

CHHS Copy

*Capitalization in copy below consistent with other CA.gov sites

Landing Page

~~A Place to Call Home~~ Touchpoint *More representative of landing page image (woman touching child), implies personal experience for foster families, connection to support, ties into sub header text, etc.

Connecting foster families to services and support.

Create Your [NAME] Account

Looking for support?

[NAME] is your personal space to manage your family profile, locate facilities, and communicate with case workers. Create an account or sign in below.

Map

Search for Facilities Near You

Enter your zip code to find facilities near you.

*The wireframe includes additional space for copy, but most of the map/search pages I looked at have simple, one sentence directions

*Ideally we would specify the type of facilities - CHHS Vendor Pool Submission Requirements refer to them as "foster family agency locations" and "Children's residential facilities" (unclear if they are the same thing?)

*I would recommend that "info" be changed to "information" within the pin text box

Profile

*Notes on print outs

Inbox

*Caseworker: James Smith (not John Smith)

*Children: Thomas Wooster & Jacquelyn Thurman

*Parents: Marcus & Jane Taylor

Message 1:

*Sender: James Smith

*Subject line: Thomas Wooster – Difficulty at school

From: James Smith
Marcus,

Thank you for letting me know that Thomas is having difficulty at school. I recommend that you enroll Thomas in an after school tutoring program for one on one support with his homework. Use the [NAME] Facilities Near You tool to find a tutoring facility near you.

Best,
James

Message 2:

*Sender: Marcus Taylor

*Subject line: Thomas Wooster – Difficulty at school

Hi James,

I am concerned about Thomas and his performance at school. His teacher said that he is not completing homework assignments and falling behind in his core subjects.

How should I address this?

Sincerely,
Marcus Taylor

Message 3:

*Sender: James Smith

*Subject line: Jacquelyn Wooster – Concerns of depression

Marcus,

Thank you for reaching out. It may be helpful for Jacquelyn to speak with a counselor about her feelings. Use the [NAME] Facilities Near You tool to find a counseling facility near you.

Best,
James

Message 4:

*Sender: Marcus Taylor

*Subject line: Jacquelyn Wooster – Concerns of depression

Hi James,

Jacquelyn has been very sad lately and I am worried that she might be feeling depressed. Do you have suggestions for how I can help?

Sincerely,
Marcus Taylor

Message 5:

*Sender: James Smith

*Subject line: Thank you

Marcus,

My pleasure. Feel free to reach out with questions at any time.

Best,
James

Message 6:

*Sender: Marcus Taylor

*Subject line: Thank you

Hi James,

Thank you for your help and guidance with Thomas. I appreciate you taking the time to answer my questions.

Sincerely,
Marcus Taylor

Notes below are for previous inbox wireframe (disregard)

*Checkup is written two different ways on left hand column – should be checkup (not check-up – noun vs verb) in both

Event Details *No change

Child: *No change

Date Created *No change

Event Type:

Event Number: 1234 – 15184 *Number instead of No.

Caseworker: James Smith *Change the last name to differentiate from foster parent, Jaquelyn Smith

Description:

Comment History

James Smith *Change last name consistent with note above