

02. Kacie - 05/23/2016

Kacie as SME and Foster parent

She has some Foster family experience some years ago. Level of input quality - high.

01:20

[Why do parents of Foster kids want to communicate with a case worker using a private inbox?](#)

Because there will be some confidential information that they probably don't want exposed to the general public, for one. And two: via a private inbox, they also have a way to have it traceable so that they can track the communication over time.

02:14

[Why, as parent, do I want to see a list of residential facilities around my home?](#)

Because I want to know possible options where a child is going to be housed and their proximity, based on where you live. I mean from a transportation perspective, wondering to know how close they are.

03:41

[Can you please describe proximity of residential facilities from both types of parents?](#)

From a Biological parent, I would see using it because you are going want to know where it may be possible that they are going to be housed.

From Foster care perspective I would think that you will want to know in terms of your facility and pickup and drop off or whatever the Foster care arrangement is, you will want to know what facilities will be available to you. Particularly in the case of an in-and-out arrangement where you are taking a Foster kid for a temporary agreement and then you're dropping them back off.

04:59

[As Biological parent I do not know where my kid is located in most cases. What do you think from this \[residential facility\] perspective?](#)

I think that you will want to know, right? The idea is that the Biological parent should have as much information as possible so long as it isn't a safety issue--like there are no concerns around that piece--a Biological parent should know where their child is at any given moment, and they should also have visitation rights because the idea is you don't separate the child from the parent in a visitation standpoint even if you have to stabilize the situation before they are returned back to the home.

06:28

[Describe the average user \(Sex, Age range, Experience, etc.\). Can you see the difference between groups of users?](#)

Sure. So, I think there are some commonalities: the Biological parent and the Foster parent would both want to know about well-being of the child in terms of health conditions, in terms of performance in the school. Those types of information would be common across both. I think the Biological parent would want to know what the end goal is in terms of what they can reasonably expect far as whatever issue is going in the home, the plan to resolve that, and the plan to return child back to the home. Because that, for the most part that is the end goal: to stabilize the situation and keep the family together.

I mean the Foster parent enters into the agreement understanding that it's a temporary arrangement. A Biological parent looks for the longer-term plan around whatever situation needs to be stabilized and how to get kid back into the house.

08:47

[What can Foster care parents expect from this system?](#)

I think if it's were me, and I were a Foster care parent, I would expect that there is a clear line of communication about how long the child is going to be placed in that Foster care situation. What are the expected outcomes of their more permanent situation, and if things arise is there going to be additional delay or is there an additional need that emerges for the child, that there is also a clear understanding of how those needs are provided for. So for example, if a child was acting out in school or if they are having nutritional issues, each of those things I think that the Foster care parent needs to know going in that they are fully aware of what they are taking on by taking on that child. And there is also a clear reporting mechanism for how those needs are being provided for.

[Changes in plan for Foster care placement. What about the map feature? Why would a Foster parent want to call?](#)

I would want to substantiate that the place is legitimate and wherever that child is going is legitimate and credentialed. I think that's the most important thing. I think I would also want to know what the communication is between the agency and the Foster parent in terms of what is happening with the child at any given moment, where are they going to be placed, and what resources are available there and how the communication regularly can occur.

11:45

[What do you want to avoid, as Parent, using the portal?](#)

Want to avoid miscommunication – identifying issues in the home, not wanting to expose information that people will potentially make an opinion about and make a judgment call about--making a judgment about whether the child should best be in the home. If the user is the parent, wanting

to make sure that, as they communicate concerns or issues, that they are properly interpreted so that the decisions that stem from those communications are appropriate and not potentially jeopardizing the stability of the family.

Does the Foster parent need that too?

Yes

13:38

What does the user expect from this product?

To be honest, if it were me, I can log in (either Biological or Foster as appropriate), see the history of the communication, privately message the various parties, have a 360° view: where is the child at the moment, what is the plan put in place in terms of not just stabilizing the home but also what's best for the child during that stabilization process, how long we expect it to go on for, where they are going to be placed, who are all the various parties involved in this interaction, school, extracurricular activities while this is happening, duration, and outcomes.

Option to add pictures?

Could. Not sure if necessary.

Cell phone – easy to share the picture – useful feature?

No. What? A picture of the child?

Some case that you have something to share through the communication tool. Is that a reasonable set of features to use?

Attachments would make sense, maybe not a graphic. Attachment that needs to be sent does make sense. Not seeing a picture use case. For example, they need to know the action plan – proof of employment (verification letter), being able to sign something on your phone would make sense.

18:18

Do you want to communicate with an institution or a caseworker?

Depends on what is being sent. Generic things that everyone gets, do not care. If I'm old school, I want it from an individual person – knowing their name and their phone number so that I can call them to follow up if I need to and raise concerns as things arise.

Alerts?

Fine. You should have the ability to dial up or dial down, to choose the notifications or not. Daily, weekly, monthly, give the user the choice.

Limiting the number of notifications would be useful.

Yes, profile based, I want to receive notifications and dictate how often I want to receive these notifications.

Some critical items are notified and others not.

21:17

Is the communication feature more important than the map?

Communication is more important. The visibility into the data is important. The communication on the action plan and the get healthy steps is equally important.

Parent – prove that you are following the plan and see the communication?

Yes.

Archive important? Export? Print?

Critical to have the history log--what happened when--if something goes wrong you can show what happened, the steps planned and, what did or did not happen.

24:01

Bio / Foster / mix (relative care)? Other types?

No. Recall from before: a delegated person – someone who is not the Foster or Biological parent – an authorized person to act on behalf of the parent or Foster parent. There are legal rules around the authorized representative – there is a process involved. It gives that other person the legal capacity to make decisions as if they were the Biological parent or Foster parent.

What can we expect for identification of the people? Representative, Foster parent, and other? License number or case number? What can we ask to ID the person?

Name, DOB, case number of the child, license number of Foster parent

Security may not be strong here in the two weeks' work.

28:23

These are basic questions. I want to show you later how things will look and then get feedback on that.

Pavel, yes the questions are confusing. What would help is to think about the story. Put the child in the center. If the child is getting shipped around from house to house. The story is the child who is being pulled out of their house because something is going wrong, something is broken. Going into Foster care, new parents taking the child. Want to see the full picture. Want to see the touch points, want to see if the child has been in and out of Foster care, want to see the caseworker notes, want to see misbehaving at school if that's happening, the child being delinquent--want to see the full life experience.

Not just in terms of the technical aspects of mail, do you know of any product like this?

Multiple, SACWIS (Accenture / Deloitte), we can offer something different – modular with different components.

This is a small project to show skills for other projects. Generic communication and generic map visualization. Do you know about a Deloitte or Accenture product with communication?

In a previous life, I had exposure to some Accenture stuff. What is your timeframe? What is your desired outcome?

34:50

It is an application to use from cell phone and tablet along with publish most project materials to the cloud to prove our Agile approach. Do not plan to put the conversation itself on the cloud. Put JIRA user stories. June 9 – fast project. May show you two versions.

Helpful to me to see the user interface. Concerned about the initial landing page, what are the things they care about seeing on the first page, dashboard.

Will send the link to get feedback

K: Requirements to work off?

Just the two requirements

K: Giggle.

Maybe more after asking California, but maybe not. Not just put up Google mail and Google maps.

Take the recording of the meeting and then send the notes summary. Maybe two or three iterations.