

SOFTWARE FOR COURT APPOINTED SPECIAL ADVOCATES

 @goldlindastein ✨  @rubyforgood

linda@rubyforgood.org ✨ casa@rubyforgood.org



- (2010..Time.now) dev: ThoughtWorks -> Braintree -> Breadcrumb (Groupon) -> ThoughtWorks -> Square -> Sempre Health -> Parachute Health
- Healthtech
- Parachute Health  better ordering for Durable Medical Equipment #destroytheFax ([we are hiring](#))
- A lead of CASA 2019-...

THIS TALK IS ABOUT

✨ <https://github.com/rubyforgood/casa> ✨

creating

an ecosystem

for writing OSS

SaaS OSS

serving volunteers

who serve foster youth

FOSTER YOUTH?

RAISE YOUR HAND IF

RAISE YOUR HAND IF
you have ever thought about the USA foster care
system

(USA SPECIFIC) FOSTER SYSTEM

- I am not an expert
- Details differ per state
- 440000 children are in foster care on any given day*
- Youth 0-18/21 not under original parental guardianship
- Outcomes: reunification/guardianship OR adoption OR emancipation (aging out)
- * nationalcasagal.org
- [wikipedia/Foster_care#United_States](https://en.wikipedia.org/w/index.php?title=Foster_care&oldid=7100000)
- [wikipedia/Foster_care_in_the_United_States](https://en.wikipedia.org/w/index.php?title=Foster_care_in_the_United_States&oldid=7100000)
- [hhs.gov care metrics](http://www.hhs.gov/cb/cbmetrics.html)
- [hhs.gov outcomes metrics](http://www.hhs.gov/asn/outcomes.html)

THE CASA ORGANIZATION

- nationalcasagal.org
- 93k+ volunteers, 900+ independent regions, 49 states + DC (no North Dakota)
- 30hr+ training + continuing education
-  Sworn in by judge for 2yr* minimum
-  Assigned to one youth
-  Court Report / ~6mo
- [wiki/Court_Appointed_Special_Advocates](https://en.wikipedia.org/wiki/Court_Appointed_Special_Advocates)

~50 YEARS

"Every child placed in foster care must have court oversight to ensure that both the child's and the parents' legal rights are protected until the child reaches a safe, permanent home"

"The first CASA Program was founded in 1977 by a Juvenile Court judge in Seattle, Washington who felt that he was making critical decisions about children's lives without adequate information. He began recruiting volunteers from the community to work one-on-one with children in foster care. The volunteer advocate, or "CASA," is appointed by a juvenile court judge to a child in foster care. The CASA then gets to know their assigned child, gathers information from everyone in the child's life (including the child's biological parents, foster parents, medical and mental health professionals, social workers, therapists, teachers, and attorneys) and prepares a written report giving the judge in the child's court case detailed information about the situation and the child's needs."

CASA Funding



"CASA [of Southwest Missouri] relies on a diverse revenue base, foundations and the United Way, individual and corporate contributions, public grants"

casaswmo.org/who-we-are/frequent-questions

"The DFA awards two types of CASA grants (...) To be eligible to receive a CASA Grant, an applicant must-

courts.state.md.us/.../casaspecialconditions.pdf

"In California, most CASA programs are non-profit organizations and receive funding from a variety of

other sources."

courts.ca.gov/documents/CASA.pdf

EXISTING PROCESSES

- CASA volunteer talks to people
biological parents, foster parents, medical and mental health professionals, social workers, therapists, teachers, attorneys
- Take notes
- Don't forget any involved parties! 🤔
-  Court Report .docx / 6 months
-  Supervisor of volunteers helps! ^
-  Mileage reimbursement
-  Ongoing training
-  Grant proposal evidence

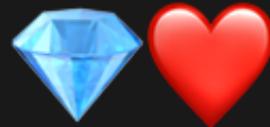
PRIOR ART



1. SimplyOptima
2. CasaManager
3. Salesforce.org (nonprofit)
4. Paper forms hand-delivered to CASA regional office
5. Personal email
6. SMS text message
7. Fax

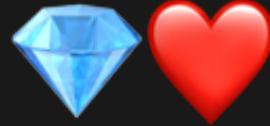
VOLUNTEER RETENTION

1. ✨ volunteer - supervisor communication
2. ☎ volunteer - supervisor communication
3. 🚀 volunteer - supervisor communication



RUBY FOR GOOD

- A nonprofit writing software for **many** nonprofits
- A friendly place to start doing OSS + learn by doing
- 2 yearly conferences (east/west USA)
- Project list rubyforgood.org/our-work/impact
- Slack rubyforgood.herokuapp.com



RUBY FOR GOOD -> CASA

- A former Prince George CASA volunteer joined Ruby for Good
- December 2019 - conference signup!
- Team lead? Sure! ("Details TBD")
- Assigned to CASA
- Planning, UI mockups, db schema...
- 2020 surprise remote conference



Log in

Email

Password

[Log in](#)

[Forgot your password?](#)



© CASA / Volunteer Tracking

Built by Ruby For Good  Report a site issue

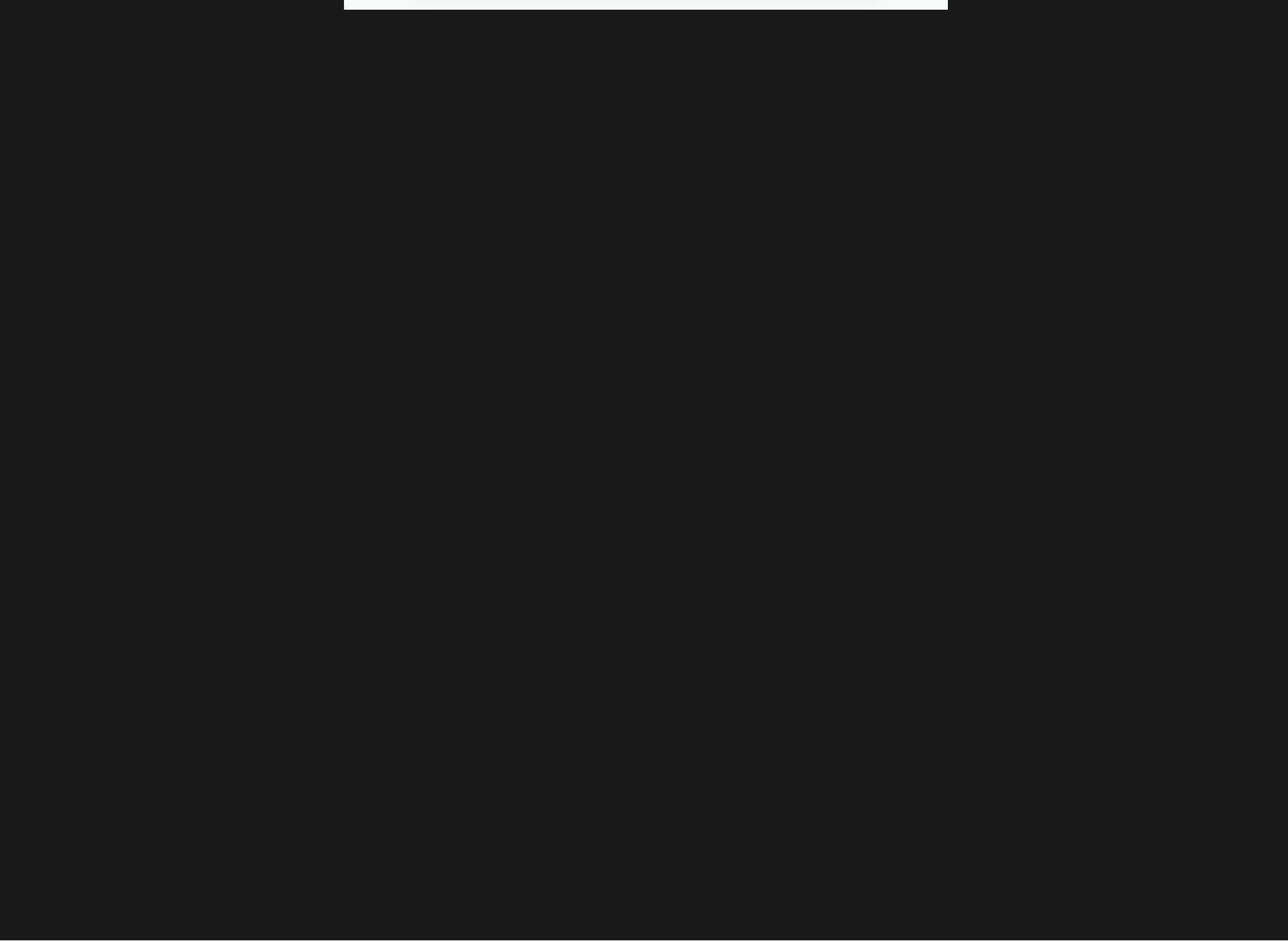


**CASA / Volunteer Tracking**

Signed out successfully.

Log in

Email**Password****Log in**[Forgot your password?](#)



New Case Contact

CASA case

CINA-07-1152

Contact types

CASA

- Youth
- Supervisor
- Parent
- Other Family
- Sibling
- Grandparent
- Fictive Kin

Family

- Court
- Attorney
- Medical Professional
- Mental Health Therapist

Legal

Health

Education

- School
- Guidance Counselor
- Teacher
- IEP Team

Contact made

Yes

No

Contact medium

Please Select One

In Person

Text/Email

Video

Voice Only

Letter

23

0

hour(s)

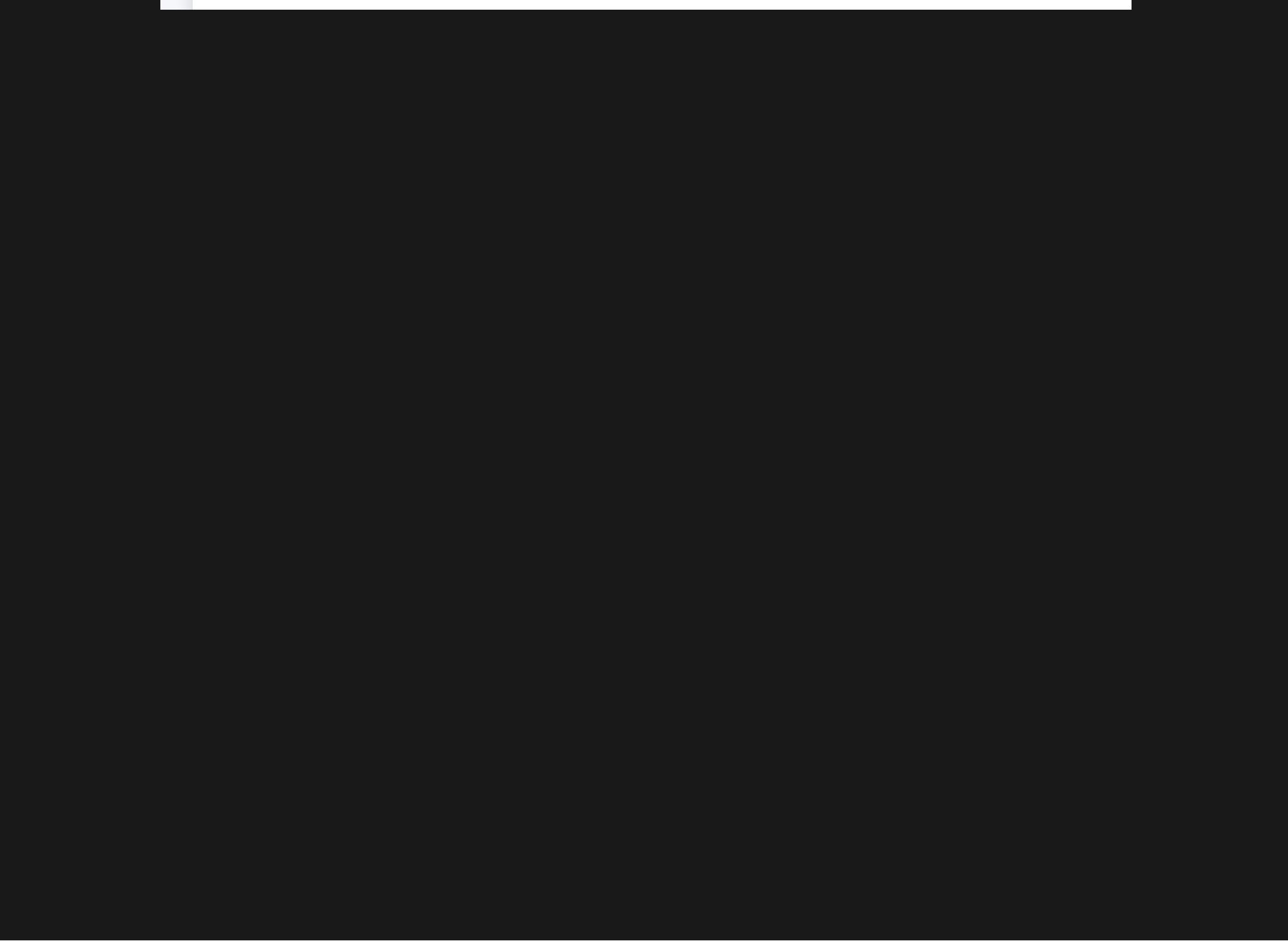
Minutes

0

59

0

minute(s)





Inbox

My Cases

Case Contacts

Emancipation Checklist(s)

Location

Voices for Children Montgomery

Role

Volunteer

Edit Profile

Generate Court Reports

Report a site issue

Katherine Stokes test

volunteer1@example.com

Log out

Video

Duration

Hours

0

9

Minutes

0

0

Confirm Note Content

Please double check your notes to ensure they don't contain any identifying details about your youth or anyone else.

Note

These are some notes

[Go Back to Form](#)

[Continue Submitting](#)

Occurred at

2021-08-29

Miles driven

0

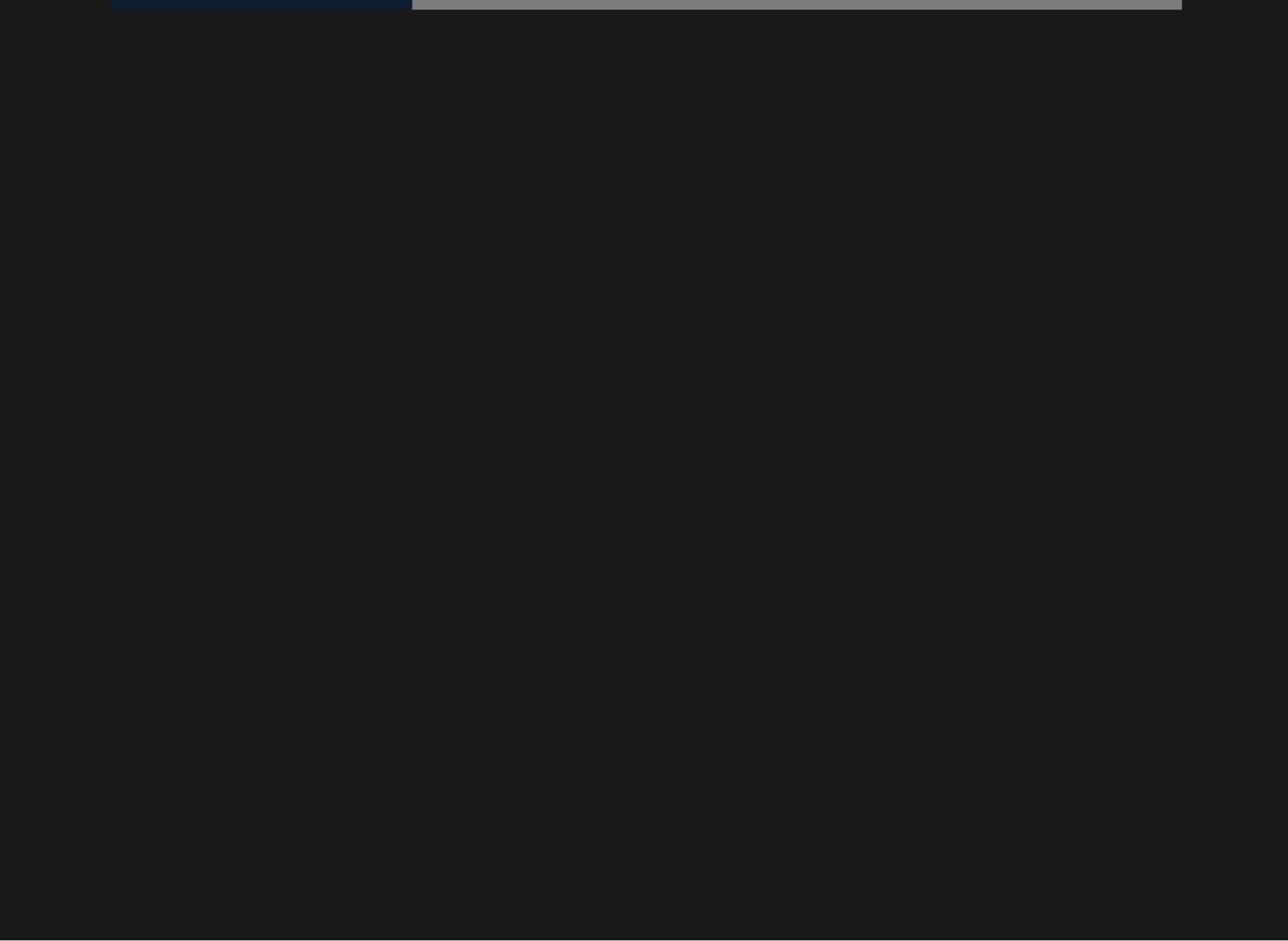
Want driving reimbursement

No

Notes

These are some notes

[Submit](#)





CASA Case Details

[New Case Contact](#)[Edit Case Details](#)

Emancipation 0 / 19

[Generate Report](#)

Inbox

Supervisors

Volunteers

CasesLocation
Test CASARole
Supervisor**Case number:** CINA-01-1014**Transition Aged Youth:** Yes **Next Court Date:****Court Report Due Date:****Court Report Status:** Not submitted**Court Mandates:**

Youth shall continue to participate in individual therapy, under the direction of the department;; Implemented

The youth shall participate in mental health treatment and medication management, under the direction of the department;; Partially implemented

Youth shall continue to participate in individual therapy, under the direction of the department;; Partially implemented

Past Court Dates:

February 3, 2019

Assigned Volunteers:

Nobuko Douglas

[Send Reminder](#) Send CC to Supervisor[Download All](#)**✉ Family**

Parent

August 7, 2021 | 6 hours | 5 miles driven

[Resolve](#)[Edit](#)

Created by: Harrison Wiza

✉ Health, Legal

Other Therapist and Attorney

August 3, 2021 | 4 hours | 24 miles driven

Tantillus antea bestia. Cibus tracto copia. Arcesso degero velut. Amplitudo maxime depereo. Adhae...

[Follow up](#)[Edit](#)[Read more](#)

Created by: Nobuko Douglas



Export Data

Mileage Report

Inbox

Supervisors

Volunteers

Cases

Location

Voices for Children Montgomery

Role

Supervisor

Edit Profile

Generate Court Reports

Export Data

Report a site issue

Harrison Wiza

supervisor1@example.com

Log out

Case Contacts Report

This CSV is a listing of all fields for the case contacts of all volunteers. Select the start and end date.

Starting From:

02/28/2021

Ending At:

08/29/2021

Assigned To:

-Select Supervisors-

Volunteers

-Select Volunteers-

Contact Type:

-Select Contact Types-

Contact Type Group:

-Select Contact Type Groups-

Want Driving Reimbursement:

Both

Yes

No

Inbox

Supervisors

Volunteers

Cases

Admins

Location

Voices for Children Montgomery

Role

Casa Admin

System Imports

You should import files in the following order:

1. Volunteers
2. Supervisors
3. Cases

[Import Volunteers](#)

[Import Supervisors](#)

[Import Cases](#)

1. [Download and reference example Volunteer CSV file](#) 
2. [Upload your CSV file](#) 

- Click the choose file button and navigate to the saved file and select it.
- **Do not** change any of the values in the first line of the example csv file.
- Then click the "Import Volunteers CSV" button to import your volunteers. **This will email the new volunteers asking them to log in!**

No file chosen

 Import Volunteers CSV

Editing Volunteer

[Send reminder](#)

Send CC to Supervisor

Email

volunteer1@example.com

Display name

Katherine Stokes test

Added to system August 3, 2021

Invitation email sent never

Last logged in August 28, 2021

Invitation accepted never

Password reset last sent never

Volunteer is ACTIVE

[Deactivate volunteer](#)

[Resend Invitation](#)

[Submit](#)

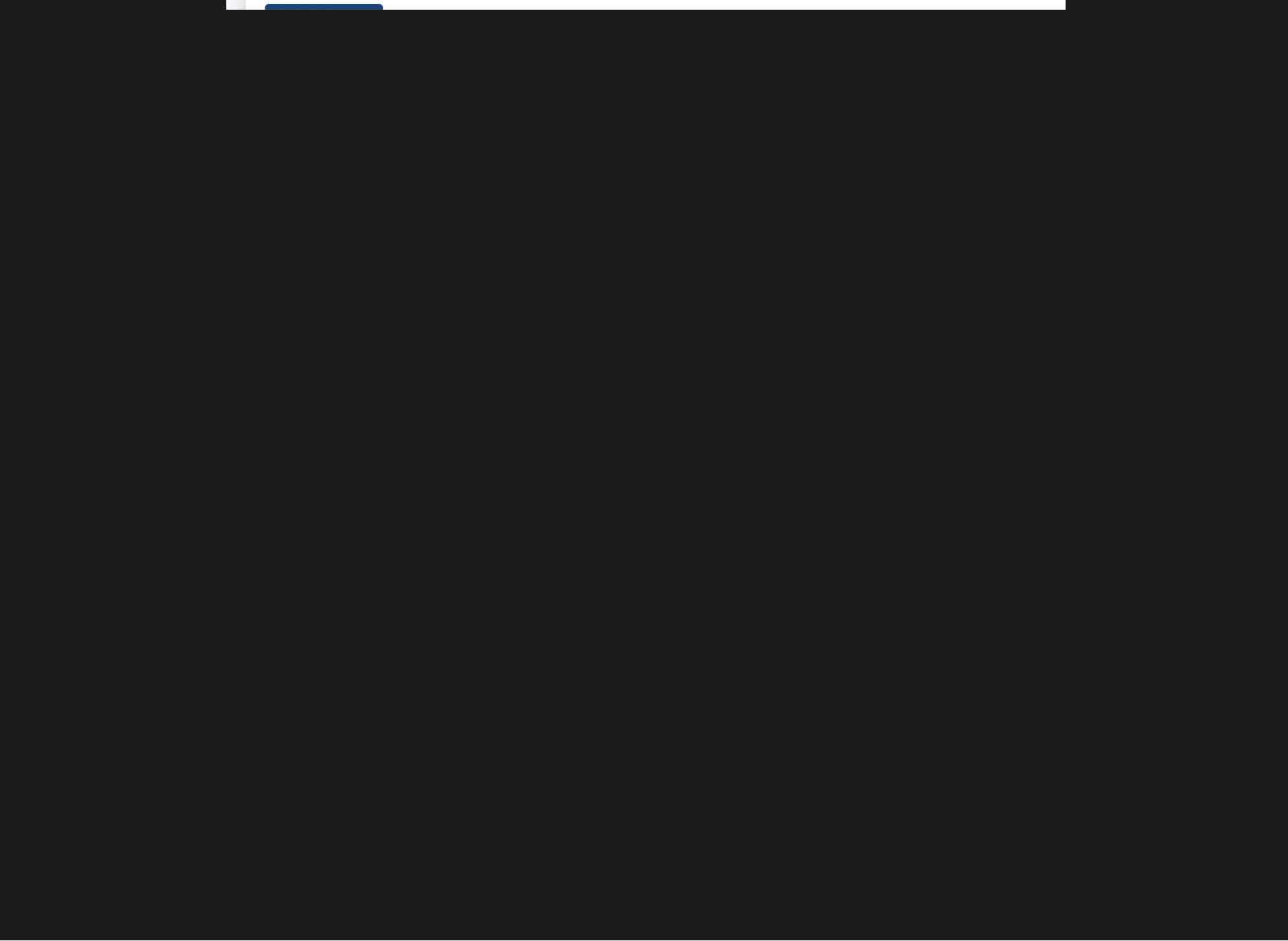
Manage Cases

Assigned Cases

Case Number	Transition Aged Youth	Assignment status	Actions
CINA-07-1152	Yes 	Volunteer is ACTIVE	Unassign Case

Assign a New Case

Select a Case CINA-01-1028



META

Why do (our) contributors volunteer?

- Job credibility 
- Open Source Software 
- Meet the kind of people  who put time into helping other people 

THEORY OF MAINTENANCE

(my) maintaining is 80% making it easy for OTHER
people to do work 💪ertools

Be a safety net ⚡🕸️

OSS AS DAY!JOB TEAM-BUILDING



- Power Week!! powerhrg.com
- Various Ruby for Gooders' **entire** work teams
- Non-developer work is a precious commodity in OSS
- Contact casa@rubyforgood.org if you/r team are interested 💪💖

OSS BUT SAAS

Software As A Service is fundamentally different from
library development

- merging doesn't make it real
- No CI matrix / backwards compatibility issues 
- (donated) hosting 



SAAS

-  You are holding someone's data; keep it safe! 
-  non technical stakeholders
-  customer support + uptime

OUR PRIORITIES

1. Data safety 
2. Empower CASA volunteers 
3. Improve CASA organizational efficiency 
4. Help contributors grow skills 

WHAT WORKS?



(for us)

- Human impact && stakeholder interactions
- Cadence and breaks
- Ruby for Good Conferences
- 🎃😱😭🚀
- calendar
- slack
- GitHub
- Deployment
- Code
- Fast PR merge
- Community
- 💻🌱



✓ Human impact

- Clear & simple causal chain to human impact
- Some contributors have a personal connection
- Stakeholder contact increases connection



Stakeholder interactions

- YouTube **playlists** of product walk-throughs ►
- CASAs talk to each other A black and white icon of a vintage-style microphone.
- Notes doc 2019-present An illustration of an open notebook with a pencil resting on it.
- Always CC **casa@**
- Smart **typeform** bug reporter A yellow lightbulb icon next to a red ladybug with black spots.



Cadence and breaks

- Weekly stakeholder sync
- Weekly office hours (same day)
- Weekly deploy
- Slow/lean times between big events

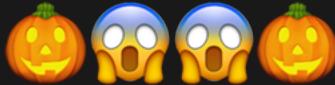


Ruby for Good Conferences

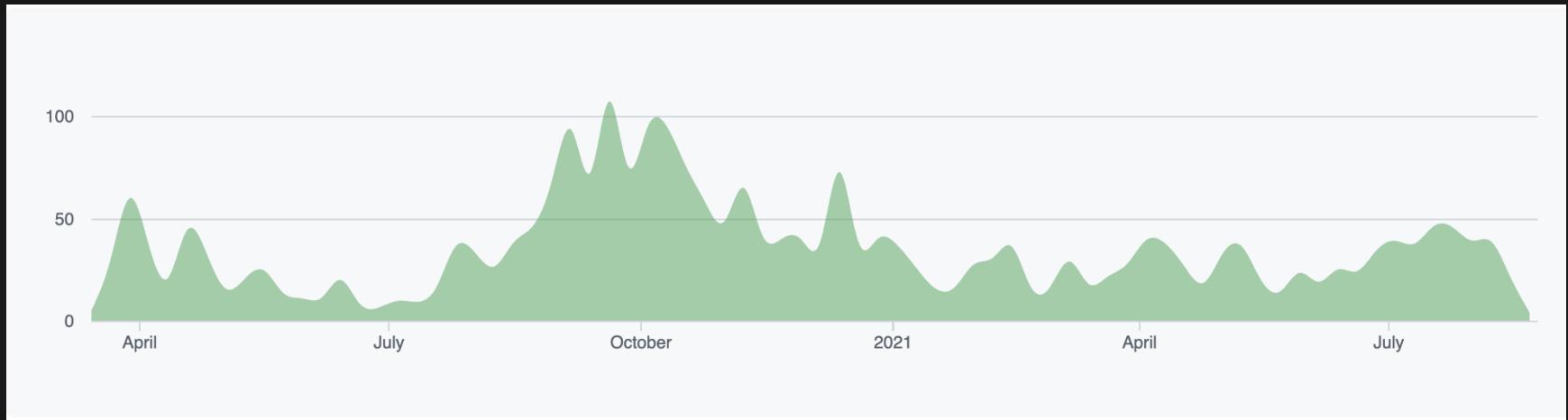
- 2x / year (east / west coast USA)
- New friends!
- Speedrun onboarding
- Project level deep direction setting



HACKTOBERFEST



🎃 hacktoberfest.digitalocean.com
😱 blog.domenic.me/hacktoberfest



✨github.com/rubyforgood/casa/graphs/contributors✨

Calendar

- Contributors can subscribe to our [public calendar](#) 
- Owned by casa@rubyforgood.org 
- Weekly stakeholder meeting invite for CASA regional admins 



- Part of Ruby for Good slack
- Active public channel
- Channel reminders
- Leads private channel
- Bot channel (PRs, issues, errors, deploys)



Continuous Integration

12 checks passed	
✓	erb_lint
✓	brakeman
✓	cypress
✓	docker
✓	lint
✓	label
✓	rspec
✓	ruby_lint
✓	varn_lint



- Continuous integration split into named build sections
- Dependabot ❤️
- Project management 📊
- Workflows
 - (auto-comment, auto-unassign) via github actions
- Wiki
- PR templates
- Issue templates
- PR merging strategy ➔ ✅ 😱 (TBC)

Pull Request Template

Bug report

↳ What needs fixing? ✨

 Open

Feature request

↳ What needs building? ✨

 Open

Documentation addition/change

↳ What needs documenting? ✨

 Open

Chore

↳ What needs updating or removing? ✨

 Open

Problem Validation

↳ Describe a stakeholder's issue ✨

 Open



Deployment

- PR merge -> auto-deploys to QA A yellow and green delivery truck emoji.
- Manual deploy to staging
- Manual deploy to prod A rocket ship emoji.
- Deploy checklist An envelope icon emoji.
- DB backups A CD or DVD disc emoji.
- Heroku teams + pipelines
- Heroku scheduler (cron) A clock face emoji.
- Papertrail (logs) A document icon emoji.
- Bugsnag A ladybug emoji.



- Test LOTS
- Limit javascript
- Readme!
- Dependencies: stick to standards, stay basic and picky e.g. devise, pundit, draper, bootstrap, factorybot, letter_opener, sablon
- Standardrb linting
- Realistic seed data
- Docker or not 
- Thin android app for better user experience



Fast PR merge!!!

- Retention & growth 🌱📈✨
- Lead approves, lead merges 💨
- Merge as real (library/language) vs deployment as real (SaaS)
- Deployment pipeline as safety net ⚽️🥅
- Test LOTS 💯



Community

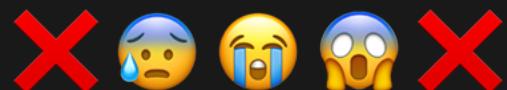
- Ruby for Good negotiating for donation of compute resources *all* projects
- Cross-project help squad
- Second-order backup for AFK maintainers

KEEP DOING



- Be people at each other
- Chill sometimes
- Group events!
- Use powerful tools
- Deploy often and carefully
- Wary code choices
- Accept PRs joyfully
- Community
-

WHAT DOESN'T WORK?



(for us)

- Need more issues
- System edges
- Memory
- Testing is hard
- Feedback
- ?

✗ More issues, please!

Small bites 

- 2-10 / week
- ALL / 3 days (during conferences)
- Buffet style

✗ System edges

- Import
 - override? 
 - de-duplicate? 
 - partial error?    
 - rollback? 
- Export data filters 
- Generate user-customizable templated .docx
(Sablon) 

Memory

Verbal history, stakeholder decision records, The Lore,
Architectural Decision Records - we try...

What is a good test?

Good testing is a skill not as easy to specify in acceptance criteria as visible functionality

Missing-contributor feedback

The people who leave aren't there to answer. Measure what ***happens*** and the concerns of the people who stay

WE WILL WORK ON



- Lots of issues
- Data Import/Export w/.docx
- Archaeology
- Testing
- Getting feedback
- ?

- 💡 Encouraged contributors 💡
- 💡 Become strong contributors 💡

SUMMARY

- Multi-level safety nets 
- Project goals: **serve stakeholders**  and **grow contributors** 
- Weekly cadence 
- Ebbs and flows of intensity -> sustainable maintainership



A NOTE ON PURPOSE

What is your **project's** purpose?

Improve the world! ✨

What are your **contributors's** purposes?

OSS skills, job credibility, learn 💻

What are your **users'** purposes?

Serving CASA youth 💪

What is your purpose as a **maintainer**?

Write code? Enable users? Teach contributors? 😅

SEND HALP

1. More CASA regions - we're at ~3/900+
We're free and friendly!
2. PM, QA, design!!!   
3. Open github issues! 
4. PRs, especially testing & refactoring 

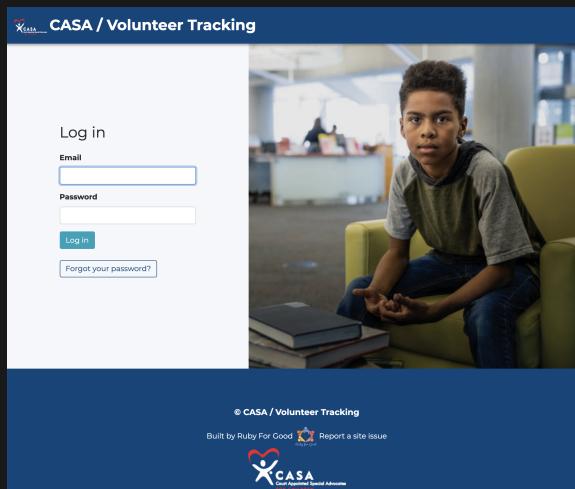
 @goldlindastein ✨ 

linda@rubyforgood.org ✨ casa@rubyforgood.org

THANKS

Sean, Zoe, Eric, Jeanine, Shen, Michaela, and MANY
more!

Heroku, Azure



QUESTIONS?

 @goldlindastein ✨  @rubyforgood

linda@rubyforgood.org ✨ casa@rubyforgood.org

BONUS SLIDES

```
# seed realistic case numbers
@case_number_sequence = 1000
CASE_TYPES = ["CINA", "TPR", ""]
def generate_case_number # format different per region! PG CAS
    # CINA-YY-XXXX Child In Need of Assistance
    # TPR-YY-XXXX Termination of Parental Rights
    years = ((DateTime.now.year - 20)..DateTime.now.year).to_a
    yy = years.sample(random: rng).to_s[2..3]
    @case_number_sequence += 1
    "#{CASE_TYPES.sample(random: rng)}-#{yy}-#{@case_number_sequence}"
end
```

```
### What github issue is this PR for, if any?  
Resolves #2XXX  
### What changed, and why?  
### How will this affect user permissions?  
- Volunteer permissions:  
- Supervisor permissions:  
- Admin permissions:  
### How is this tested? (please write tests!) 💕💪  
### Screenshots please :)  
### Feelings gif (optional)  
What gif best describes your feeling working on this issue? ht  
How to embed:  
`![alt text](https://media.giphy.com/media/1nP7ThJFes5pgXKUNf/)`
```

```
gem "after_party" # post-deployment tasks
gem "amazing_print" # easier console reading
gem "azure-storage-blob", require: false
gem "bootsnap", ">= 1.4.2", require: false # Reduces boot time
gem "bugsnag" # tracking errors in prod
gem "devise" # for authentication
gem "devise_invitable"
gem "draper" # adds decorators for cleaner presentation logic
gem "faker" # creates realistic seed data, valuable for staging
gem "filterrific" # filtering and sorting of models
gem "image_processing", "~> 1.12" # Set of higher-level helper
gem "jbuilder", "~> 2.11" # Build JSON APIs with ease. Read more
gem "lograge" # log less so heroku papertrail quits rate limit
gem "noticed" # Notifications
```

```
gem "paper_trail" # tracking changes
gem "paranoia", "~> 2.2" # For soft-deleting purpose
gem "pg", ">= 0.18", "< 2.0" # Use postgresql as the database
gem "puma", "~> 5.4" # Use Puma as the app server
gem "pundit" # for authorization management - based on user.ro
gem "rack-attack" # for blocking & throttling abusive requests
gem "request_store"
gem "sablon" # Word document templating tool for Case Court Re
gem "skylight" # automated performance testing https://www.sky
gem "webpacker", "~> 5.4" # Transpile app-like JavaScript. Rea
```

 rubyforgood >  casa

 rubyforgood/casa ⭐ ?

Pipeline Tests Access Settings

REVIEW APPS

→ DEVELOPMENT  + Add app

 **Enable Review Apps**
Create apps for pull requests and branches on [rubyforgood/casa](#)

→ STAGING  + Add app

 casa-qa
Auto deploys main
b5dc0940  Deployed Aug 27 at 12:50 PM

No changes to promote  

→ PRODUCTION  + Add app

 casa-r4g-staging
b5dc0940  Deployed Aug 27 at 7:39 PM

No changes to promote  

 casa-production
b5dc0940  Deployed Aug 27 at 8:27 PM

QUESTIONS?

 @goldlindastein ✨  @rubyforgood

linda@rubyforgood.org ✨ casa@rubyforgood.org