We tested the work-in-progress prototype with users with direct knowledge and experience with the child welfare system.



**JANAY**  
Clinical Social Worker  
Former CPS Social Worker  
Former foster child



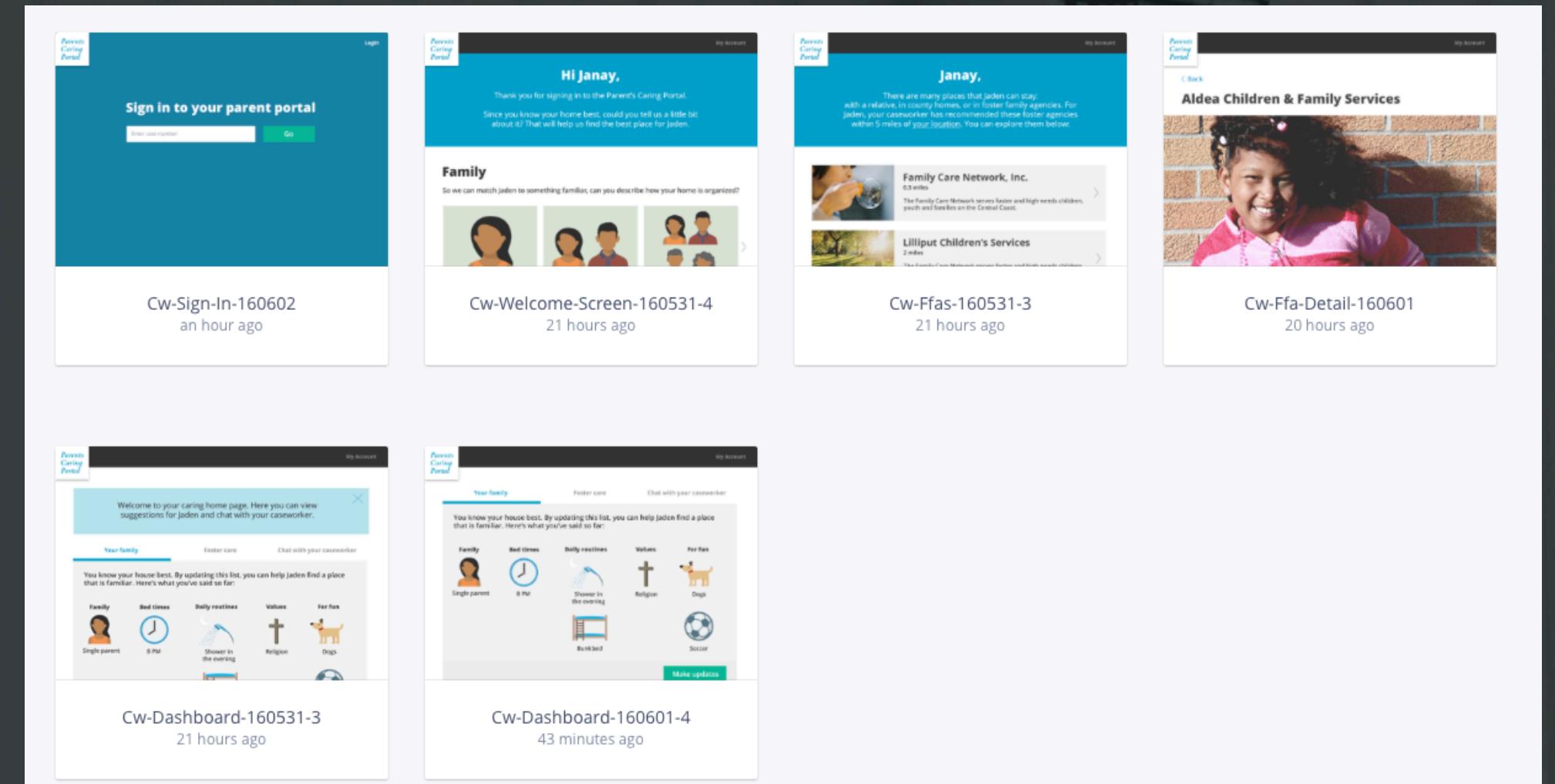
**VENNY**  
Child Abuse Prevention Council,  
Advocate, mentor, and teacher.  
Biological Parent

# USER TESTING - PROCESS

We guided each user through the core screens and measured their success using key experience metrics.

Key metrics included:

- Ease of Use
- Use of Language
- Functionality
- Navigability
- Content
- Information Architecture



# USER TESTING - RESULTS & UPDATES

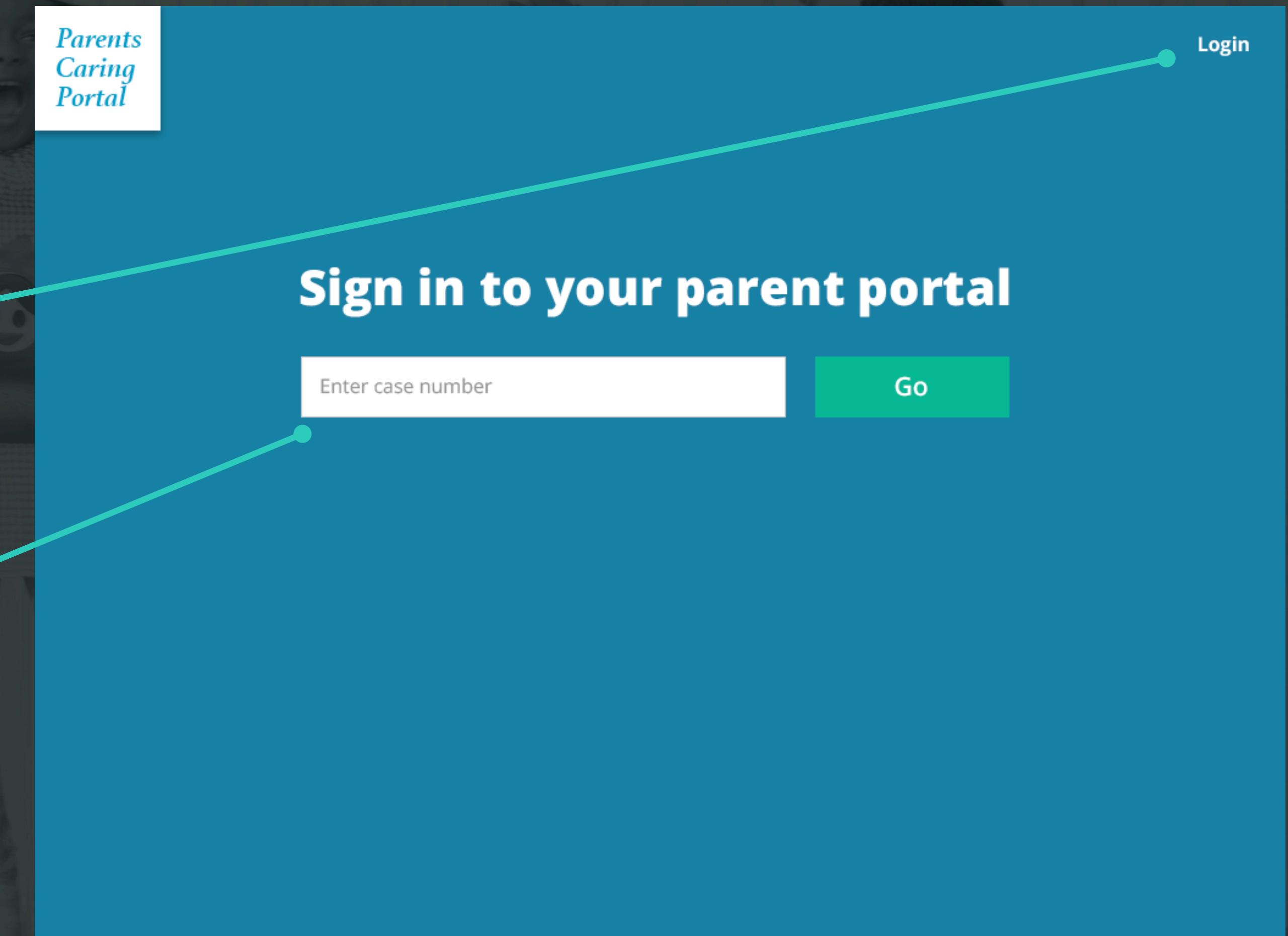
The sign-in screen scored high in **usability** but required some updates to the **content** and **functionality**.

1. Separate login item was not needed

ACTION: Remove

2. Many parents won't know their case number

ACTION: Consider substituting with child's name and birth date.



# USER TESTING - RESULTS & UPDATES

The welcome screen performed well on **usability and navigation** but could use improvements on **language and content**:

1. From a parent's perspective, the welcome message should not insinuate that a different home the best place for the child. ACTION: update text.
2. Parents found the interactive component to feel like a test, answers should be aspirational, not actual. ACTION: update text. For example "What time should Jaden go to bed".

Parents  
Caring  
Portal

Hi Janay,

Thank you for signing in to the Parent's Caring Portal.

Since you know your home best, could you tell us a little bit about it? That will help us find the best place for Jaden.

Family

So we can match Jaden to something familiar, can you describe how your home is organized?

Single parent

Two parents

Extended Family

Bed times

About when does Jaden usually go to bed?

8 PM

9 PM

10 PM

My Account

# USER TESTING - RESULTS & UPDATES

**Content** was the main item to address on the FFAs page, while **usability** ranked very high.

1. Current text indicates that children may be staying in foster family agencies, which is not the case. ACTION: update text to explain that children will be housed in foster homes associated with FFAs.
2. Parents may have a hard time knowing that their child is within 5 miles. It could create anxiety even though it's intended to comfort parents. ACTION: Consider removing the mileage display on FFA listings.

The screenshot shows a user interface for the "Parents Caring Portal". At the top left is a profile icon of a child. At the top right is a "My Account" link. The main content area has a blue header with the text "Janay," and a message: "There are many places that Jaden can stay: with a relative, in county homes, or in foster family agencies. For Jaden, your caseworker has recommended these foster agencies within 5 miles of your location. You can explore them below:". Below this, there are three agency cards:

- Family Care Network, Inc.**  
0.5 miles  
The Family Care Network serves foster and high-needs children, youth and families on the Central Coast.
- Lilliput Children's Services**  
2 miles  
The Family Care Network serves foster and high-needs children, youth and families on the Central Coast.
- Aldea Children & Family Services**  
3 miles  
The Family Care Network serves foster and high-needs children, youth and families on the Central Coast.

At the bottom right are "Go back" and "Next" buttons.

# USER TESTING - RESULTS & UPDATES

The FFA detail screen tested well in all areas: it was considered to be usable, simple and provided the right content and language.

Parents  
Caring  
Portal
[My Account](#)

[Back](#)

## Aldea Children & Family Services



Aldea Children & Family Services improves people's mental health so they can strengthen their relationships and become engaged in the community. Through critical mental health, treatment foster care and adoption, and support services, Aldea helps more than 5,300 people annually in Napa and Solano counties who face obstacles to accessing and receiving effective treatment.

**Benefits for Jaden**

<b>Family</b>  Single parent	<b>Bed times</b>  8 PM	<b>Daily routines</b>  Shower in the evening
---	---	---

**Contact details**

2222 Main Street  
Sacramento, CA  
82710

555-555-5555

[Visit website](#)

FJORD™ Design and Innovation from Accenture Interactive

# USER TESTING - RESULTS & UPDATES

Similar to the other screens, the parent homepage did well regarding **usability**, **functionality** and **navigation**, but testing revealed some issues with the **language** and **content**.

1. “House” has a cold feeling to it. ACTION: Use the word “home” instead.
2. Miles could create parental anxiety. ACTION: consider removing but validate with more users.
3. Caseworkers would likely not use emojis. ACTION: consider removing heart emoji in designs.

The screenshot shows the 'Parents Caring Portal' homepage. At the top, there's a navigation bar with 'Parents Caring Portal' and 'My Account'. Below the header, a large section titled 'Your family' displays various household details with corresponding icons: 'Family' (single parent), 'Bed times' (8 PM), 'Daily routines' (shower in the evening), 'Values' (religion), 'For fun' (dogs), and 'Bunkbed'. A teal line points from the 'House' icon in the first point to the 'Family' icon here. A teal line also points from the 'miles' icon in the second point to the 'Bed times' section. Another teal line points from the heart emoji in the third point to the 'Values' section. A teal button labeled 'Make updates' is located at the bottom right of this section. Below this, another teal line points to a list of recommended agencies: 'Family Care Network, Inc.' (0.5 miles), 'Lilliput Children's Services' (2 miles), and 'Aldea Children & Family Services' (3 miles). Each agency entry includes a small photo and a 'View' arrow. At the bottom, there's a messaging interface with a caseworker named 'Lisa Lee' and a message exchange between 'Janay' and 'Lisa Lee'.

# USER TESTING - KEY TAKEAWAYS

- A key learning from user testing was that participants found the service extremely easy to navigate and use.
- Where the service struggled was in the subtle use of language and content for the highly unique audience.
- Most of the content gaps could easily be addressed by refining the product copy.

# DEVELOPMENT - METHODOLOGY

**Our engineering and QA teams operate under an agile development methodology where small, collaborative teams build quickly and iterate constantly. This allows us to work in focused increments towards the final goal, keeping us adaptive and flexible, and able to catch bugs early.**

**We use modern technologies and practices: SPA front ends with React or Angular 2; server-side code using Node, Go, and modern Java; architectures designed to scale on top of IaaS environments like AWS, Azure and BlueMix; and development, testing and deployment tools such as Vagrant, Docker and Jenkins.**

# DEVELOPMENT - BACKLOG

We created an initial test plan based on user stories then developed additional iterations of the plan as stories were modified based on user research, product manager feedback, and user testing.

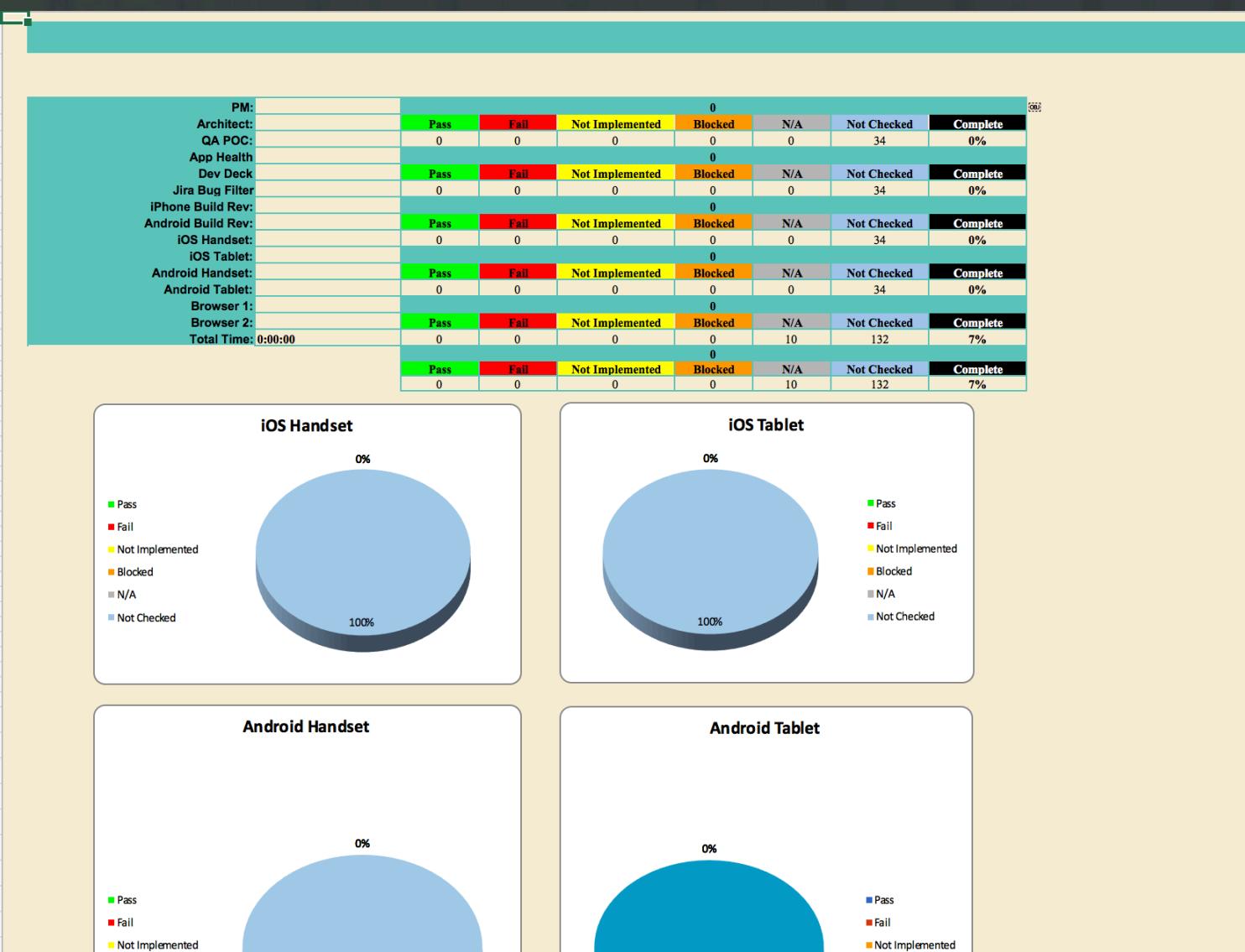
As development commenced, we began testing of specific features and functionality as they became available. As subsequent iterations of the product were deployed, we continued that process and also began regression testing. We documented bug reports for all issues and worked with the Product Manager and project team to insure they were accurately prioritized and addressed.

The screenshot displays two main sections of a Jira application. The top section shows an 'Open issues' view with a sidebar containing navigation links like 'Send Messages', 'CHHSRFI-20', 'CHHSRFI-25', and 'CHHSRFI-24'. The main area lists several issues under 'CHHS RFI / CHHSRFI-37 Interaction/Visual Design - FFA Page', including CHHSRFI-37, CHHSRFI-36, CHHSRFI-26, CHHSRFI-21, CHHSRFI-10, CHHSRFI-20, CHHSRFI-25, CHHSRFI-24, CHHSRFI-23, and CHHSRFI-22. The bottom section shows a 'CHHS RFI CHHS Sprint 3' backlog board with columns for 'To Do', 'In Progress', 'Blocked', 'Review', 'QA', 'Sign Off', and 'Done'. Issues are represented as cards, some with status indicators like 'CLOSED' or 'TBD' and priority levels like 'P1' or 'P2'.

# DEVELOPMENT - QA

We developed a test strategy based on the specific requirements of the project: the prototype must work on **multiple devices** and present a **responsive design**.

Working with the Product Manager and project team, we ensured that user stories had sufficient detail and clearly defined acceptance criteria to support development of the test plan.

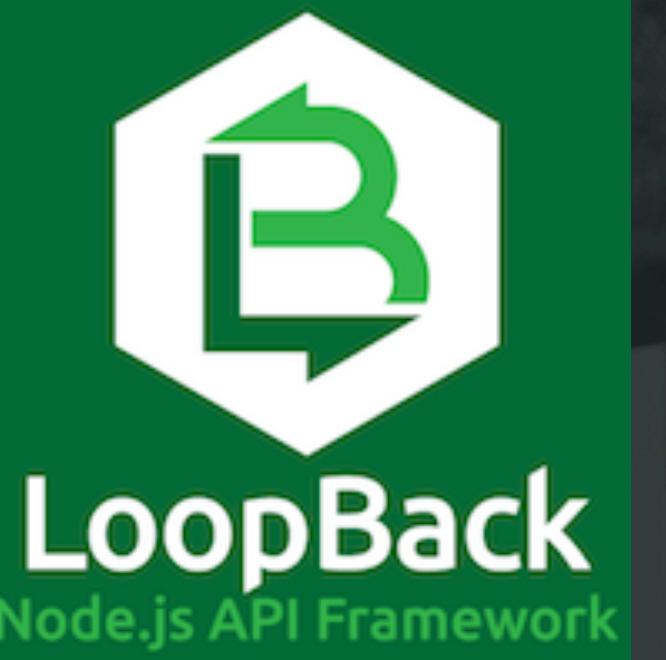


90	<b>Dashboard:</b> <a href="https://chaoticmoon.atlassian.net/browse/CHHSRFI-23">https://chaoticmoon.atlassian.net/browse/CHHSRFI-23</a>	Dashboard allows users to navigate between areas without issue Upon clicking YOUR FAMILY, the YOUR FAMILY section opens without issue Upon clicking FOSTER CARE, the FOSTER CARE section opens without issue Upon clicking the CASE WORKER CHAT, the CASE WORKER CHAT
95	<b>Child Details / Recommendations:</b> <a href="https://chaoticmoon.atlassian.net/browse/CHHSRFI-22">https://chaoticmoon.atlassian.net/browse/CHHSRFI-22</a>	Thumbnail of Child appears without issue Childs Name appears without issue Icons representing details about their child's preferences appear without issue Icons representing details about their child's household appear without issue Update Link is provided for the user to update the childs preferences Update Link works without issue Update Link either opens a Modal or returns user to the previous page**TBD Previous selected recommendations appear in a highlighted state Updated text appears on the "Update" version of the screen**Final Content Child Recommendations section is updated without issue after updates have been made Page text appears without misspellings / issues
107	<b>Foster Agencies:</b> <a href="https://chaoticmoon.atlassian.net/browse/CHHSRFI-24">https://chaoticmoon.atlassian.net/browse/CHHSRFI-24</a>	Recommended Foster Agencies appear without issue Detail Tile for each recommended Agency appears without issue Updated Location Link appears without issue Updated Location Link updates the users location and provides a new list of locations Page text appears without misspellings / issues
113	<a href="https://chaoticmoon.atlassian.net/browse/CHHSRFI-18">https://chaoticmoon.atlassian.net/browse/CHHSRFI-18</a>	Zip Code Search: User can enter a zip code and receive a list of Foster Agencies User can click on the link to update the zipcode which launches a modal Zip Code last entered should remain or a default zip (based on location?) Value entered by user shall persist until changed by user Only Locations with a Licensed state should be shown in the list (how can we filter this) Clicking on an Agency takes the user to Agency's page within the website. Detailed information about the agency is shown without issue Icons for "Benefits for (CHILD'S NAME)" are shown and appear without issue
119	<a href="https://chaoticmoon.atlassian.net/browse/CHHSRFI-17">https://chaoticmoon.atlassian.net/browse/CHHSRFI-17</a>	Agency Name appears without issue Agency address is shown without issue Distance from user location appears without issue Brief description of Agency Appears without issue Back button on details page takes user back to search **TBD User can click on address to view on map? Agency phone number is shown without issue Link to agency's website is provided and once clicked opens the correct page NEXT button at the bottom of the page can be highlighted and selected for BACK button at the bottom of the page can be highlighted and selected for
131		Page text appears without misspellings / issues

# DEVELOPMENT - THE STACK

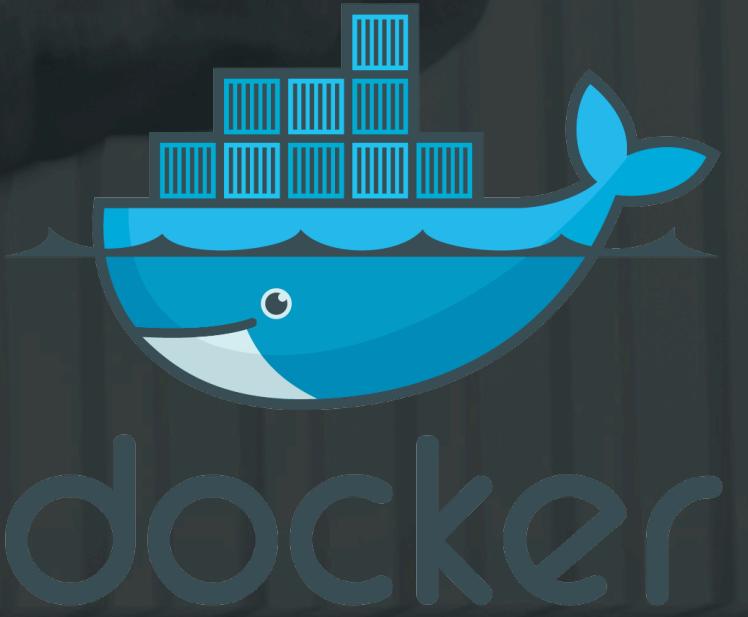
Based on the initial backlog, we began developing our client app and back-end API server. Based on our experience, we chose a ReactJS/Flux design for the front-end development (with a Bower/Gulp/Sass toolchain) and the Loopback API server for the server-side effort. As part of the effort, we also selected a third-party geocoding API that is used in tandem with the HHS API to allow single-touchpoint search for facilities by user address.

React + Flux



# DEVELOPMENT - DEPLOYMENT

We deployed to an AWS development environment using EC2 and RDS. In addition to our deployment server, we used AWS CloudWatch and a Sensu server for system and application monitoring. Locally, our developers use Vagrant boxes, while the deployment server uses a Dockerized container for the web app, allowing Jenkins to rapidly deploy new builds. The AWS VPC follows best practices: divided into /18 subnets (three AZ subnets plus a spare), allowing for future load-balancing, failover, and maximum reliability of consensus-based distributed applications.



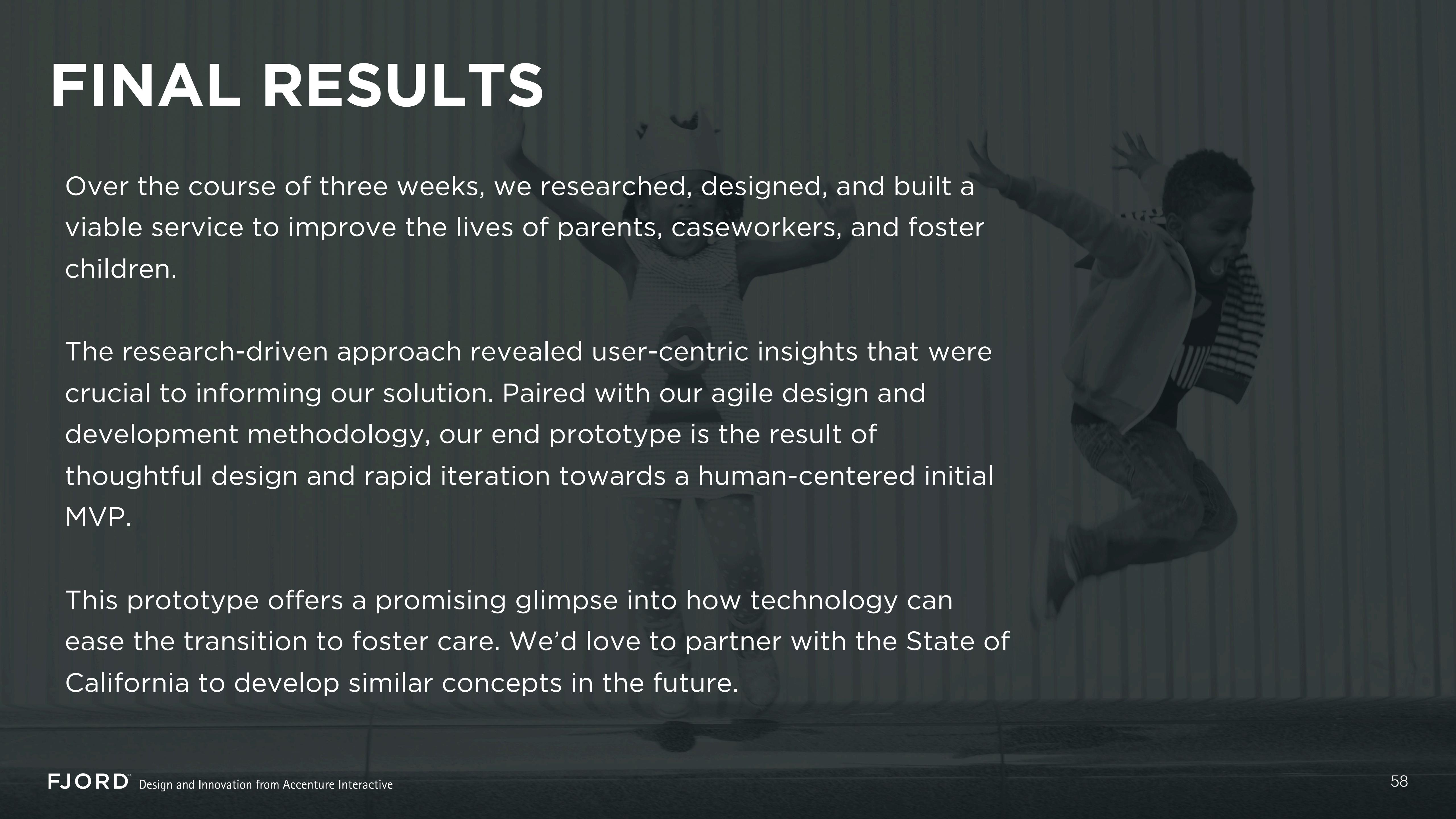
# DEVELOPMENT - TESTING

We use a combination of automated and manual testing to verify functionality as new builds are deployed. Within the code, server-side unit testing uses Mocha, Chai and Supertest for functional validation.

On the client side, to support ARIA requirements, we use the react-ally plugin to warn us of accessibility concerns that are addressed during iterative development cycles, ensuring that our designs can be used with assistive technologies.



# FINAL RESULTS

A black and white photograph showing a woman holding a young child. The woman is wearing a patterned top and dark pants. The child is wearing a light-colored shirt and dark pants. They are in a room with vertical window blinds.

Over the course of three weeks, we researched, designed, and built a viable service to improve the lives of parents, caseworkers, and foster children.

The research-driven approach revealed user-centric insights that were crucial to informing our solution. Paired with our agile design and development methodology, our end prototype is the result of thoughtful design and rapid iteration towards a human-centered initial MVP.

This prototype offers a promising glimpse into how technology can ease the transition to foster care. We'd love to partner with the State of California to develop similar concepts in the future.

A woman with long brown hair is laughing heartily, her head tilted back and eyes closed. She is wearing a light-colored, patterned top. The background is a vibrant, abstract pattern of green, blue, and yellow.

# APPENDIX

# ASSUMPTIONS & NOTES

- Parents have internet connectivity
- Showing only one child - full version would show multiple siblings
- Focused on first time user with knowledge that their child has just been placed in foster care.
- Chats are stored per session for demonstration purposes. In future iterations, they would persist.
- Default location is tied to the parents address associated with the case. They may change location as needed.
- We used a responsive framework and design to optimize for mobile and typical desktop/tablet screen sizes.
- For demonstration purposes, we limited login fields to case number. In a future iterations, we would use child's name and date of birth.
- Server code accesses both HHS and geocoding APIs to demonstrate enhanced search functionality.
- Prototype demonstrates a simplified schema based on an initial, more complex, production-ready design.
- Because data was too sparse for zip code lookups, we opted to use address geocoding. This provided more accurate FFA results.
- Chats are stored per session for demonstration purposes. In future iterations, they would persist. API endpoints currently exist to add and view stored messages.
- API server has registration, authentication and authorization capabilities with sessionless tokens (JWTs). Prototype client is not currently operating under security restrictions.
- Deployed code uses in-memory database, but has been tested using RDS MySQL.