

Shelly

Scenario 01 - Self registration

Please register yourself on the CWS Parent Portal <http://www.adpq.engagepoint.com/>

Questions:

1. Are you successful to register yourself?
2. Is the user interface clean enough to do it fast? If no please describe why?

Ok It took a bit to register myself- I had to complete this action over about 3 times before I was able to have an account that stayed in the database. I think we have it now- one can hope.

The user interface for logging on is good. Like the picture and other information around the log in screen. Helpful.

Scenario 02 - Answer the Message with attachment

You already registered on the CWS Parent Portal <http://www.adpq.engagepoint.com/>

Please find incoming message from your caseworker Mary Jenkins and reply on it using message with attachment (just attach some picture or document)

Questions:

1. Do you see the message from Mary? **Yes, I found Mary's message**
2. Can you answer it? **I answered it several times to see if the functionality of this worked. I was able to see my responses. It's not clear that you have to write in the blue box. I found it accidentally.**

ADPQ-211 - Please highlight main message body text area TO DO

3. Can you attach the file? **Yes, I attached two files one a jpeg and the other a word document. I was not able to retrieve them. You might want to check on that...**
4. Is the user interface clean enough to do 1-3 above fast? If no please describe why? **Yes, this is clean and I was able to know what I had to do.**

Scenario 03 - Update my profile

You already registered on the CWS Parent Portal <http://www.adpq.engagepoint.com/>

Please find and update your personal profile - enter DOB, Gender, Address and Phone number.

Please use **2230 North 1st Street, Fresno, CA** address instead of your own one.

Questions:

1. Can you find the personal profile page? **Yes- on the computer it is a bit harder to find. You need to "write" profile next to the drop down menu- on the phone it shows "profile" page. On the computer it does not show the name or item on the top left right hand corner.**
2. Can you update you general information? **yes**
3. Can you update your address? **Yes no problem**
4. Do you know now the zip code of **2230 North 1st Street, Fresno, CA** ? the zip code on neither computer came in nor did it on my phone.
5. Is the user interface clean enough to do 1-3 above fast? If no please describe why? **Yes, it is clear to fill in areas that need information. It would be more appealing to have a picture behind it of children or families with open white boxes. Make yourselves look like you are family friendly from all perspectives- children and families from backgrounds and differing abilities.**

Scenario 04 - Find the facility and ask Caseworker about it

You already registered on the CWS Parent Portal <http://www.adpq.engagepoint.com/>

You also already do profile update with **2230 North 1st Street, Fresno, CA** as your address.

Please find closest licensed foster family agency to this address.

Please ask your Caseworker about this facility about services they offer

Questions:

1. Can you find the way to browse CWS facilities? **Yes- However, it is not clear that you have to put your address in the top left bar or the map does not come in view. It took a little bit to figure this out. Once I did the menu with various addresses dropped down. It is also**

not clear that I have to identify the facility type in order to search for it. If I didn't have the computer knowledge I would not know that the identified option was the one in yellow!

2. Do you see the home icon placed into your profile address? **Yes nice and big**

3. Do you see some facilities around? **Yes- they are in green**

4. Do you see licensed ones? **No problem I found them but did not know that the information would be found on the left hand side of my screen. I am used to seeing this information as I click on the icon before me.**

5. What is the name of the closest licensed foster family agency? **Yes, Angel and it is a licensed facility.**

6. Are you able to ask your Caseworker about this agency? **Yes no problem**

7. Is the user interface clean enough to do 1-6 above fast? If no please describe why? **Like the interface- some instructions for using this would have speeded up the process. Very nice.**

Please also add your free impressions from the CWS Parent Portal. What do you want to change or add to this application?

Pavel- It is not clear when I write the worker where I have to type. The type face is small- font options would be nice. I also want to visually see the documents that I have downloaded. By the way they never appeared in pic form. When I go into box or dropbox I see an icon of a word doc or a jpeg file. I want to know what these files are that are attached. Can I transfer them to my computer and put them in another data base.

Need to see a calendar with appointments on it so that I know when court is scheduled and when visits are – I can plan my schedule for these children I am parenting in my house.

I would like communication with the supervisor, nurse or possibly the GAL if needed (Guardian Ad Litem, my foster parent licenser.

On the side – a list of important phone numbers like Poison control, the after hours emergency number, agency nurse and the licensing number,

School information- School name, teacher, school phone, teacher phone and e mail and any other special education staff involved with a current copy of the IEP-

A copy of the medical passport- this is a document that shows medication, medical issues, immunizations and other identifying information. Along with this Dr.'s name, phone, email and after hours number. Today children in foster care keep their current doctors prior to coming into care if possible.

Since this is my communication with the worker- and sometimes children are moved from home to home- I would like a place I can attach pictures so that pictures can follow children if they are moved.

A copy of the Parent Agency agreement- this is the agreement for all parties to provide care for the children- The agency writes this agreement and the Judge makes sure that it is happening the way they want it `This way the foster parent has access to it at all times.

If this is a parent portal – not a foster parent portal then the parent would have access to the agreement and the important dates -