User interview #6 -- Biological parent of foster youth

Version tested -- clickable mockups in invision

Date: 6/2/2016

- General demographic info
    a. Age
        i. 24
    b. Gender
        i. Female
    c. Profession
        i. Bartender
    d. What kinds of devices do you use to access the Internet?
        i. I use my cell phone
- What is your tie to foster care? How has foster care affected you?
    a. My daughter is in foster care. I get really sad thinking about her being there. I'm trying to get her back.
- What are your biggest pain points currently when working with the foster care system?
    a. I wish that my daughter would stay in one facility. She has been moved so many times and now I have to take a full day to just get up there and see her. Sometimes I can't get off of work and so then I just can't see her during regular visiting hours.
- What are the best parts of working with the foster care system?
    a. I can't really think of any. Some of the people I've talked to are nice there.
- Have you ever tried to search for foster families agencies near you or for foster residential treatment facilities near you?
    a. If no, why not?
        i. n/a
    b. If yes, why did you need to search? How did you do the search? Was the way you searched easy and intuitive and were you able to find what you needed? What do you wish existed?
        i. Yeah, I tried to find some information on the first home that my daughter went to, but all I knew about it was from what the social worker told me over the phone. I couldn't remember some of the stuff after we hung up, though. And then each time my daughter is moved, I always try and find a home near me or her father, but I never know where to find that information or if I'm even supposed to be doing that. So, no, I don't find what I need.

User research / testing session:

[**Description told to the user tester:** Ok, we are going to walk you through a prototype we have created. Before we tell you much about it, it would be helpful if you tell us what you think the main use case is for this and how you'd interact with it. If you have any questions, please ask them, but I might wait to answer them until the end, to see how you'd interact with the prototype as close as you would if I was not watching you. I will make sure to answer them all fully at the end. It is also helpful if you talk through everything that you're thinking, so that I can hear this. Finally, don't be worried about hurting our feelings, we want to hear the good, bad, and ugly, that's the only way we will know what to iterate on.]

Questions asked during the user testing session:
- What do you think the main goal of this prototype is?
    - i. A way to help me find facilities near me and to talk to my daughter's social worker
    - b. How well do you think it accomplished that goal?
        - i. It looks really great! I think everything you said it would do, it does!
- How would you search for a foster family agency near you?
    - a. I would go to that page you showed me of where you can search for an agency and type in the location of where I am to find one close to me. Or I guess I could even type in her father's zip code to see if there is anything close to him, too.
- How would you get in touch with your caseworker?
    - a. I would click that button on the first page and then get to the message section. From what I saw, it looked like the system already knew who my caseworker was when I went to message them.
- How would you edit your profile?
    - a. Oh, I see -- I'd click on "my profile" at the top here
- Is this something that would help with your current interaction with the foster care system?
    - a. Yes, I think I would use this, especially because from what I see, I can do this on my phone. That would be nice to be able to see it whenever I wanted.
- Did the prototype do what you expected it to do?
    - a. Yes, looked good to me
- Was there anything key missing from the prototype?
    - a. Nothing I can think of right now
- What parts did you dislike or were confusing about the prototype?
    - a. I know this is probably hard to do, but I know my daughter's father would use this if it was translated in Spanish. He can speak a little English, but not enough that he would really be able to understand everything that you showed me.
- What parts did you like about the prototype?
    - a. I liked that you had all the agencies in one place, that was so cool to see them and be able to quickly get their information.
- If this prototype existed in the real world, would you use it? Why or why not? If yes, how often do you think you'd use it and for what purpose?

a. Yeah, I would talk to my daughter's social worker through here mostly. And like I said, maybe do some searching for other group homes close to her father or me.
- Anything else you want to add? We love hearing any and all feedback!
  a. As long as this works on my cell phone, then I'll use it