Preliminary Requirement Gathering Questions for Poughkeepsie Children’s Home:

Nick De Paul, Mark Miller, Marc Christensen, Michael Gutierrez, Brendan Van Allen

1. What kind of computers does the office staff use?
   1. All Windows 10 systems, some with Windows 7. All physical systems
2. Do you own any server equipment, perhaps in a closet, or is every computer a consumer device.
   1. One physical system that virtualizes several servers on it. Locked in its own room
3. Are the computers hard-wired into the network, or do they operate over WiFi?
   1. Both, as much wired as possible, as it is faster and more reliable
4. Is it important that the data only be visible to employees, or is it acceptable for anyone to see it? -Google Drive is not secure/Google owns the data
   1. Only the employees should see it
5. What are all the ways that the data is used?
   1. Health information, incident reporting, tracking kids across programs. Publishing papers, communicating with counties to better place the children via recommendations based on behavioral actions.
6. What types of data visualization do you use currently use?
   1. They don’t, Donnamarie puts it in an Excel document and makes a graph
7. Who’s the intended audience for the data visualizations?
8. Can you think of any representations of the data that would be useful?
   1. Per child trends, by month for the entire group
9. How do you get your data from Kaleidacare
   1. Manually pulled, data is put up there, made the most up to date, and is not usually pulled from there. Pulling it out takes it out of a secure environment
   2. Live information would be very nice, especially with visualizations, but we don’t want to take the data and make a copy, making it unsecure.
   3. Kaleidacare does not provide an API
10. Who has access to sensitive information?
    1. Donnamarie is psychology
    2. Three admins, IS, IT
    3. Different people in different parts of the home will see entirely different things
11. Do you use any sort of private network (VLAN/VPN) to keep information secure?
    1. Kaleidacare handles the encryption of the data over the web interface. Any system/computer that can access the sensitive data is biometrically protected (before even getting into the OS).

**Questions that Algozzine already answered**

1. How are incidents currently being recorded, stored, and accessed?
   1. They are being recorded by hand onto paper, reviewed by official staff to see if it is an incident, then recorded into Google Sheets

2. Is the Home’s IT infrastructure handled by an outside source or is there IT on staff?

* Handled by an outside IT firm.
* Personal data will have to be stripped of personal information to conform with HIPAA
* We basically just need the column headers and examples of current data visualization
* Data includes text, radio buttons, checkboxes, and conditional logic. Any changes have to be made by Kaleidacare itself
* There can be more than one behavioral classification in one incident - Multi-select?
* Allowing them to adjust what behavior and other details to correctly classify it in Sheets
* Kaleidacare is only supported on IE -\_- Edge especially has issues
* Report pulling works best in Chrome, but Chrome would be best to design on?
* Must be able to export reports as pdf, csv, .docx.
* No shared systems that can be used by anyone
  + Good security solved by this - will only be installed on Donnamarie’s computer that is only accessible by her and supervisors
* Data typically pulled by person but can pull multiple people at a time
* Data from SQL DB… promising
* Kaleidacare is a SaaS, saves them on per license fees
* New features for Kaleidacare must be paid for by the entities for the programmers to code it in
* Making a system that is very modular
  + System admin that can **add, remove, or rearrange** features
  + Make data visualizations generic! Not specific to a certain characteristic
  + Polymorphism in functions?
    - You could make visualizations dynamic
      * Just need to choose what fields to graph
      * Like build that into the function? Or make a general function?

**Notes From Class:**

**Donnamarie -**

1. Only employees are allowed to see. Permissions are done by department. Medical information, psychological info would have different access privileges.
2. Medical information, behavioral information. Children are tracked from when they come in to when they leave the program. Kaleidacare info - communicated with counties for placements in homes. Recommendations are made based on incidents and other info.
3. Manually entering into Sheets. Data in Kaleidacare is up-to-date and secured. **NO API** for Kaleidacare. (Noooo :()
4. Most systems have Biometric security to even get into the machines. 4 Levels of security to get to the information.

Social workers have to enter information at state-level first, then they must do it again for the Home. This causes some resentment from the workers, but the state does not allow their data to be pulled.

Data security is primary concern. Most up-to-date data is preferred

Prior system - software system that digitized paper records

Can upload documents into Kaleidacare, but for research project its strictly text.

20-30 custom forms. Don’t really use default reports

Incidents:

* 10 behaviors are tracked
* If child engaged in one of these, it is recorded.
* That is the criteria for determining an incident
* Certain records may be flagged incorrectly, human error
* Very common to have multiple behaviors in the same incident

Reporting process has changed 3 times

* Behavior Incident Report - paper
* BIR was split - Behavioral Incident and Restraint Form
* Information - Other information not included in others
* AWAL Reports
* Psych referrals

Skillsets of the staff vary greatly

All data is protected and will be stripped prior to our testing/usage

Printing access is also restricted. Not everyone can print, some can only print certain things, etc.

Data is typically pulled/searched by individual, not by data or incident type.

Very few shared systems. If installed on Donna Marie, security should not be an issue.

Several different programs within the home that have no access to each other.

* Safe Harbor
* GEFC - Group Emergency Foster Care
* RTC - On campus Residential (Male and Female)
* ABH - Group Homes
* YMP - Young Mothers
* SILP - Assisted living
* Community based adoption recruitment

Requirements they want

Desired Stuff from them

Notes:

**IT Stuff/Hardware**

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* Are the computers hard-wired into the network, or do they operate over WiFi?
  + Both, as much wired as possible, as it is faster and more reliable
* No shared systems that can be used by anyone
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* Kaleidacare is a SaaS, saves them on per license fees

**Data/Access Concerns:**

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* Personal data will have to be stripped of personal information to conform with HIPAA
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* Social workers have to enter information at state-level first, then they must do it again for the Home. This causes some resentment from the workers, but the state does not allow their data to be pulled.
* Data security is primary concern. Most up-to-date data is preferred
* Data is typically pulled/searched by individual, not by data or incident type.
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**Incident/Reporting/Kaleidacare**

* How is the data retrieved from Kaleidacare?
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