

User interview #9 -- Foster caseworker

Version tested: final working prototype

Date: 6/6/2016

- General demographic info
 - Age
 - 29
 - Gender
 - male
 - Profession
 - caseworker
 - What kinds of devices do you use to access the Internet?
 - Laptop, tablet, phone
- What is your tie to foster care? How has foster care affected you?
 - My daily job is tied to foster care. I am a caseworker for foster youth.
- What are your biggest pain points currently when working with the foster care system?
 - Everything is so antiquated. I feel like I am working with systems from the 90s and it slows down everything I do by hours each time. We have tried a couple of times to implement a newer system, but the problems is most of those systems are not built for our use case, so it makes it pretty much unusable.
- What are the best parts of working with the foster care system?
 - I love knowing I have a direct impact on these children's' lives. It is so rare that they get a break in life and I want to be part of what helps them get that break.
- Have you ever tried to search for foster families agencies near you or for foster residential treatment facilities near you?
 - If no, why not?
 - n/a
 - 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?
 - Recently, a child was being moved to a different group home and I wanted them to be as close as possible to her biological family, her CASA and other people in her life. There was no easy way to do that, so I kindof went by what I thought was closest.
- **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. To be able to search for facilities close to certain areas
 - b. How well do you think it accomplished that goal?
 - i. The search worked great!
- How would you search for a foster family agency near you?
 - a. I would click on the search for a facility button and then enter my zip code and click search.
- How would you get in touch with your caseworker?
 - a. I think I remembered seeing something on the last page I was on, oh yes -- if I click back I can find the button to click to be able to message a caseworker. This isn't something I would need to do, though, so I would mostly live on the page where I search for the facility
- How would you edit your profile?
 - a. Same thing as before, I would go back to the previous page to find how to edit my profile
- Is this something that would help with your current interaction with the foster care system?
 - a. Definitely. Anything we can bring online into one place, would be so much better than how we keep track of stuff manually as of now.
- Did the prototype do what you expected it to do?
 - a. Yeah, i wanted it to find facilities near a certain area and it did that just fine!
- Was there anything key missing from the prototype?
 - a. No, I think from what I knew of it going in, it did what i expected.
- What parts did you dislike or were confusing about the prototype?
 - a. I wasn't sure there were text answers to my search results, I was just clicking on the map markers for the first few results, then I thought to scroll down and noticed there was text below the map
- What parts did you like about the prototype?
 - a. I liked how people would be able to message me through the app. It was nice to see all of the messages in one place. This is something I definitely do not have now, my messages are spread across text, email, handwritten notes, etc.
- 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. Yes! I think it would be a helpful way for me to stay up to date on my cases and if i needed to place a child in a different facility, I would be able to easily find the best one for that child.

- Anything else you want to add? We love hearing any and all feedback!
 - a. I would love to see all of my case files brought online. It seems like with something like this, it would be really helpful if it also tied into my case notes, status of my cases, etc. It would be nice to have everything in one place.