

03. User Personas

Ruby Cumar

Foster Parent

Age	24
Occupation	Housewife
Status	Married
Education	Graduate of the University of Washington

Goals

- to be a good person and perfect mother
- to be more informed
- to be more organized
- to help poor children

Frustrations

- to do much harm to children
- to lose the foster license
- caseworker sudden visit
- to make mistakes
- miscommunication with my caseworker

BIO

Ruby is a housewife. She is married to Luke Cumar (28). She has two birth children (Ava, a girl of 5 years old, and Emma, a girl of 7 years old). She received her foster care license (ALE897C24) last year.

She has two children placed with her in foster care (Stella (6, girl) and Lucas (9, boy)). She likes to help children thrive and cares about her community. When her kids, are at school she volunteers at the local library and keeps up her household tasks (cleaning her home, shopping for the kids, preparing meals). She also browses the Internet. She is currently planning a vacation to Malibu beach and looking for vacation rentals and what to do for the kids.

Technology

- uses computer
- uses internet
- uses smartphone
- uses tablet

Margaret Babayev

Birth Parent

Age	32
Occupation	Waitress
Status	Single
Education	2 year Community College in Hospitality

Goals

- to return her children
- to find a better job
- to find a boyfriend

Frustrations

- to lose parental rights
- to lose her job
- to start drinking

BIO

Margaret is a waitress. She gave birth when she was 23. She didn't have a job, was alone and had problems with alcohol. Her waitress job had her leaving her children alone at night. She is the birth mom of twins: Sally (9, girl) and Zane (9, boy). The stress of not much income made her violent with her kids. She also resorted to alcohol to relieve the stress. Her kids were taken from her because of these factors and calls received reporting that she was violent and hurt them. Now she wants to have them returned to her and she is doing all that is possible for this to happen. She tries to stay in contact with her kids while she works toward more stability in her life and proving that she can be a better parent.

Technology

- uses phone
- uses computer (limited use)

Nia Kalyhiva

Birth Parent

Age	36
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Occupation	Certified Nurse Assistant (CNA)
Status	Single
Education	High School and post-high-school training specific to becoming a CNA

Goals

- to return her child
- to find the better job

Frustrations

- to lose parental rights
- to lose her job
- to control her anger

BIO

Nia is a certified nurse assistant, working part-time at an Assisted Living facility. The facility provides day care for the children of their workers. The day care center reported the physical abuse Alex received from Nia which then resulted in Alex being placed into foster care. This occurred 6 months ago.

Technology

- uses smartphone