

Introduction

Business purpose

The purpose of Family Initiative, Inc. is to improve the lives of autistic children and their families throughout Florida. The founders, David and Anjali, are social workers who have a passion for creating something that challenges traditional thinking in order to provide better support to those in need. Their organization aims to make a positive impact on children and families by providing them with the resources and support they need to thrive.

The proposed system for Family Initiative, Inc. is aimed at improving the organization's ability to provide services to autistic children and their families. The system will be a web platform that streamlines various business processes such as identification and assessment of children's needs, designing individualized treatment plans, monitoring progress, and communicating with parents and caregivers. The system will also interface with other processes such as fundraising, donor management, volunteer management, and administrative tasks like record-keeping, reporting, and compliance. By implementing an integrated system that supports these processes, the organization can focus on providing high-quality care to autistic children and their families, and ultimately achieve its mission of improving lives.

Business scope

The business domain under consideration for Family Initiative, Inc. is the field of autism support services in Florida. FI does this by, Providing support services to autistic children and their families, Developing and implementing programs and resources to improve the quality of life for autistic children and their families, and Collaborating with external organizations, including government agencies and other non-profits, to improve services and support for autistic children and their families. The scope of the system being developed or changed is to improve the organization's management and delivery of support services to autistic children and their families. The system will support the following business activities:

- Management of client records and information
- Scheduling and coordination of appointments and services
- Management of staff and volunteer schedules

Assumptions on which business activities are supported by the system include the assumption that the organization will continue to provide support services to autistic children and their families, and that staff and volunteers will be responsible for carrying out these services. The system is designed to support these activities by providing more efficient and effective management and tracking of resources and progress. Tracking and reporting on progress and outcomes of services provided

Overview

Family Initiative, Inc. is a non-profit organization that provides support services to autistic children and their families in Florida. The organization is comprised of several major internal divisions and works closely with a variety of external entities to carry out its mission.

Definitions

Spectrum : a condition related to brain development that impacts how a person perceives and socializes with others, causing problems in social interaction and communication. **Inclusion** : The practice of ensuring that individuals with disabilities are fully included in all aspects of society, including education, employment, and community life. **Client** : Child on the spectrum that Family Initiative, Inc. works with. **Person-centered planning** : An approach to planning services and supports for individuals with disabilities that focuses on their strengths, needs, and preferences, and involves them and their families in the decision-making process.

Major stakeholders

- **Company Owners** - The company owners work directly with all stakeholders requiring documentation, communication, and collaboration with all stakeholders.
- **Autistic Children and Their Families** - Autistic children and their families are the primary beneficiaries of the services provided by Family Initiative, Inc.
- **Staff** - The staff is responsible for providing support services to autistic children and their families.
- **Donors and Supporters** - Donors and supporters are critical to the success of Family Initiative, Inc. as a non-profit organization.
- **Government Agencies and Regulators** - Government agencies and regulators are responsible for funding and oversight of services for children with disabilities and their families.
- **Collaborating Organizations** - Collaborating organizations in the field of autism support services work with Family Initiative to improve services and support for autistic children and their families.

References

[Family Initiative Website](#)

[Business Analysis Document](#)

Business management requirements

Business environment

Internal environmental factors:

- **Organizational Culture** - The culture of Family Initiative, Inc. is focused on challenging traditional thinking in an effort to support children and families throughout Florida. The system should be developed with this culture in mind to ensure that it aligns with the values and mission of the organization.
- **Staff Expertise** - Family Initiative, Inc. employs social workers and other experts who are knowledgeable in the field of autism support services. The system should be developed with input from these experts to ensure that it meets the needs of the organization and the stakeholders it serves.
- **Existing Technology Infrastructure** - Family Initiative, Inc. already has existing technology infrastructure in place, including computer systems and software applications. The new system should be designed to integrate with these existing systems to ensure that it is as efficient and effective as possible.

External environmental factors:

- **Laws and Regulations** - Family Initiative, Inc. operates in an environment that is subject to laws and regulations related to non-profit organizations, child welfare, and disability services. The system should be designed to comply with all applicable laws and regulations.
- **Social Responsibilities** - Family Initiative, Inc. has a social responsibility to the communities it serves, including the children and families who rely on its services. The system should be designed to meet the needs of these stakeholders and to help Family Initiative fulfill its social responsibilities.

All of these factors should be taken into consideration in understanding the business environment of Family Initiative, Inc. and eliciting the stakeholder requirements for the system to be developed or changed. The new system should be designed to meet the needs of the organization and its stakeholders, while also taking into account the external and internal environmental factors that will impact its success.

Mission, goals, and objectives

The mission of Family Initiative, Inc. is to support children with autism and their families through advocacy, education, and services that promote social, emotional, and physical well-being. The system will be a facilitator for these actions between FI and its clients. The goals and objectives of the proposed system are to improve the quality and effectiveness of autism support services provided by Family Initiative, Inc. to children and families throughout Florida. the system will enhance the efficiency and productivity of the organization's operations. communication and collaboration will be streamlined between staff, volunteers, and stakeholders to improve outcomes for children with autism and their families. the system will collect and analyze data on the organization's performance to inform decision-making and improve the quality of services provided. Overall, the proposed system should contribute to meeting these goals and objectives by improving the organization's ability to deliver high-quality autism support services to children and families in a more efficient and effective manner. By streamlining communication, enhancing data collection and analysis, and increasing awareness of the organization's mission and services, the system should help Family Initiative, Inc. achieve its overall mission of supporting children with autism and their families throughout Florida.

Business model

The organization's business model is centered around its mission to create innovative solutions that will improve the lives of children and families affected by autism. FI achieves this mission through a range of programs and services, including education and advocacy, therapeutic services, social and recreational programs, and parent support groups.

To supplement the needs of its existing services, the web platform will enhance the efficiency and effectiveness of its operations. The platform will serve as a central hub for data collection and analysis, communication and collaboration, and service delivery, allowing the organization to better serve its clients and improve outcomes. By leveraging technology in this way, FI can further its mission and provide even greater support to children and families affected by autism throughout Florida.

Information environment

The overall strategy for the information environment of Family Initiative, Inc. is to ensure that all information systems align with the organization's mission and goals while providing maximum benefit to its clients.

Business operational requirements

Business processes

The primary focus is on providing services to autistic children and their families. The business processes that support this objective include identification and assessment of the children's needs, designing individualized treatment plans, delivering treatment and therapy sessions, monitoring progress, and communicating with parents and caregivers. The system being developed should support these processes by providing an efficient and effective platform for managing the flow of information and documentation, tracking progress, and facilitating communication between all stakeholders involved.

The system should also interface with other processes such as fundraising, donor management, volunteer management, and administrative tasks like record-keeping, reporting, and compliance. The goal is to streamline these processes and improve their overall effectiveness, while also ensuring they align with the mission and goals of Family Initiative, Inc. By implementing an integrated system that supports these processes, the organization can better focus on providing high-quality care to autistic children and their families, and ultimately achieve its mission of improving lives.

Business operational policies and rules

- **Eligibility Criteria:** All children who receive services from Family Initiative, Inc. must have a documented diagnosis of autism spectrum disorder from a licensed healthcare professional.
- **Treatment Plan Approval:** All individualized treatment plans for children must be reviewed and approved by a licensed healthcare professional with expertise in autism treatment.
- **Documentation Requirements:** All therapy and treatment sessions must be documented accurately and completely in the system, including session notes, progress reports, and any other required documentation.
- **Compliance with Regulations:** All activities related to fundraising, donor management, and volunteer management must comply with applicable laws and regulations.
- **Confidentiality and Privacy:** All personal and sensitive information about clients and stakeholders must be stored securely and accessed only by authorized personnel, in compliance with relevant privacy laws and regulations.

Business operational constraints

- **Time constraints:** Certain processes, such as assessment and treatment planning, may need to be completed within a specific timeframe to ensure timely and effective care for the children. The system should have built-in mechanisms to monitor and alert stakeholders if a process is taking too long or if deadlines are approaching.
- **Resource constraints:** As a non-profit organization, Family Initiative, Inc. has limited resources in terms of staff, funding, and equipment. The system should be designed to maximize the use of

available resources and minimize waste.

- **Regulatory constraints:** The organization must comply with various regulations and standards related to healthcare, data privacy, and non-profit management. The system should adhere to these regulations and provide tools for monitoring and reporting compliance.
- **Security constraints:** The system will store sensitive information about the children, families, and donors. Therefore, it should be designed with strong security measures, such as data encryption, access controls, and regular backups.
- **Integration constraints:** The system should be able to integrate with other tools and systems used by the organization, such as accounting software, marketing tools, and fundraising platforms. This will help to ensure data consistency and reduce the need for manual data entry.

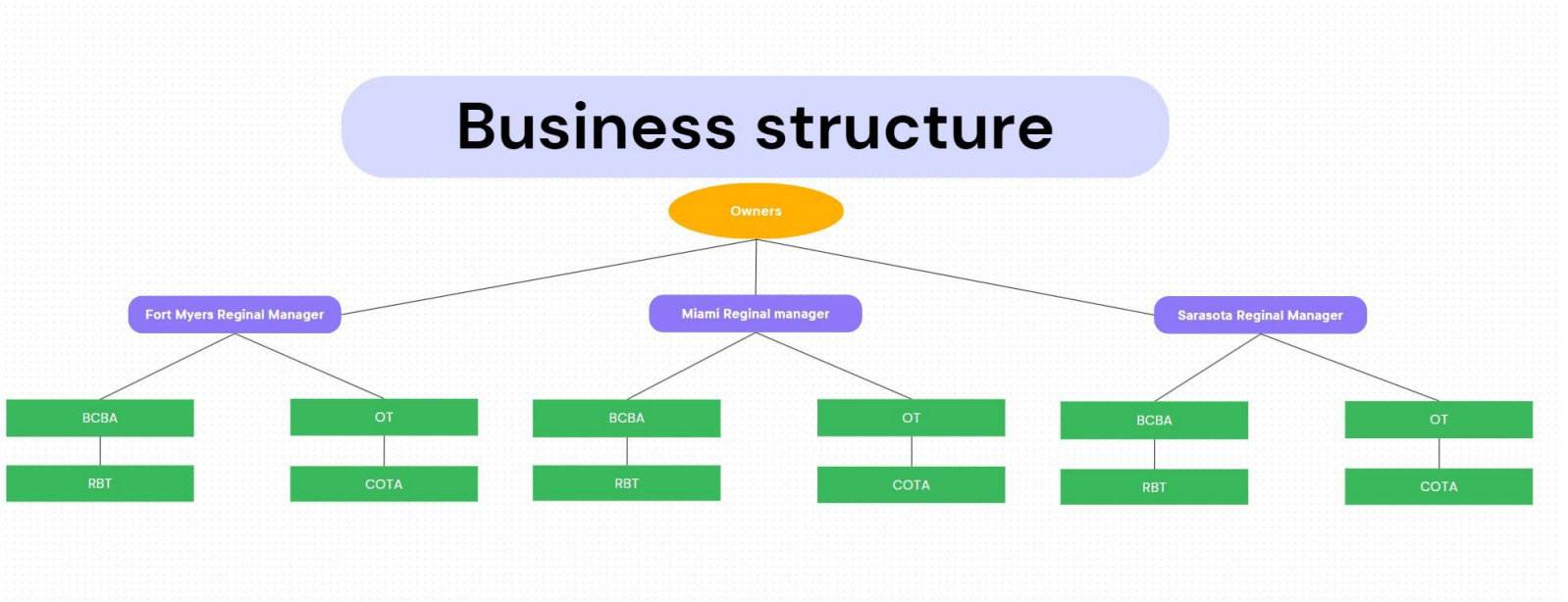
Business operational modes

In the event of an unsteady state of business operation, Family Initiative, Inc. needs to develop contingency plans to ensure that business activities can continue even when the proposed system is not available due to unexpected situations such as accidents or natural disasters. In manual operation mode, staff members will need to follow predetermined procedures and protocols to ensure that critical business functions continue to be performed. The proposed system needs to be backed up and redundancies to minimize disruptions to business operations in a situation of down operations. These measures will allow Family Initiative, Inc. to continue providing essential services to autistic children and their families and will automate processes once the system is back online.

Business operational quality

Family Initiative, Inc. primarily focuses on the quality of care provided to autistic children and their families. This includes the accuracy and reliability of assessments, the effectiveness of treatment plans, and the timely delivery of therapy sessions. They tend to prioritize quality care, Recordkeeping, regulatory compliance, information security, and administrative processes.

Business structure




Preliminary operational concept of the proposed system

Family Hub

Login	
Username	<input type="text"/>
Password	<input type="password"/>
Forgot Username? Forgot Password?	

Home	Home Page			(pic)Username	
Profile	Hour	Day	Month	List of clients	
Clients	Calendar with schedule			Client 1	Behaviors of client one
Chat				Client 2	Behaviors of client two
				Client 3	Behaviors of client three
				Client 4	Behaviors of client four
				Client 5	Behaviors of client five

Clients					(pic)Username
Home	Client 1	Client 2	Client 3	Client 4	Client 5
Profile			Behaviors		Log of Notes
Clients			Behaviors ordered by client needs		
Chat	BRT notes from last session				

Chat		(pic)Username
Home	<div>Play day group 2/18/2023</div> <div>Art Play Group</div> <div>Parent Name <small>Client 1</small></div> <div>Parent Name <small>Client 1</small></div> <div>Parent Name <small>Client 5</small></div> <div>BCBA Name <small>Client 1</small></div> <div>RBT Name <small>Client 1</small></div>	
Profile		<div>Times stamp</div> <div> <p> Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum. </p> </div>
Clients		<div>Times stamp</div> <div> <p> Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum. </p> </div>
Chat		<div>Times stamp</div> <div> <p> Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum. </p> </div>
		<div>Chat box Send</div>

Description of a wireframe: The first page is the login. After a successful login, the second slide shows the home page with the left side containing different pages that can be navigated to. The top displays what page you are currently on along with your user name and photo. The home page on the left side contains scheduling information of the current user, along with company events. The right side is a brief overview of client information. Clicking on the client's tab on the left side will display client information, a graph displaying behavior improvements(lower is better) along with notes about the client. Clicking on the chat will bring up slide four where you can group chat with team members, managers, and client parents.

Preliminary operational concept

operational policies and constraints

- [privacy policy](#)
- [terms of use](#)
- [accessibility](#)

description of the proposed system

The system is used by the BCBA in conjunction with the RBT to allow the client's parents to see the progress of their child over time. The system will also allow for communication of concerns of both FI and parents, along with events that the client or parent may be interested in.

modes of system operation

- web
- Database
- Office 365

user classes and other involved personnel

- management
- BCBA
- RBT
- Parents of the Client
- Admin
- OT

support environment

Support will be via a web app accessible from both computer and smartphone.

Preliminary operational scenarios

upon getting a new client, the manager or admin will generate a new client profile. The profile will be assigned to parents, BCBA, and RBT that are directly working with the client. After the BCBA and parents have gone through the needs assessment, the client profile will be updated to show behaviors being worked on. After a session, the RBT will enter data from the session into the database. The parent will look at the profile to see the behavior profile of the client. The parent will be notified of events FI is having.

Other preliminary life-cycle concepts

Preliminary acquisition concept

the system needs to pull from a database that holds client information. FI is very interested in the security of this information. They currently store their information in physical files and office 365. File uploads to a cloud server are ideal for the website to utilize information. The domain and database would need to be acquired.

Preliminary deployment concept

Users will be able to login and access their clients and update information. Parents will be able to login and access information about their children. The web app will need to be built in conjunction with the database to appropriately and safely display data.

Preliminary support concept

There will have to be support for the database and operations of the website, this would most likely be a third-party IT company. The Admin for the website would ideally be management, but more likely to be HR. Admin would be responsible for Handling workers and Assigning BCBAs and OTs. Admins would need to set privileges for each role. The BCBAs would be responsible for assigning RBTs to clients.

Preliminary retirement concept

The company would need to hold control of the domain for a (three-year period to avoid any security information being obtained.

Project Constraints

The company is a non-profit, so there are constraints around the fiscal year. The ending and beginning of school years. Thanksgiving and winter break.

Appendix

Acronyms and abbreviations

- FI - Family Initiative
- RBT - Registered Behavior Technician
- BCBA - Board Certified Behavior Analyst
- ABA - Applied Behavior Analysis
- DRO - Differential Reinforcement of Other Behavior
- DTT - Discrete Trial Training
- OT - Occupational Therapy
- COTA - Certified Occupational Therapist Assistant
- NET - Natural Environment Training
- ASD - Autism Spectrum Disorder
- TBRI - Trust-Based Relational Intervention
- FCN - Family Care Network
- ASD - Autism spectrum disorder
- SPD - Sensory processing disorder
- IEP - Individualized Education Program
- PBS - Positive behavior support
- AAC - Augmentative and alternative communication