

01. Shelly - 05/20/2016

Shelly as SME

Child Welfare SME in 3+ jurisdictions. Level of input quality - **high**.

02:20

We have more than one type of "parent" to consider regarding potential users. Parent type was not specified in the RFI.

- Foster parents
- Birth parents (many questions about)
- Relatives (as foster parents, kinship care providers)

05:17 [What user needs will this service address?](#)

As Foster Parent I want to know what a facility can offer for a Child in my home.

How far away is the Agency, for instance, if I wished to participate in Family Therapy and other services?

What service types are available at the Facility?

What is the Facility Capacity?

Many details about Facility such as Treatment Types offered for the Child.

08:28

Those are not residential. How many families are they licensing?

11:53 [Why is the user interested in browsing facilities by address or zip code?](#)

It is unclear why the Birth Parent might browse facilities. California workers may use such a system to help identify the closest Foster Family, for example, but specifics on such protocol is unknown.

13:04

A Foster Family may use the system to lookup and review Agencies' details.

14:50 [Why does the parent want to communicate with caseworker?](#)

As Birth Parent, I want to inform my Caseworker about my Parenting Program, about my visitation with the kids, about how my house is clean, about how I am doing getting a job – I am doing what's required in the Parent-Agency Agreement Plan.

Value: This system is a more private, confidential way of communication when compared to email, texting, and other means currently used for communication.

16:16

No computer access for many Birth Parents.

The system is a wonderful solution for Foster Parent and Caseworker(s) dialog.

Case history in the form of historic, logged dialog is a great resource for users.

For example, in the case of accidental injury to the Child, the user could attach a couple of pictures to a message to the Caseworker showing the injury and the circumstances of the injury.

17:08

As a Caseworker, you can review the whole dialog that took place with the Foster Parent.

For an Adoptive Parent, the system shows a history of communication, identifying what the issues are.

18:30 [Why does the Foster Parent want to find Residential Facilities?](#)

A Residential Facility is defined as the place where the Child sleeps overnight.

Three types of Residential Facility: Long-term facilities, Evaluative facilities, Short-term/Respite facilities

As Foster Parent I may want to place the Child in a Residential Facility for a weekend, for example, looking up a facility by zip code.

20:02

Example: A Child is not making progress, so the best choice may be to place the Child--for 3 months--in a Facility that can support/diagnose/stabilize situations in a way that residence-based support cannot match (like therapy at home).

22:01

Birth Parents do have contact with their Children after the CPS investigation. They have 1 year (but up to 24 months) under Federal law during which they can do a Plan to be able to get their child back. Visitation with the Child may be 1-3 times per week, depending on age of the Child.

24:10

Normally, Birth Parents do not have a say as to where Child is placed.

We try to place Children with Relatives first: Genogram.

Biological family does not have a right to know where the Foster Family lives.

26:37

In cases where someone decides to return the Child back to their family home, that happens through the court. A Judge makes the determination as to when the Child goes home.

28:17

It is great to facilitate communication between Birth Families and the Case Worker.

A Case Worker is very busy and can have 20-30 families to manage. It can be difficult to find time to hold a discussion over the phone. A messaging platform like this helps to facilitate communication under busy conditions.

29:40

Birth Family may have a choice of Agencies with which to place their child where no other realistic scenario (such as family placement) is available. However, such a situation is typically unheard of.

Shelly as Foster Parent

33:59 [Why does the user want or need this service?](#)

As Foster Parent I want to shop for the best Agency with the best services for me (transportation services, for example).

Variables that dictate how the Agency works can differ. I may wish to switch to a license provider that is easier to work with, an agency that pays more, an agency with smaller caseload, and so on.

36:23

Can I take my smartphone and do a private communication, add pictures, add video, and make emergency calls?

37:58

Foster Parents are experienced users of smartphones, tablets, and so on.

39:12 [What activities are the most important?](#)

Foster Parent – most important function is private communication, having information at my fingertips. 4 children from 2 families with 2 different caseworkers plus licensee. Some kind of log to show the history. Some way to address an emergency case.

42:03

As a Foster Parent, I want to know:

- When will workers come to my house?
- What Services are being put in place for the Children in my home.
- Are there any changes in the Visitation Schedule?
- Are there any special appointments for the Child?
- IEP (Individualized Education Plan)
- Court dates – alerts and notifications

44:20 [What does user try to avoid?](#)

Try to avoid any miscommunication between Foster Parent and Case Worker, communication between Staff and Birth Family, any claims of possible abuse in my house, and so on. I want to have the ability to prevent problems where CPS shows up at my house. These kinds of issues demand a really private channel of communication.

Shelly as SME again

46:31

No public information is available about the Foster Family-Case Worker-Child connection

Foster Parent will be assigned to specific licensee. Each Child will have their own Case Worker assigned.

Each Child has a Case Number.

Each family has a License Number. Each Child has their own number.

49:00

Foster Parents know the Child's Case Number.

49:38

Birth parent also know the Case Number.

50:48

There are three types of parents – and Relatives too. Relatives can be licensed as Foster Parents. There is a difference in the licenses. Foster Parent licensing may be handled differently from state to state.

Three Parent Types:

- Guardianship
- Licensed Kinship
- Traditional Foster Families

Shelly as Foster parent

53:34 [What does user expect from this product?](#)

Expect communication and access to my worker and to my Agency. This will translate to better care and better quality of work with the Children in my house.

Shelly as SME again with recommendations

56:10

A lot of our Birth Parents can't read and write. Text to speech and speech to text are helpful features. Alerts for Birth parents. Voice reminder for Birth parents.

57:57

Translate everything into Spanish, especially in California. Various Asian communities are also prevalent in California.

59:22

Documentation of the communication – it is a great plus for the Case Worker to be able to put the copy of it in their Court Reports, which they provide every 3 months. Foster and Birth Parents could then access and review their portions of the dialog.

Have not yet addressed the ways in which this system could facilitate communication between Birth Parents and Foster Parents.