

## 04. User Stories & Scenarios

At a basic level, the user needs (tasks), pains, and gains inform the overall design process to support completion of tasks.

### Identifying and prioritizing tasks, pains, and gains.

TASKS	PAINS	GAINS
+	+	+
Important	Extreme	Essential
Secured communication with the caseworker	Leakage of personal information	Easy interface for communication
Receive alerts and notifications	Miss a message from caseworker	Fast search of children's facilities (with sorting by the distance from home address)
Shop for children's facilities	Message will not be delivered	Ability to attach documents to messages
Search and/or filter messages	Lose messages and attached files	Help Section with useful information
Manage parent profile	Fail to find the best agency	Notification Settings
-	-	-
Insignificant	Moderate	Nice to have
	Send the message to wrong person	Export the whole message thread (or a group of selected threads) to PDF

### Tasks

#### Sign In, Registration and Profile Related

**ADPQ-7** - Stories and tasks related to registration and login functionality

TO DO

and

**ADPQ-10** - User profile functionality

TO DO

As a...	I want to...	So that...	Details	Scenario	JIRA #
Parent (birth/foster)	Register	I can register and create my account.	I can register and create my account. I provide a username, a password, an email address, and my family case number.	My email is <a href="mailto:Marg.Baby@aol.com">Marg.Baby@aol.com</a> . My family case number is CA347B40  My email is <a href="mailto:ruby.cumar@gmail.com">ruby.cumar@gmail.com</a> , my license to be a foster parent is ALE897C24.	<b>ADPQ-91</b> - As a user, after I register, I want the system to send me an email with the activation link. <b>DONE</b>  Original design included: <b>ADPQ-43</b> - Develop UI Design for user registration functionality <b>DONE</b>

Parent (birth/foster)	Establish my profile	I can create a profile with my address and additional details about me.	I can provide additional information about me. These details can be used to support how I would like to receive other messages / communication as well as customize content based on factors such as my address.	Margaret has additional profile info of address: 1035 W. 12th Avenue, Chico CA, 95926. Ph one is 530-879-7320.  Ruby has additional profile info of address: 2527 S 9th St, Fresno, CA 93725 and phone number is (559) 265-4469.	Design included this function: <b>ADPQ-53</b> - Develop UI design for user profile functionality <b>DONE</b>
Parent (birth/foster)	Manage my profile	I can add and change data on my profile.	I can change my address. I can change my phone number. I can change my email address.	Ruby changes the phone to her cell phone (559) 265-4198.  Margaret logs in and changes her email to <a href="mailto:Babayev84@gmail.com">Babayev84@gmail.com</a> .	Design included the function: <b>ADPQ-53</b> - Develop UI design for user profile functionality <b>DONE</b>
Parent (birth/foster)	Receive alerts and notifications	I can view and configure alerts and notifications.	Allow parent to identify how to receive information that there is a new message in their private inbox - phone, text, email	Ruby identifies in her profile that she wants to receive alerts via text messages to her cell phone.  Margaret identifies she wants to receive email.	<b>ADPQ-112</b> - As a user, I want to set my preferences for being alerted about messages in my private Inbox. <b>TO DO</b>
Parent (birth/foster)	Receive alerts and notifications	If I cannot read, I can receive voice alerts and notifications on my phone.	Allow parent to have the system provide voice alerts.	A user identifies in their profile that they want to have the system provide a voice alert when there is new content.	<b>ADPQ-112</b> - As a user, I want to set my preferences for being alerted about messages in my private Inbox. <b>TO DO</b>
Parent (birth / foster)	Register with my social media profile	The process to register is quick.	I register with my Facebook or Google or LinkedIn account (pulls any information from my social media account that can be used for my profile).	I am Nia Kalyhiva, 36-year-old mother of Alex (3-year-old boy) who is in foster care. I register with my Facebook profile.	<b>ADPQ-6</b> - As a user of application, I want to be able to register using social networks accounts <b>TO DO</b>

## Communication Related

<b>ADPQ-8</b> - Private Inbox functionality
<b>TO DO</b>

As a...	I want to...	So that...	Details	Scenario	JIRA item
Parent (birth)	Communicate with the caseworker via a private inbox	I can send and receive messages easily.	I ask my caseworker to have a visit with my kids.	I log in and see an email from the county with information about how to use this secure inbox. I reply to the message and ask to have a visit with my kids.	<b>ADPQ-90</b> - As a user, I want to see a welcome message in my private inbox after registration <b>DONE</b>
Parent (birth)	Communicate with the caseworker via a private inbox - send a file	I can attach files (document, photo, video). I can view my messages history.	I send evidence to my caseworker.	I log in and send a message to Mary, attaching a photo of my attendance at the AA meeting last night.	<b>ADPQ-47</b> - As a parent of foster kids, I want to be able to add attachments to my messages <b>DONE</b>

Parent (birth)	Communicate with the caseworker via a private inbox - search	I can search the messages to find past communication.	I search for a message about my case plan.	I log in and search messages, using "case plan" as my key words.	Search was included in the UI/UX designs - <b>ADPQ-37</b> - Develop UI design for private inbox functionality <b>DONE</b>
Parent (birth)	Search & download a message	I can download messages (to share later with the court, others).	I search for a message about my case plan and download the message.	I log in and search messages, using "case plan" as my key words. I download the message.	Download / Save was included in the UI/UX designs - <b>ADPQ-37</b> - Develop UI design for private inbox functionality <b>DONE</b>
Parent (birth)	Download selected messages	I can select specific messages to group together and download.	I search for messages about my case plan, select a number of messages, and download the selected group of messages.	I log in and search messages, using "case plan" as my key words. I select multiple messages and download them.	<b>ADPQ-110</b> - As a user, I want to be able to select messages in my private Inbox and have them exported as a group. <b>TO DO</b>
Parent (birth / foster)	Receive alerts and notifications	I can receive alerts and notifications (to my personal email or SMS to my phone) that there are messages for me to read.	I receive an email from the CWS Parent Portal that there is a secured message for me to read.	I look at my personal email and see an email from the CWS Parent Portal that there is a secured message for me to read.	<b>ADPQ-111</b> - As a user, I want the system to alert me when there is a new message. <b>DONE</b>
Parent (birth / foster)	I can communicate with more than one caseworker.	I can send a message to my family caseworker as well as to my kid's caseworker about an issue.	I want to arrange a visit with my kid in foster care. I send a message to my family caseworker and to my kid's caseworker asking to have this visit.	I log in and send a message to my family caseworker and to my kid's caseworker to schedule a visit.	<b>ADPQ-97</b> - As a parent of foster kid, I want to see my contacts in private inbox and to be able to compose letter to them in one click <b>DONE</b>
Parent (birth/foster)	I can see "contacts" - people who I have communicated with via this inbox.	I can send a message to a contact. I can filter messages by contacts.	I can select a contact from the inbox and send a message.	I log in, select a contact, and send a message.	<b>ADPQ-97</b> - As a parent of foster kid, I want to see my contacts in private inbox and to be able to compose letter to them in one click <b>DONE</b>
Parent (birth/foster)	I can receive messages from my caseworker about meetings, training, events	I can stay involved and understand what is going on with my kids while they are in foster care. I can see a thread of communication about a topic.	I can read messages from my caseworker about my kids in foster care or things I can and should do to get them back.	I log in and see a message from my caseworker about my child's recent grades (or other information).	<b>ADPQ-109</b> - As a user, I want to see communication threads in my private Inbox <b>DONE</b>

## Facility Search Related

<b>ADPQ-5</b> - Stories and tasks related to children's residential facilities view functionality
<b>TO DO</b>

As a...	I want to...	So that...	Details	Scenario	JIRA
Birth Parent	Look up placement facility.  I can view information about type of locations	I can propose a place for a supervised visit to take place.	I receive the welcome message and read that I can look up foster care facilities.	I look up foster care facilities that are closer to my home.	<b>ADPQ-100</b> - As a user, I want the system to mark my address point separately from the facility points on the map <b>DONE</b>

Foster Parent	Look up facilities / organizations that may offer services	I can be a foster parent for them (better pay, better services, etc.).	I receive the welcome message and read that I can look up foster care facilities.	I look up foster care facilities that are closer to my home.	<b>ADPQ-100</b> - As a user, I want the system to mark my address point separately from the facility points on the map <b>DONE</b>
Parent (birth / foster)	View children's residential facilities in their zip code	I can propose a different location for placement.	I look up facilities based on zip code (either known zip code closer to work, to someone else who is part of my support network, etc.)	I enter a zip code or other address to see what facilities may be near there.	<b>ADPQ-132</b> - As a user, I want to be able to put city or zip code in address lookup field and hit enter to receive information <b>TO DO</b>
Parent (birth / foster)	View details about the facility	See how long they have been doing business, if they are currently open (license status), and call a person there.	Search based on address or zip, find the facility, open the detailed page	I enter a zip code or other address to see what facilities may be near there, I open the details page.	<b>ADPQ-106</b> - As a user, I want be able to see that filter is selected when it is different from default value <b>DONE</b>
Parent (birth / foster)	Sort the results based on different factors	I can see which one is closer to my home (distance), which one provides other services (adoption versus foster care), status.	I want to find an organization that can provide respite care / temporary foster care.	Ruby looks on the map for facilities near her home or in the zip code 90263 (Malibu zip code).	<b>ADPQ-99</b> - As a user, I want to be able to select address from search input and system will zoom closer to this address and show facilities around <b>DONE</b>
Parent (birth / foster)	See the results on a map and a list (including distance)	I can visually understand where the facility is in relationship to my home.	I want to get directions (public transit / driving) from my "home" address to the selected facility.	Margaret wants to get to a facility near 1035 W. 12th Avenue, Chico CA, 95926 for parenting classes. She wants to get there by public transit.	<b>ADPQ-138</b> - Develop UI for story: as a user, I want to select a facility and see how far it is from my location (distance). <b>IN PROGRESS</b>  <b>ADPQ-105</b> - As as user, I want the system to provide directions (driving or public transit). <b>TO DO</b>