

# HIDELTA - MIC

“Giving Children a Voice.”

Faye Ochi, Pramika Kamana,  
Jackson Murray, Ellie Starzak,  
Macy Bosworth, Phuong Bui, Zoe Wetzel

# MEET THE TEAM



**Faye Ochi**



**Pramika Kamana**



**Jackson Murray**



**Ellie Starzak**



**Macy Bosworth**



**Jasmine Bui**



**Zoe Wetzel**

# SPECIAL THANKS



Nancy Rasche  
PO



Ananya Desai  
TA



Vaishnavi Anand  
TA



Sadie Bunting  
TA

# OUR SPONSOR



## Landon Young

Sponsor, Founder, Entrepreneur,  
Real CASA Volunteer

### About the Company

MIC is a startup company focused on providing Court Appointed Special Advocates (CASA) with a secure platform to communicate, manage, and interact with those involved in the child welfare system.

# PRESENTATION AGENDA



Project Background

Design Process Overview

Solution Walkthrough

Next Steps

A series of concentric, wavy blue lines that curve from the bottom left towards the center of the frame, creating a sense of motion and depth.

# PROJECT BACKGROUND

# About CASA (Court Appointed Special Advocate)

A trained volunteer community that advocates for abused and neglected children in the child welfare system and supports children seeking for permanence.



## CASA's Goals

Secure a permanent, loving home for kids

## Tasks included

Support the child until the case is resolved.

Manage dozens of relationships with stakeholders

Advocate for child in court proceedings

# Key Terms

CASA

Court Appointed Special Advocate  
CASA volunteers are sometimes referred as  
“Volunteers”, “CASA”, “CASA volunteers”

DCS or CPS

Department of Children Services (DCS)  
Child Protective Services (CPS)  
Both terms are used interchangeably.

# How Can We Make an Impact?



**97,900**

CASA Volunteers

**242,000**

children served

**407,000**

children in foster care

We can empower CASA volunteers

\*according to national CASA statistics in 2021

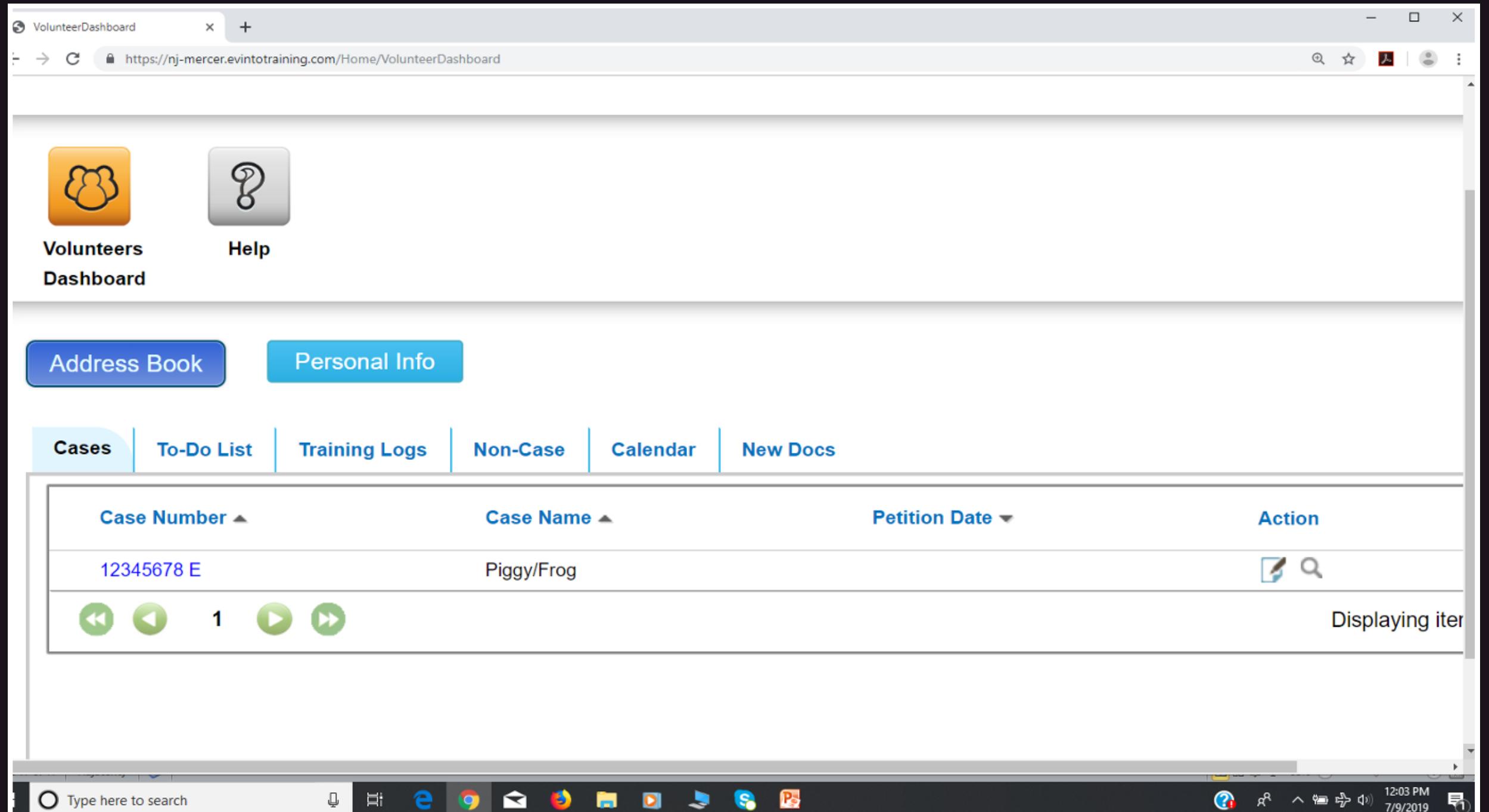
# Problem Statement

CASA volunteers with full-time jobs need ***a system to effectively take, organize, review, upload meeting notes and information***, enabling them to provide the best recommendations and insights when writing court reports.

**Within the current system it is...**

- difficult to transfer and upload notes
- challenging to organize and keep track of information

# Current Software (Optima)



“Optima scratches at the surface. We need a solution that chips away at the massive iceberg of challenges CASA volunteers face.”

- Landon  
(Our Sponsor)

# User Group

**CASA Volunteers  
with a full-time job**

Due to working full-time, they are limited on the time spent on CASA tasks and will experience the most value from our solution.



# Milestones

1

## Framework Development

Communicate meaningful research findings and analysis about the existing process/problem space.

2

## Vision Document and Analysis

Display solutions and analyze how they address pain points and empower volunteers.

3

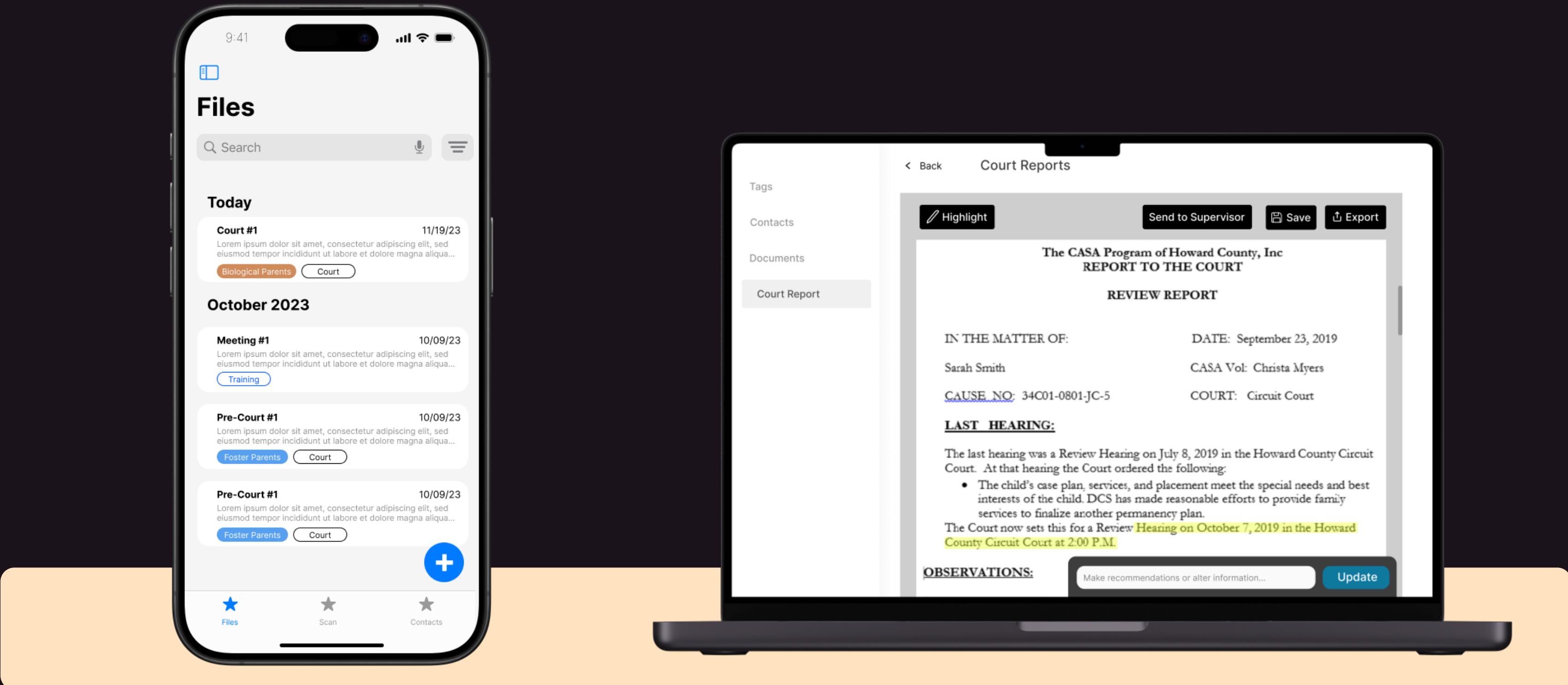
## Design Solution

Design a low-to-mid fidelity functionality-based design that serves CASA's needs.



# Final Design

MIC - A mobile and web ecosystem for CASAs to upload and organize their notes and information to help them prepare for court.



# DESIGN PROCESS OVERVIEW



# Research Questions

Overall Goal: Gain context understanding, identify pain points, and visualize data.

What are a **CASA Tasks and Responsibilities?**

What **stakeholders are involved** in the CASA ecosystem?

What are the **CASA's primary needs?**

What is **the CASA journey of representing a child in a case?**

# Our Approach



## Desk Research



*Gained valuable knowledge of CASA's work*



## Interviews



*Rich insights from  
2 CASAs, 1 Attorney, 1  
Supervisor, 1 CPS Worker.*

# Stakeholder Ecosystem

Case Full-Time Staff

Child's Family

Child's Support System

*CASA Supervisors*

*Biological Mom*

*Therapists*

*Case Attorneys*

*Biological Father*

*Doctors*

*CPS Worker*

*Foster Mom*

*Teachers*

*Foster Dad*

*School Counselor*

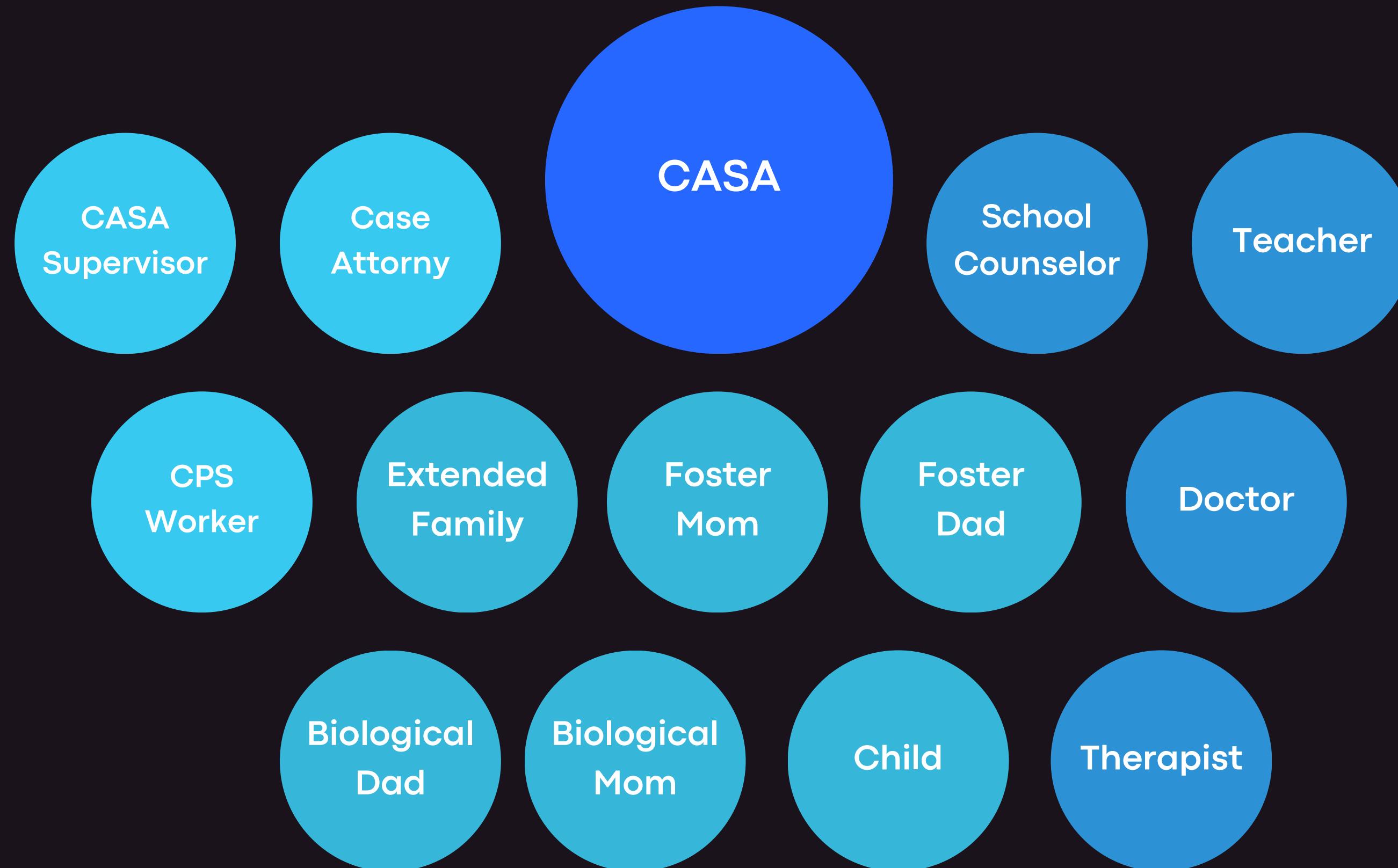
Cases range from  
around 5 to 15  
stakeholders involved

*Extended Family*

*and more...*

*and more ...*

# Communicating with Stakeholders



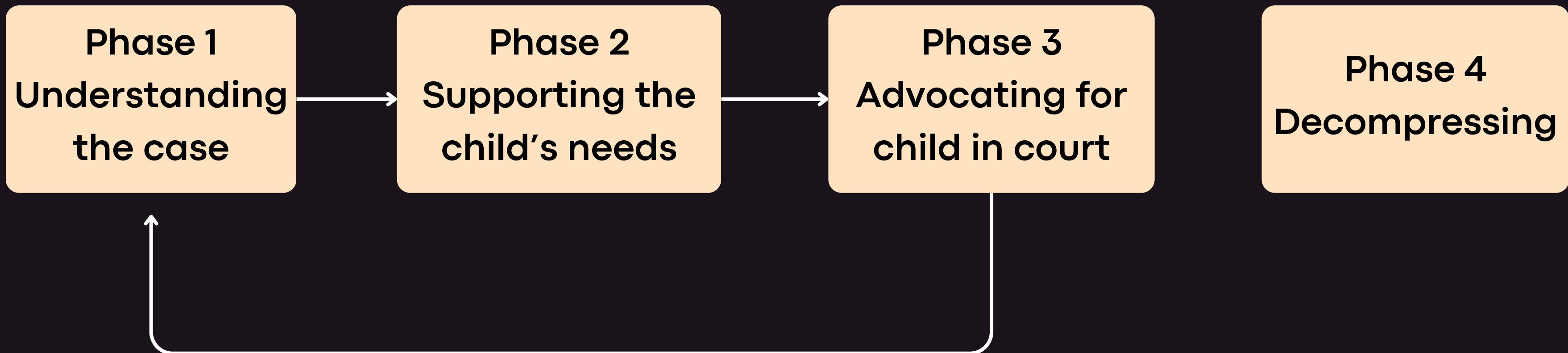
# Communicating with Stakeholders

| CONTACT                         | FREQUENCY  |
|---------------------------------|--|
| 1. CHILD                        | 1x per month, with a minimum of seeing the child in the home every other month                             |
| 2. DCS CASE MANAGER (FCM)       | 1x per month by phone/email/in person  |
| 3. CASA SUPERVISOR              | 1x per month by phone/email/in person  |
| 4. PARENTS (if applicable)      | 1x per month (in home CHINS)<br>1x per 2 months (out of home CHINS)  |
| 5. FOSTER PARENTS               | 1x per 2 months in person/email/phone  |
| 6. SERVICE PROVIDERS            | 1x per 2 months in person/email/phone  |
| 7. TEACHERS                     | 1x per 3 months  |
| 8. CHILD (2 or more hours away) | 1x per 60 days in person<br>*You still need to have contact with the child 1x per month (virtual or phone) |

CASA's contacts and communication frequency

# CASA's Journey Throughout a Case

Cases have 4 phases with unique circumstances and situations leading to a process with no fixed duration.



*What phase can we provide the most impact to CASA volunteers?*

# Identifying CASA's Needs from Quotes

**"I take a notebook to take notes and then transpose them into my personal google docs because bringing a laptop or phone into a meeting can create a communication barrier with the child"**

- CASA Volunteer

**"Reports take the longest to write."**

- CASA Volunteer

**"I sometimes feel unsafe giving certain stakeholders my contact information."**

- CASA Volunteer

# Decide our Focus

Which *problems*  
should we focus  
on?



**Codesign Workshops**



*Identified top  
needs and  
innovative ideas.*

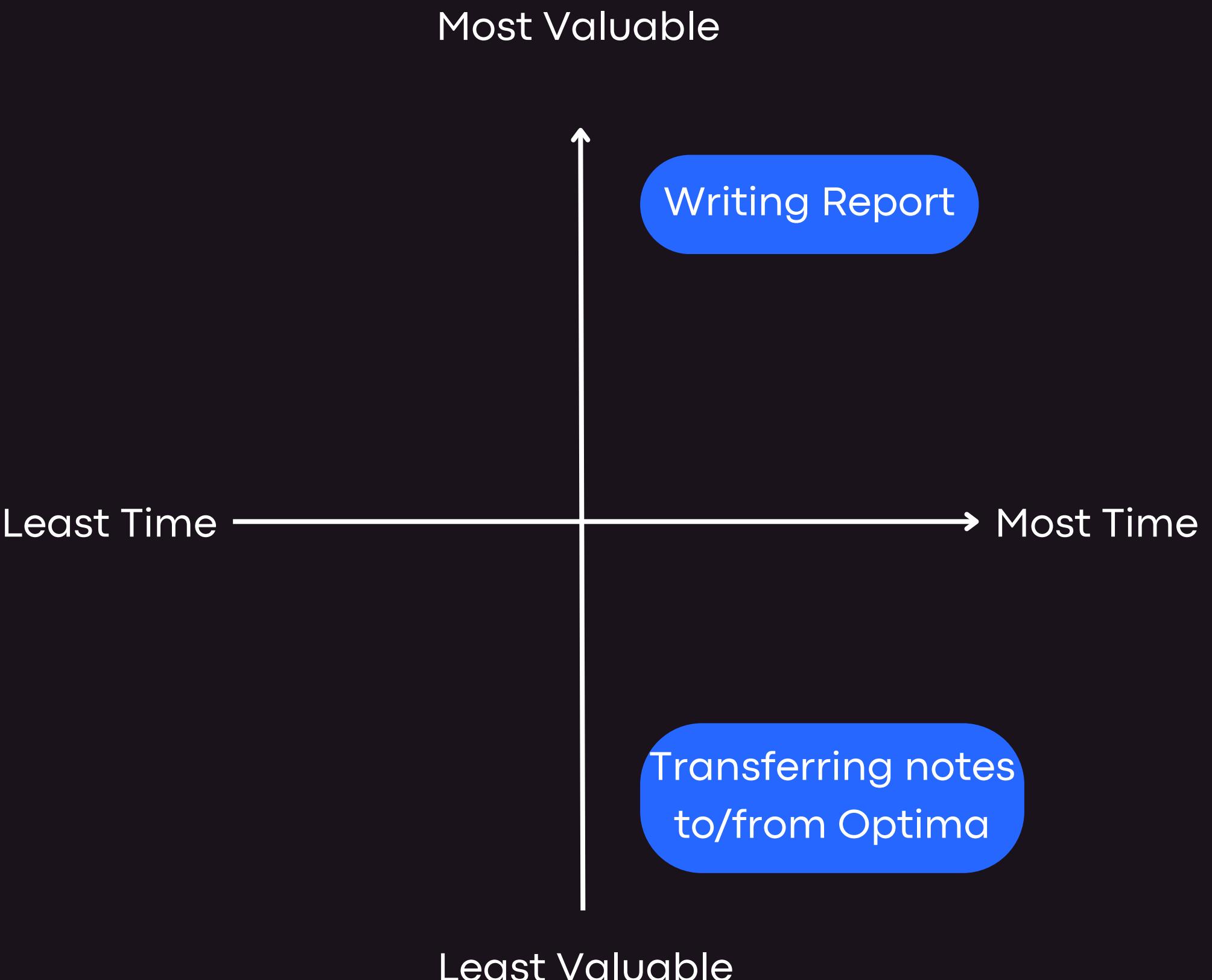
# Workshop with CASAs

## Participants

- 2 current CASA volunteers.

## Takeaways:

- Increased understanding of CASAs' values in certain tasks.
- Identified the top 3 most important needs to CASAs.
- Reports = Most Valuable (it can create direct impacts on the child's situation)

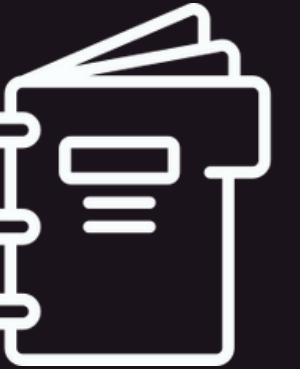


# Workshop Outcomes: Top 3 Needs of CASAs



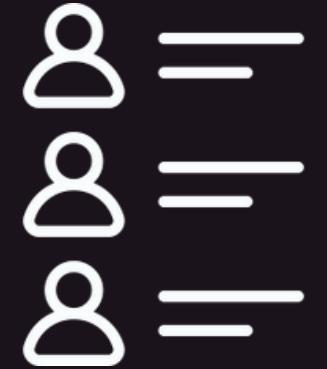
Need 1

Able to effectively take and store notes



Need 2

Able to access and review relevant documents to help write a court report

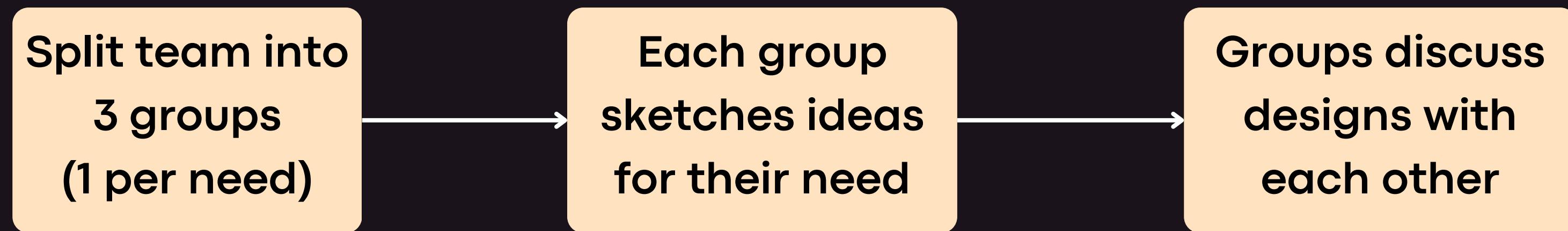


Need 3

Able to create, store, and stay updated with contacts of involved stakeholders

# Creating a Vision - Vision Document

Based on the top 3 identified needs, our vision document illustrates 3 solutions/features we created to address these needs



Iterated on these sketches 2-3 times

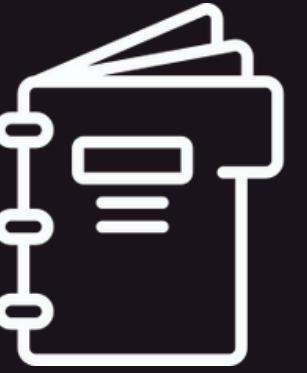
*The vision document shows why these solutions address pain points and empower volunteers*

# Ideation



Need 1

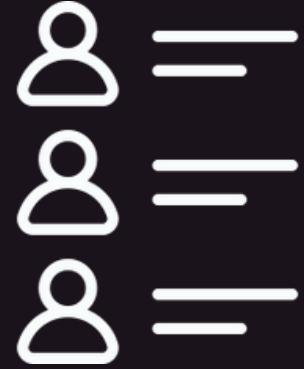
A mobile application to upload and automatically store meeting notes in the main case management system



Need 2

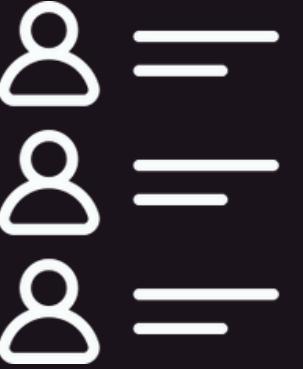
An interface solution to organize, store, tag, and export needed notes and documents

# Ideation



Need 3

A mobile application for CASA volunteers to create, view, and filter through all stakeholder's contact information

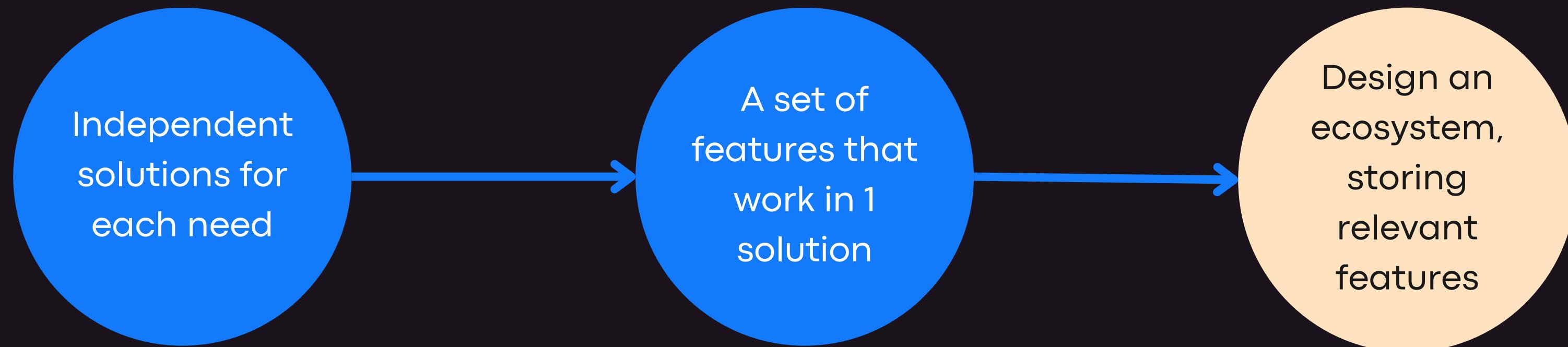


Need 3

An interface showing one way that contacts can be organized, as well as being able to request the contact information for someone from a CASA supervisor

# Thinking Broader...

Instead of choosing 1 need to focus on, our team decided to direct the features (for 3 needs) into a streamlined solution that assists volunteers on their journey.



# Competitive Analysis

Goal: Find existing features for each need to guide the development phase.



Need 1 - Adobe Scan:  
Cutting-edge experience  
for scanning on phone



Need 2 - DoveTail:  
Tagging and organizing  
word based information



Need 3 - Monday.com:  
Organizing information  
across people & projects

# Quick Recap

CASA volunteers...

- struggle to **effectively take and store notes**,
- lack a system to **quickly access and review documents** to help write a court report and
- seek the capability to promptly **create, store, and stay updated with case stakeholder information**.

## Final Goal:

Create a low-fidelity ecosystem, separate from Optima, that empowers full-time employees to more efficiently carry out the responsibilities of a CASA volunteer.



# SOLUTION WALKTHROUGH

# Meet Amanda, a CASA volunteer



- A 38-year-old full-time marketer in Lafayette,
- Interested in adopting children in the future.
- Work as a CASA volunteer in her free time.

# As a CASA Volunteer, Amanda...



- Meets with different stakeholders.
- Bonds and understands the child's needs.
- Advocates for the child's best interest.

## Habits:

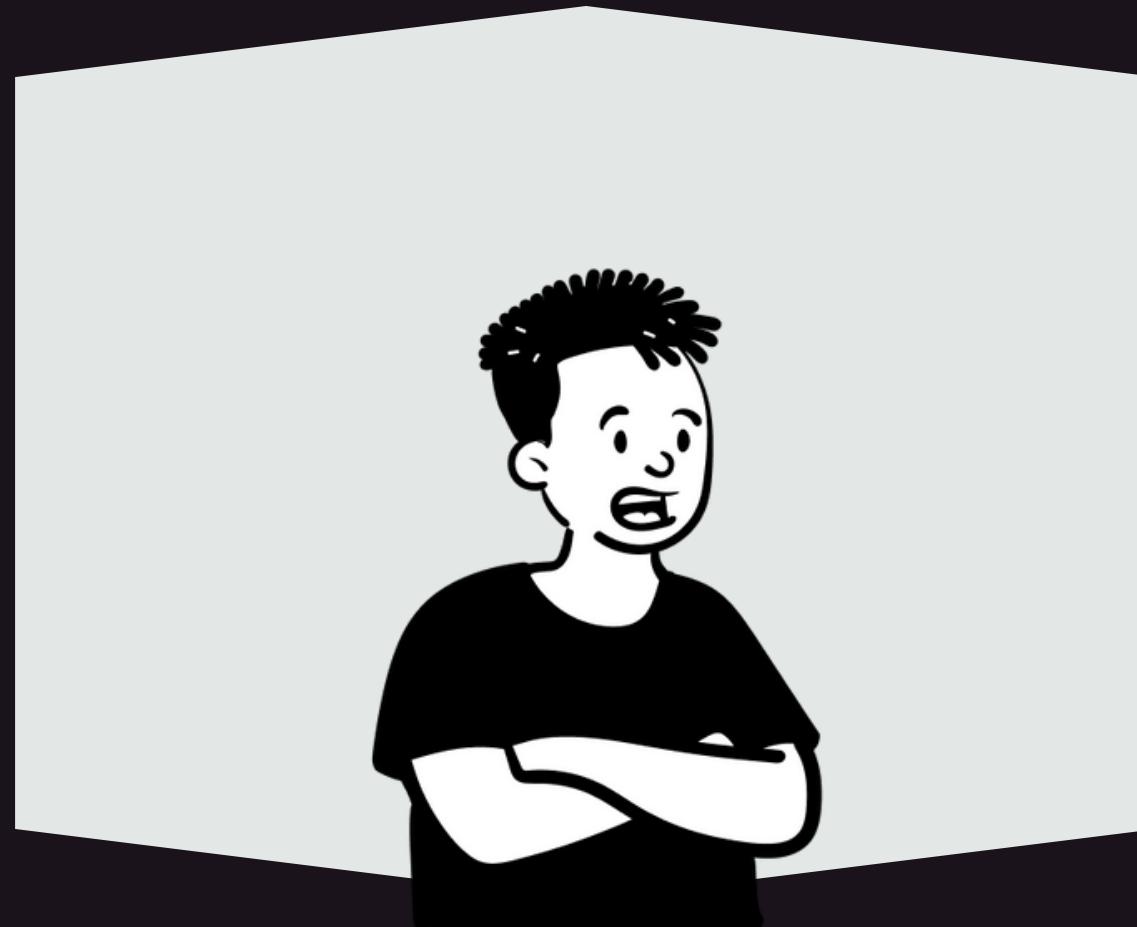
- Has versatile notetaking methods.
- Doesn't check her files & notes often.

# She uses her...



- Phone: quick, on-the-go tasks
    - Writing small notes in the Notes app
    - Quickly adding in new contacts
  - Computer: longer, at home tasks
    - Writing, reading and reviewing reports
    - Creating court documents
    - Preparing for court
- ] more often                          ] less often

# Meet James - A Child that Needs Advocacy

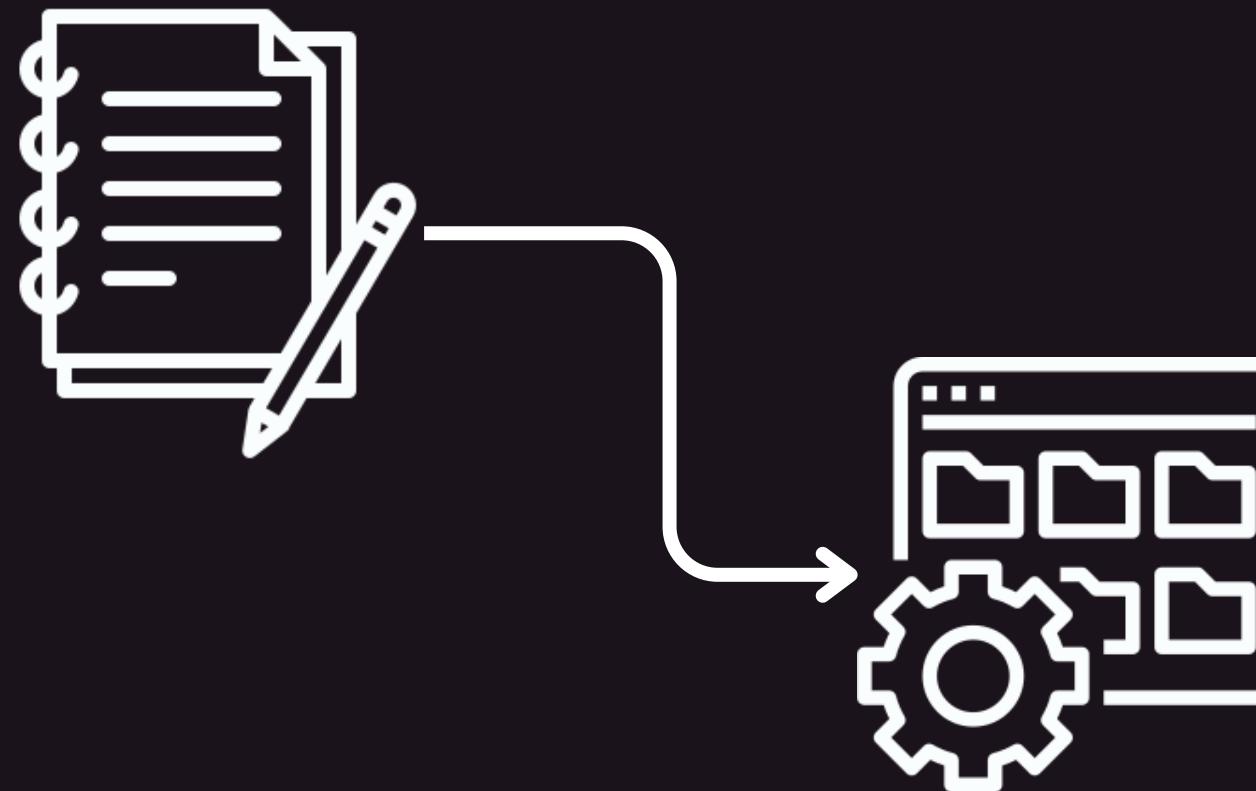


- Amanda's current case
- A 12-year-old neglected kid, currently living with a foster family.
- Meets with Amanda at least 1 per month.

# After meeting with James

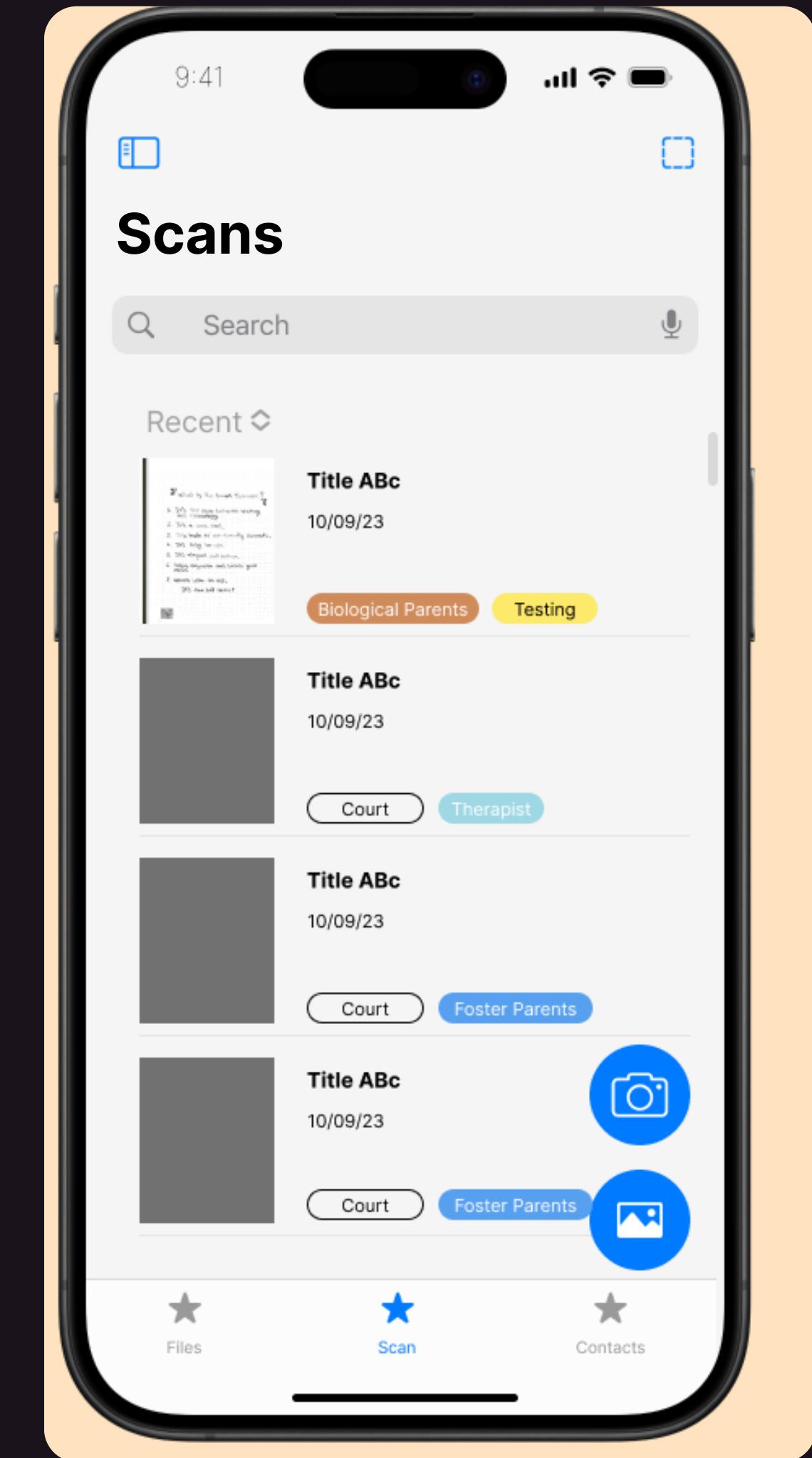


Amanda wants to store her notes in CASA system before she forgets.



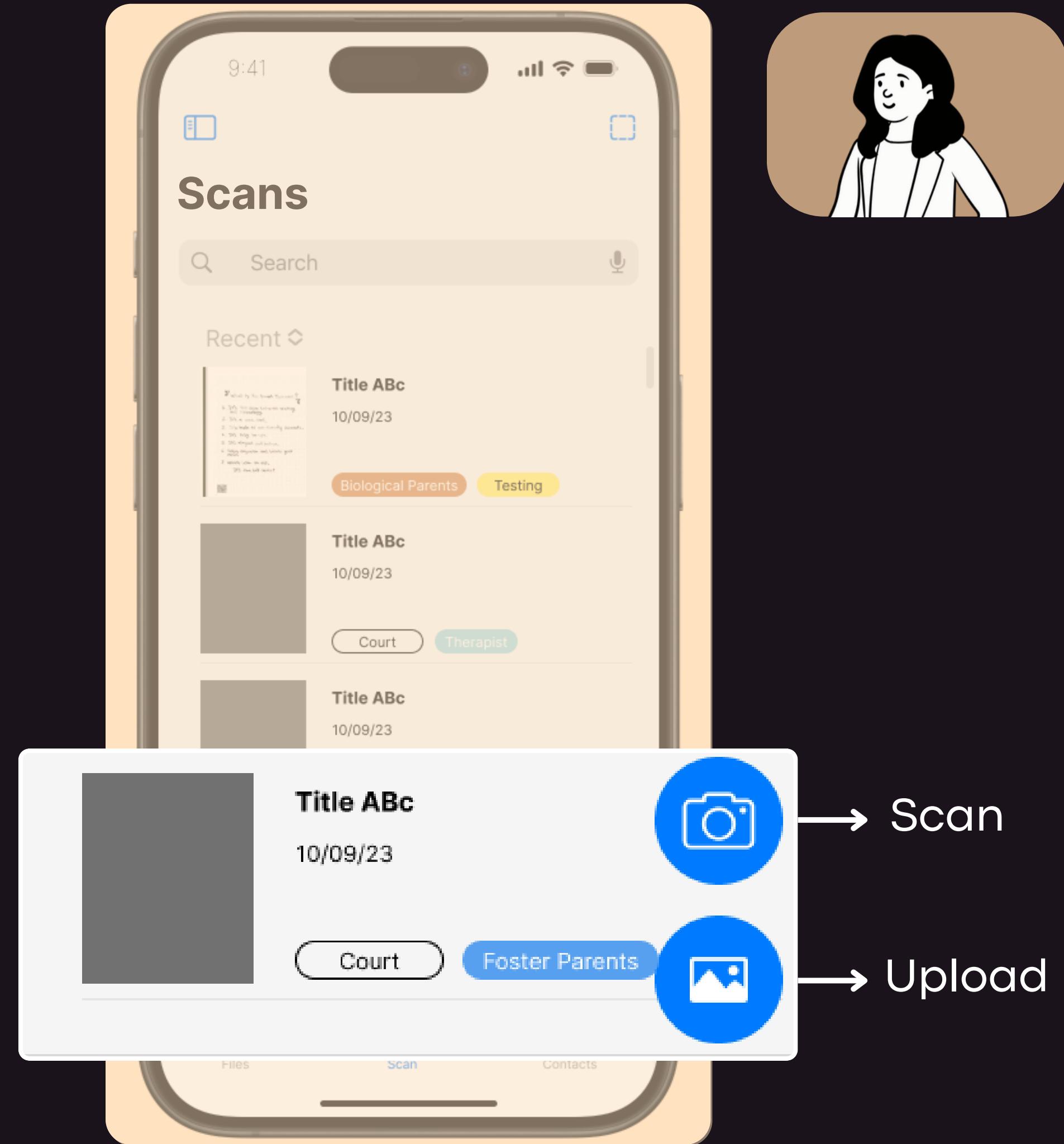
# Scan documents using MIC app

Amanda opens the Scan tab to input her notes from the meeting.

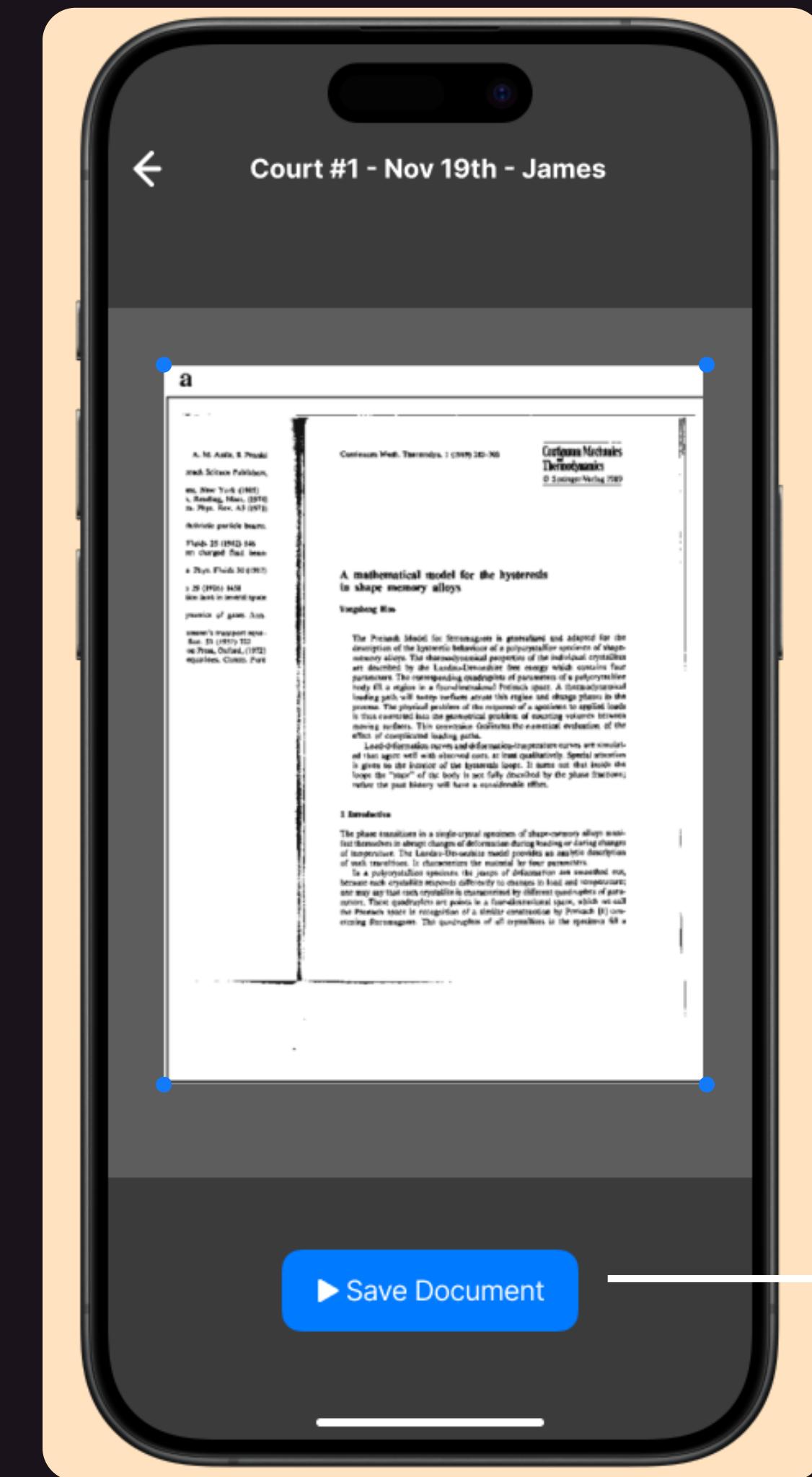


# Scan documents

Amanda can scan physical notes or upload a screenshot of it.



# Save the scan

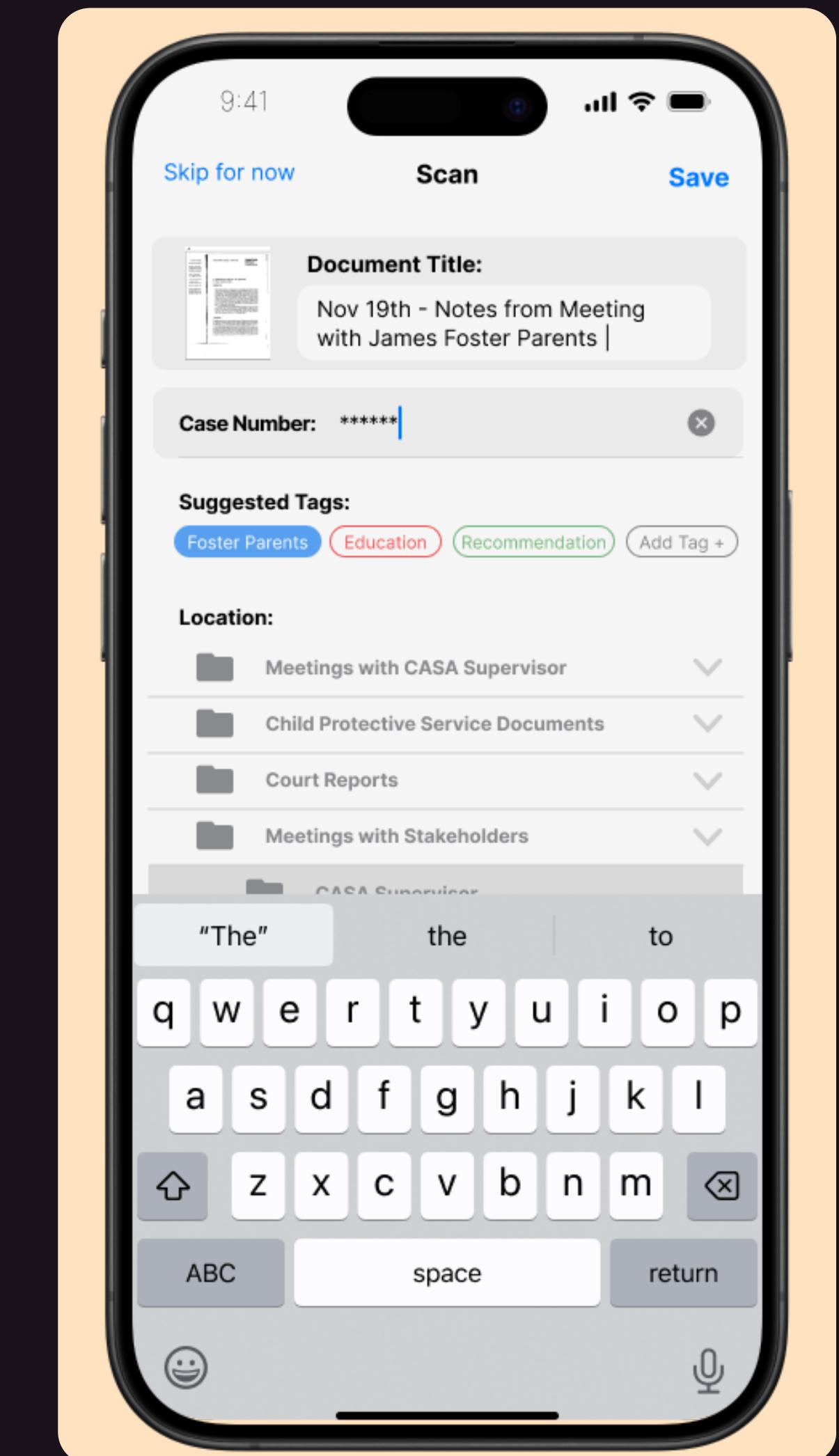


► Save Document

Save

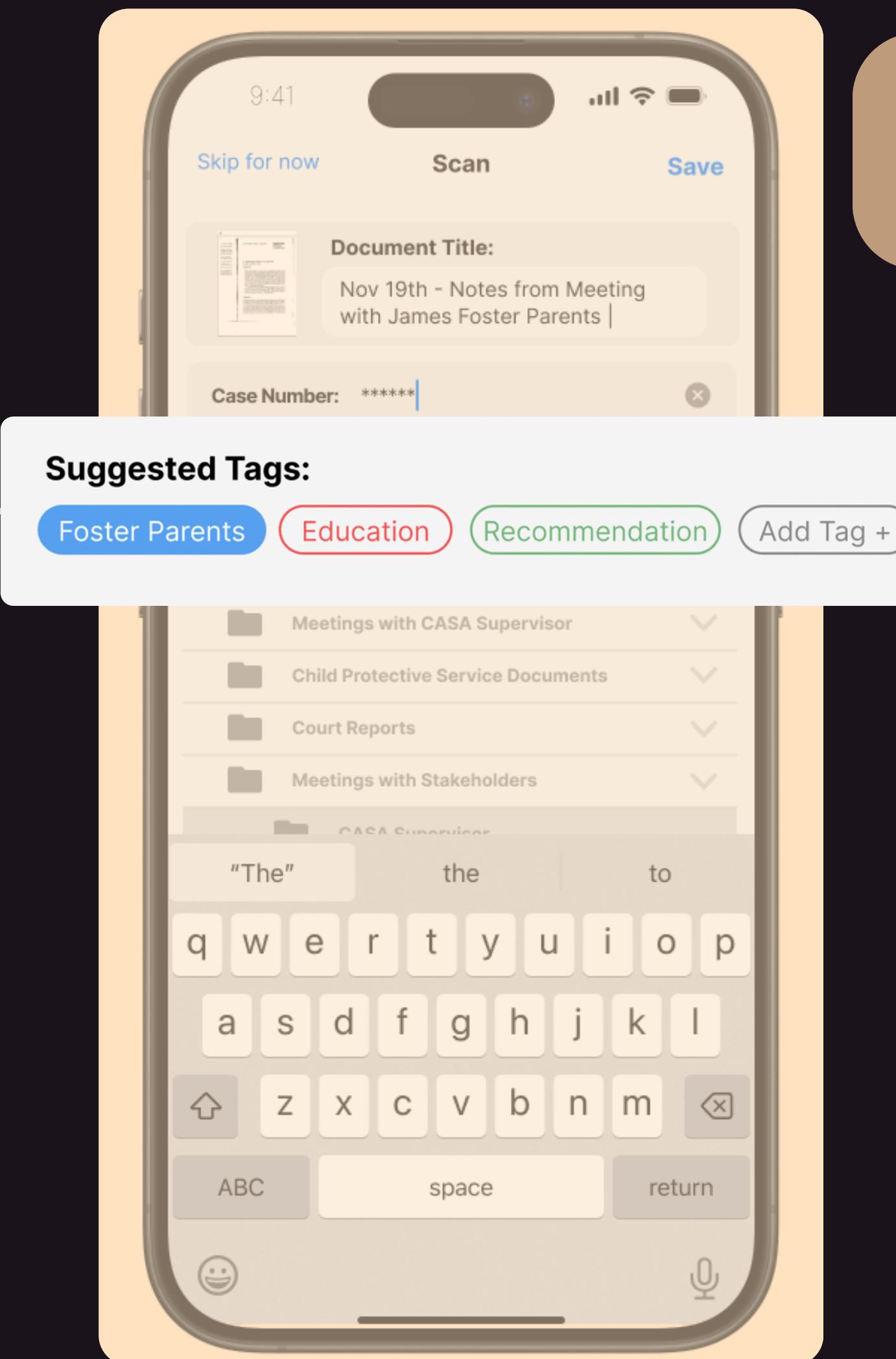
# Organize the scans

Amanda can save the scan as it is, or organize it by tags, folders, and case, which helps her later on.



# Assign Tags

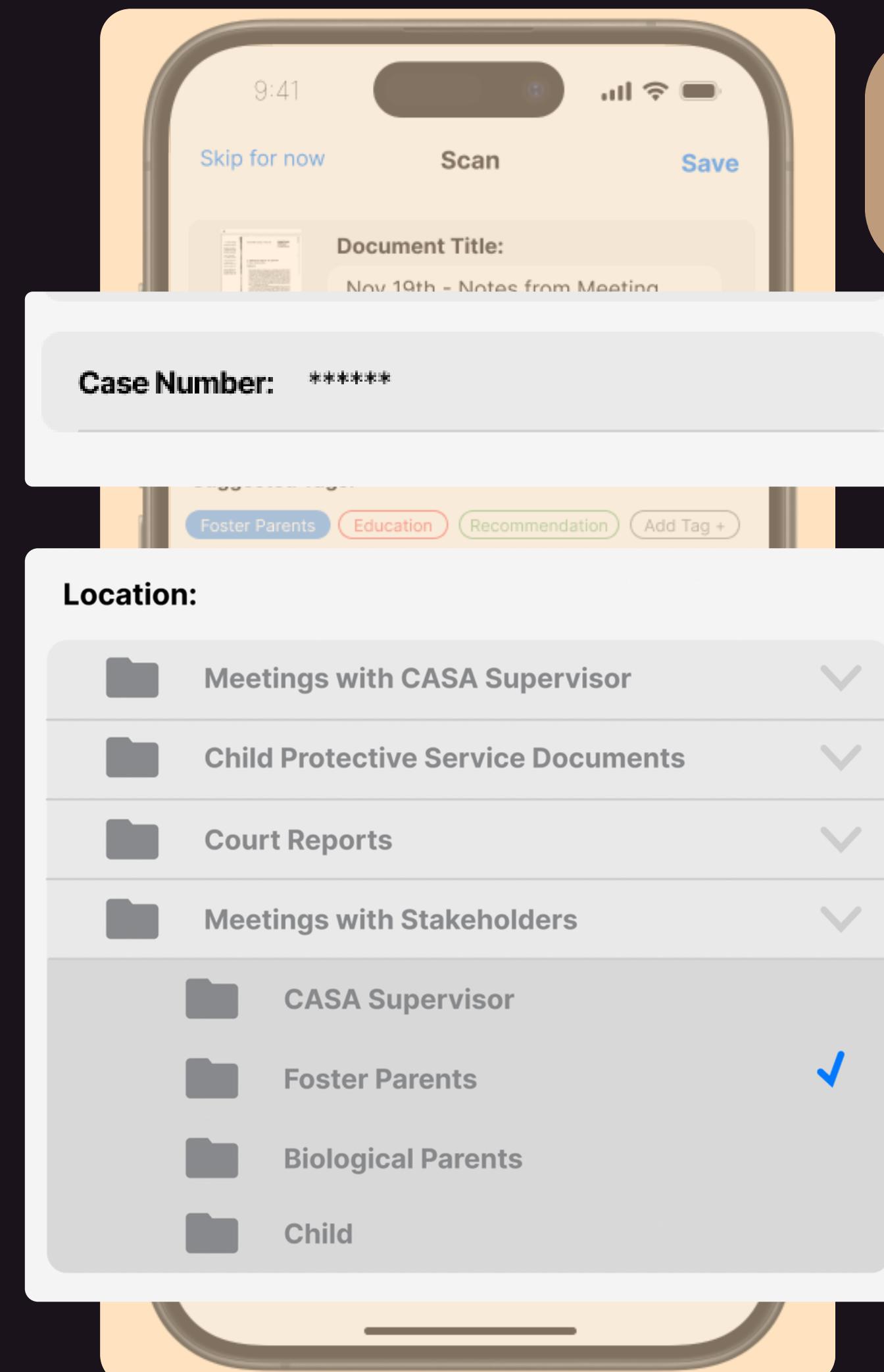
AI-Suggested tags  
(enhance automation)  
Or customize tags



# Place in Folders

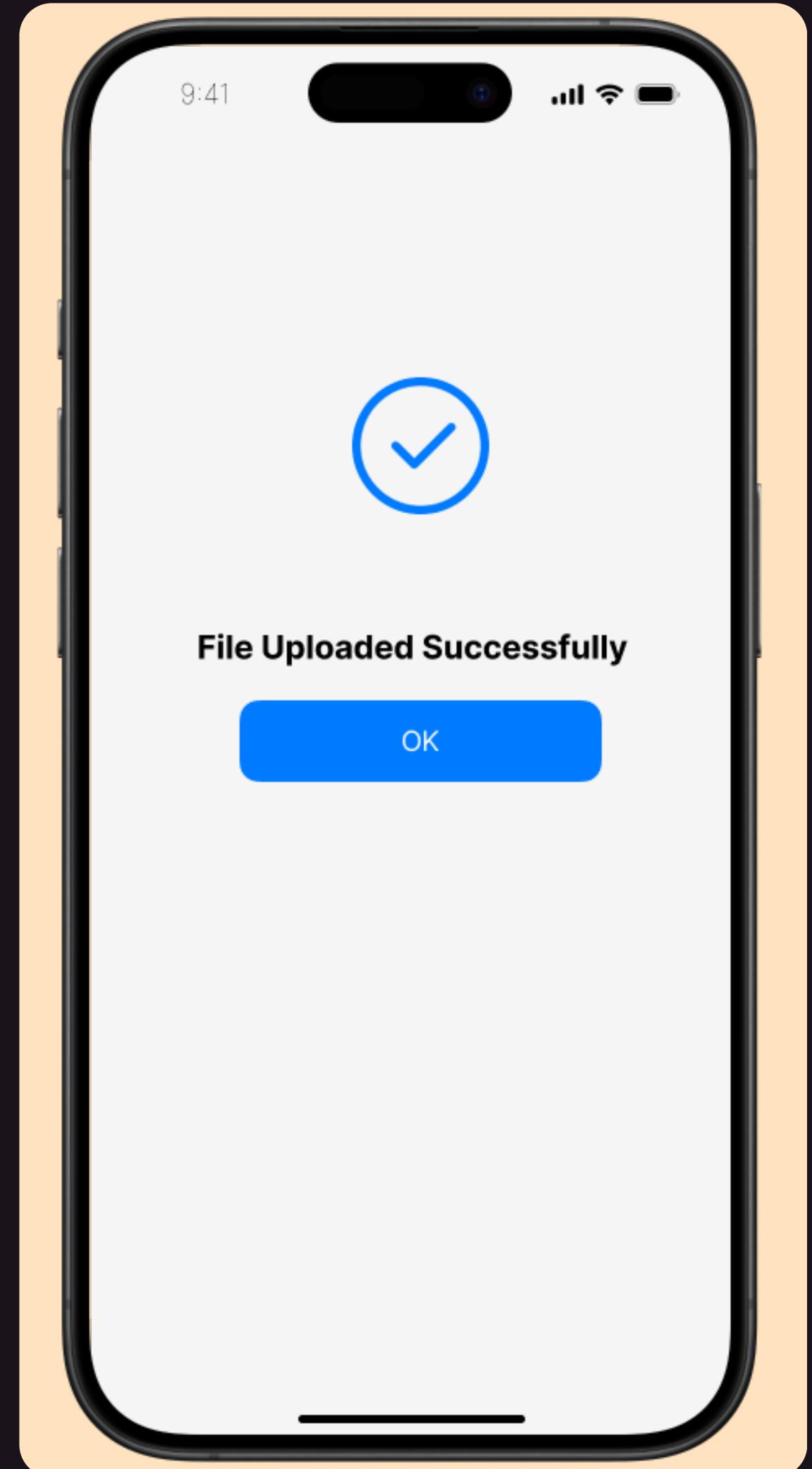
Current active case ←

Choosing the  
correct folder ←



# Upload to CASA System

No need to worry about the notes, it is now uploaded in the right place in the system

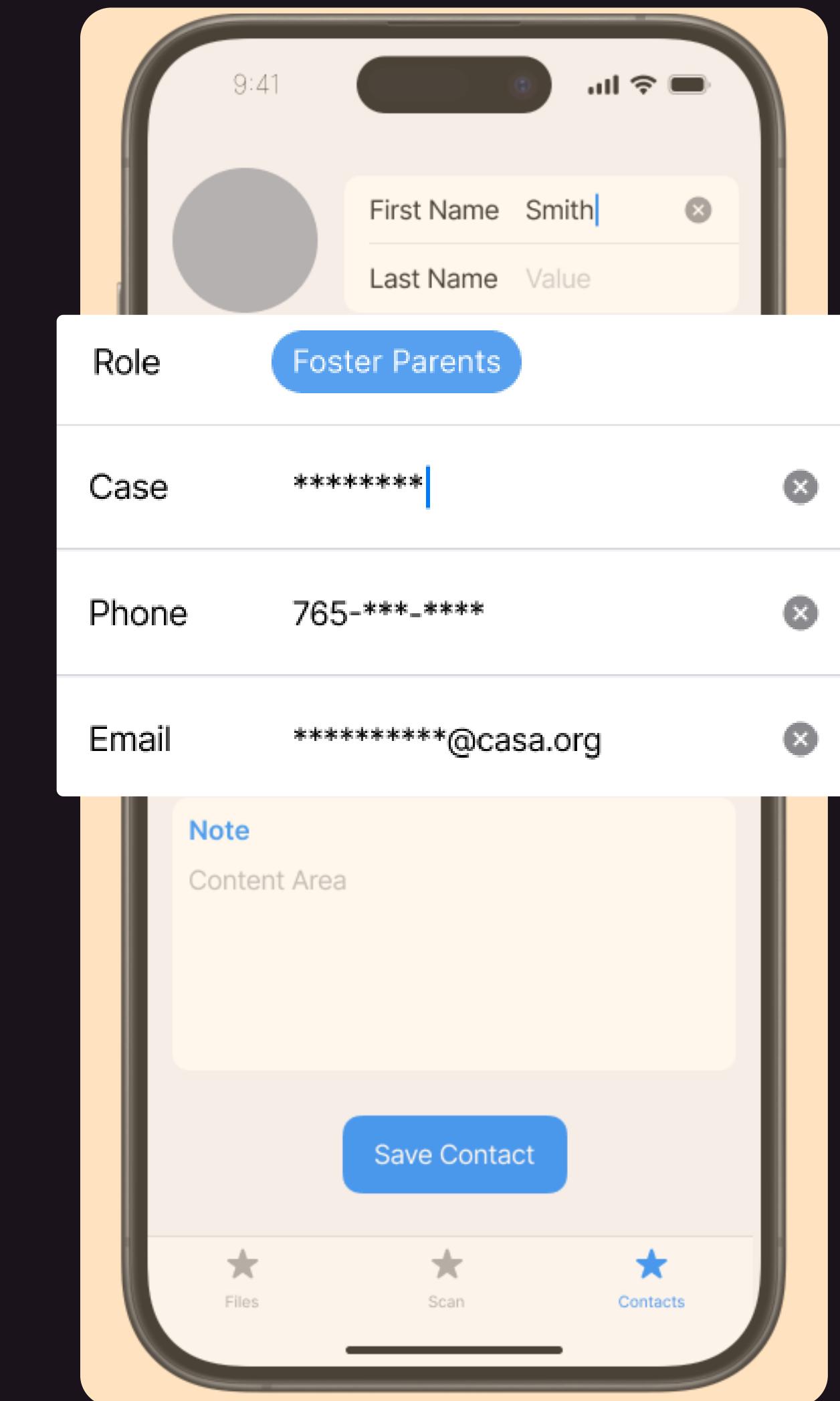


# Add/Update Contacts

Receiving new contact info, Amanda quickly adds it to the list of stakeholders.

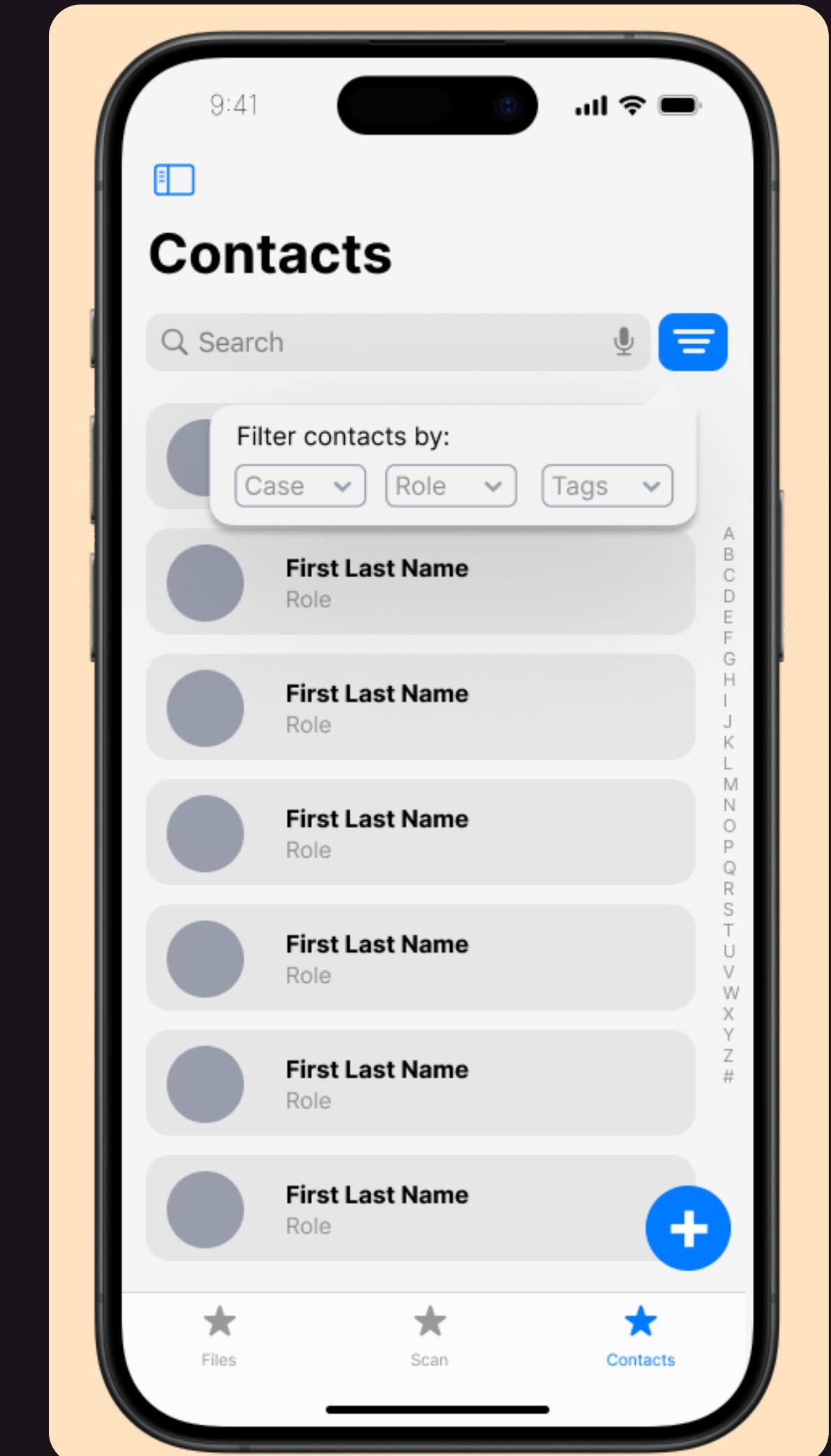


Jame's foster parents got new phone numbers



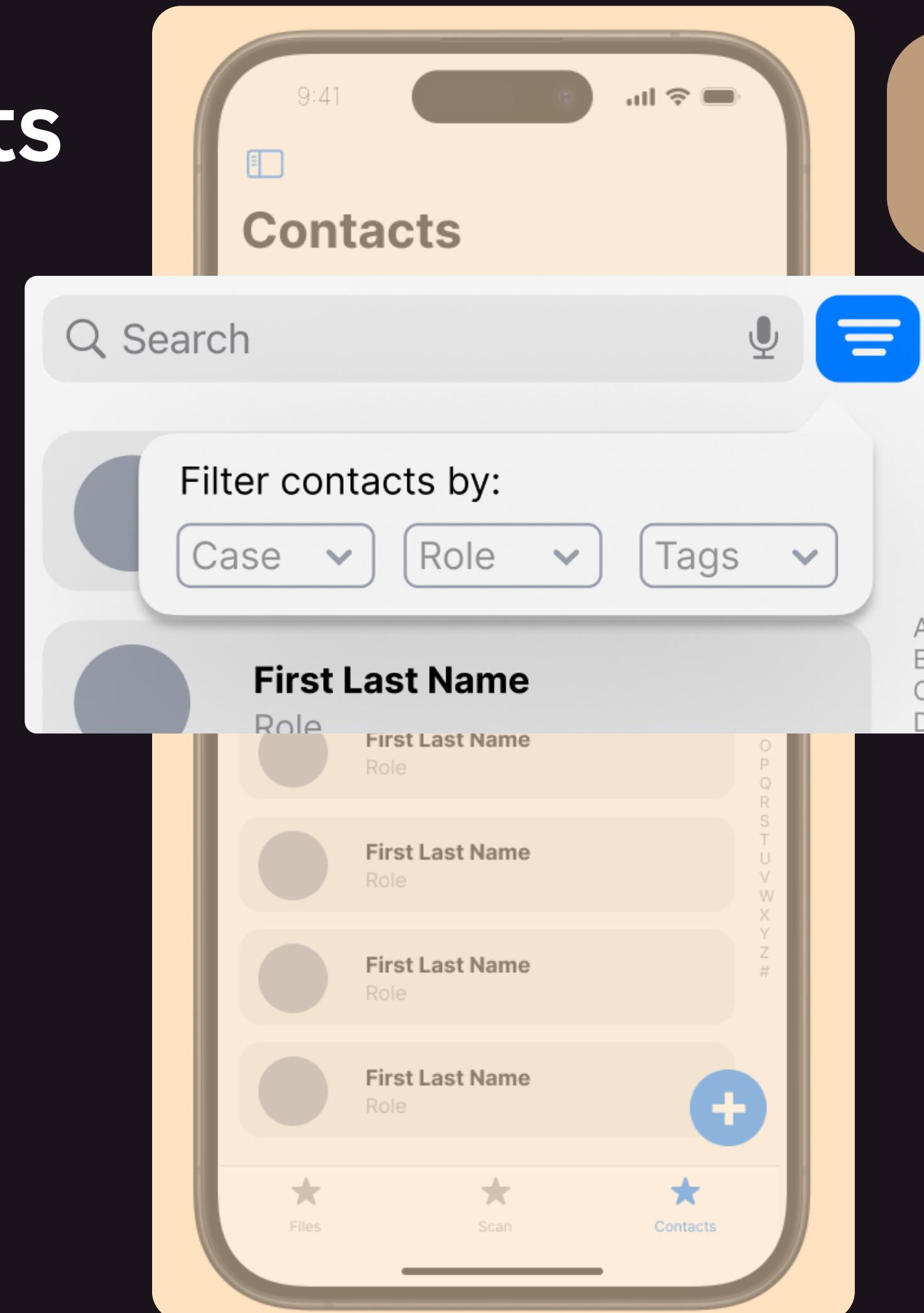
# Filter Through Contacts

Navigating through all stakeholders' contacts is easier using filters.



# Filter Through Contacts

Contacts are filtered  
and categorized by  
case, role, and tags.





Amanda continues her day with little worry about her notes.

# View Documents

Search, access, and review documents at any time on her phone, and her desktop too!

**October 2023**

**Meeting #1** 10/09/23  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed eiusmod tempor incididunt ut labore et dolore magna aliqua...  
**Training**

**Pre-Court #1** 10/09/23  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed eiusmod tempor incididunt ut labore et dolore magna aliqua...  
**Foster Parents** **Court**

**Pre-Court #1** 10/09/23  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed eiusmod tempor incididunt ut labore et dolore magna aliqua...  
**Foster Parents** **Court**

**+**



9:41

**Files**

Search

**Today**

**Court #1** 11/19/23  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed eiusmod tempor incididunt ut labore et dolore magna aliqua...  
**Biological Parents** **Court**

**October 2023**

**Meeting #1** 10/09/23  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed eiusmod tempor incididunt ut labore et dolore magna aliqua...  
**Training**

**Pre-Court #1** 10/09/23  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed eiusmod tempor incididunt ut labore et dolore magna aliqua...  
**Foster Parents** **Court**

**Pre-Court #1** 10/09/23  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed eiusmod tempor incididunt ut labore et dolore magna aliqua...  
**Foster Parents** **Court**

**+**

**Files** **Scan** **Contacts**



# LATER AT HOME...

Amanda switches to her desktop  
to work on CASA tasks.

# Viewing Documents



Amanda goes home and wants to check the notes at home, on her computer.

Everything is updated in her desktop system, and she can easily review all of her documents.

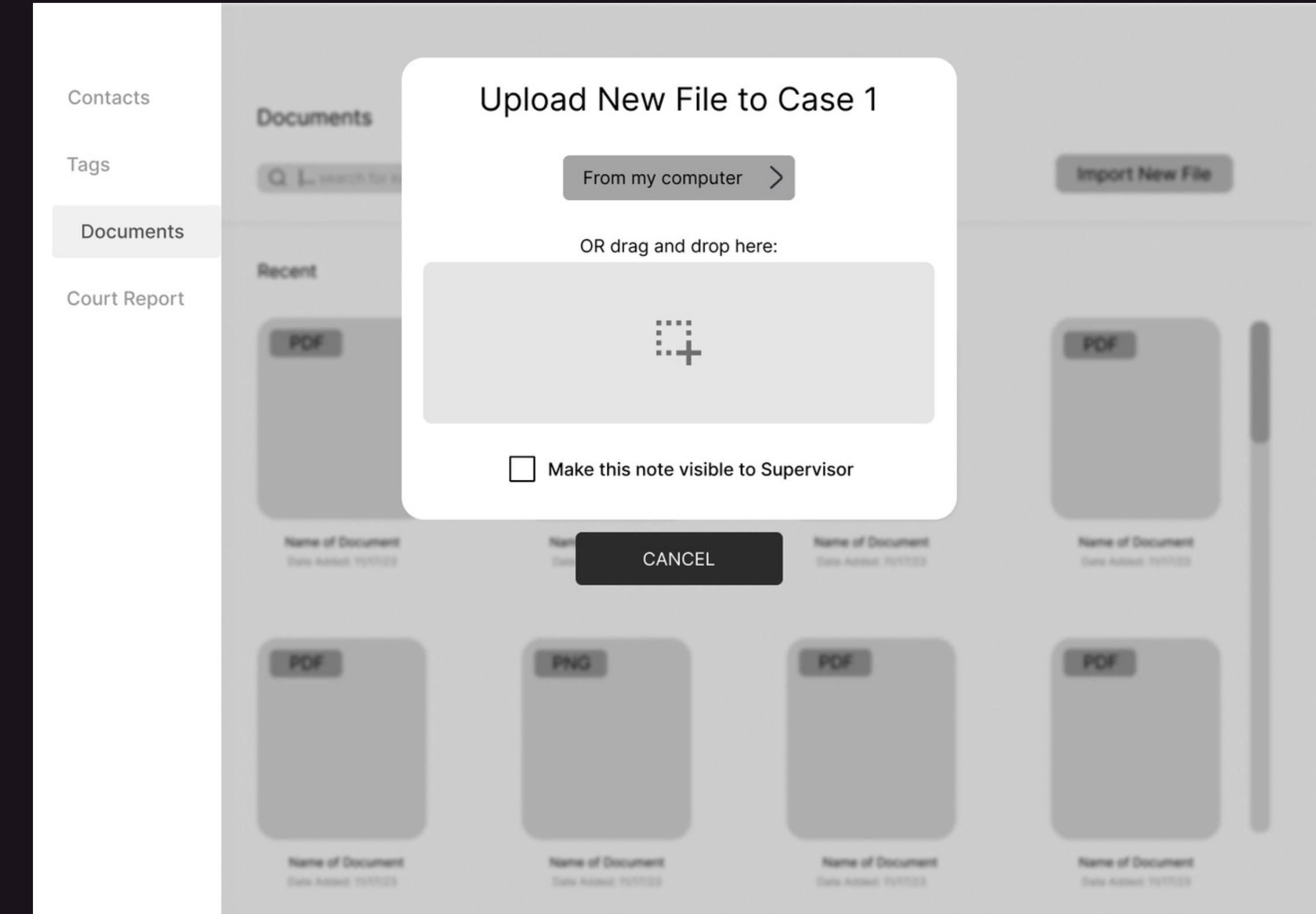
The screenshot shows a desktop application window for managing documents. On the left is a sidebar with tabs: Contacts, Tags, Documents (which is selected), and Court Report. The main area is titled "Documents" and features a search bar with placeholder text "search for keyword" and buttons for "Sort", "Filter", "Select", and "Import New File". Below the search bar is a section titled "Recent" containing eight document thumbnails arranged in two rows of four. Each thumbnail includes a file type indicator (PDF or PNG) and a small preview. Under each thumbnail, there is a "Name of Document" and a "Date Added: 11/17/23". A vertical scroll bar is visible on the right side of the main content area.

| Name of Document | Date Added |
|------------------|------------|
| Document 1       | 11/17/23   |
| Document 2       | 11/17/23   |
| Document 3       | 11/17/23   |
| Document 4       | 11/17/23   |
| Document 5       | 11/17/23   |
| Document 6       | 11/17/23   |
| Document 7       | 11/17/23   |
| Document 8       | 11/17/23   |

# Amanda receives a 20-page document over email from a CPS worker



She uploads it to the Mic Server and it generates an AI summary, allowing her to easily look over the main points before reading and reviewing.



# Amanda receives a 20-page document over email from a CPS worker



She uploads it to the Mic Server and it generates an AI summary, allowing her to easily look over the main points before reading and reviewing.

The screenshot shows a digital interface for managing documents. On the left, there's a sidebar with tabs for 'Contacts', 'Tags', and 'Documents'. The 'Documents' tab is selected, showing a list titled 'Court Report'. Below the list is a search bar with placeholder text 'search for keyword' and a 'Back' button. The main area features a grid of 20 document thumbnails, each with a small number in the top right corner (1 through 9, 11 through 19). A vertical scroll bar is visible on the right side of the grid. At the bottom right of the grid is a button labeled 'Generate AI Summary' with a star icon. A blue arrow points from the text in the previous slide to this button.

# Amanda receives a 20-page document over email from a CPS worker



This feature is not intended to replace a CASA's job, only for them to use as a tool to save some time when reviewing documents and creating a report.

The screenshot shows a digital interface for document review. At the top, there are three small thumbnail previews of document pages, each with a double-headed arrow icon in the top right corner. Below these thumbnails is a large, light-gray rectangular area containing text. At the top of this area, there are four buttons: "AI Summary" (in bold black text), "Re-generate" (with a circular arrow icon), "Copy Text" (with a clipboard icon), and "Edit" (with a pencil icon). The main text area contains a block of placeholder text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc lectus mauris, commodo ac elit vel, vestibulum malesuada dui. Sed tempus molestie ligula, pellentesque posuere sapien blandit nec. Quisque posuere urna nibh, ut convallis eros malesuada vel. Morbi bibendum erat lorem. Praesent consequat dictum erat, non feugiat dui. Phasellus vitae nisl quis odio tincidunt efficitur. Morbi nec consequat augue. Mauris bibendum varius nulla vitae porta. Aenean iaculis bibendum faucibus. Maecenas ut arcu rhoncus, pulvinar urna id, molestie libero. In in dictum ante." In the bottom right corner of the text area, there is a small trash can icon.

# Amanda's court hearing is approaching...



She decides to use the **Court Report Tool** to generate a rough draft of the report she'll present in court

Review events since your last hearing...

Tags

Contacts

Documents

Court Report

Meeting with Child (OCT 23) Tags: Tag Tag Tag View notes

Meeting with Foster Parents (OCT 23) Tags: Tag Tag Tag View notes

Meeting with Supervisor (OCT 23) Tags: Tag Tag Tag View notes

Meeting with Bio Parents (OCT 23) Tags: Tag Tag Tag View notes

Information sources for current report...

Therapist Report (PDF) Date Added: 11/17/23 Tags: Tag 1 Tag 1 Tag 1

Child Meeting Notes (PDF) Date Added: 11/17/23 Tags: Tag 1 Tag 1 Tag 1

CPS Report (PDF) Date Added: 11/17/23 Tags: Tag 1 Tag 1 Tag 1

Supervisor Meeting (PDF) Date Added: 11/17/23 Tags: Tag 1 Tag 1 Tag 1

Other information that should be highlighted in report...

Give direct instruction for what you want included in report...

Filter Add Select

Generate Report

# Court Report Tool



She can review events/meetings since her last hearing

Review events since your last hearing...

OCT  
23

Meeting with Child

Tags: [Tag](#) [Tag](#) [Tag](#)

[View notes](#)

OCT  
23

Meeting with Foster Parents

Tags: [Tag](#) [Tag](#) [Tag](#)

[View notes](#)

OCT  
23

Meeting with Supervisor

Tags: [Tag](#) [Tag](#) [Tag](#)

[View notes](#)

OCT  
23

Meeting with Bio Parents

Tags: [Tag](#) [Tag](#) [Tag](#)

[View notes](#)

Review documents that information will be pulled from

- add/delete documents



Information sources for current report...

Filter    Add    Select

**Therapist Report** PDF  
Date Added: 11/17/23  
  
Tag 1 Tag 1 Tag 1

**Child Meeting Notes** PDF  
Date Added: 11/17/23  
  
Tag 1 Tag 1 Tag 1

**CPS Report** PDF  
Date Added: 11/17/23  
  
Tag 1 Tag 1 Tag 1

**Supervisor Meeting** PDF  
Date Added: 11/17/23  
  
Tag 1 Tag 1 Tag 1



Give direct instruction to the AI of important things that should be emphasized in report

Other information that should be highlighted in report...

Give direct instruction for what you want included in report...

✨ Generate Report ✨

Once her report is generated she can:

- Directly edit information



[Back](#) Court Reports

Tags  
Contacts  
Documents  
**Court Report**

Highlight

**The CASA Program of Howard County, Inc**  
**REPORT TO THE COURT**

**REVIEW REPORT**

IN THE MATTER OF: DATE: September 23, 2019  
Sarah Smith CASA Vol: Christa Myers  
CAUSE NO: 34C01-0801-JC-5 COURT: Circuit Court

**LAST HEARING:**  
The last hearing was a Review Hearing on July 8, 2019 in the Howard County Circuit Court. At that hearing the Court ordered the following:

- The child's case plan, services, and placement meet the special needs and best interests of the child. DCS has made reasonable efforts to provide family services to finalize another permanency plan.

The Court now sets this for a Review Hearing on October 7, 2019 in the Howard County Circuit Court at 2:00 P.M.

**OBSERVATIONS:**  
Sarah appears to be doing well since her return to her mother's care. She is pulling herself around the furniture and is starting to say more words. Ann does not report any medical concerns with her. Sarah celebrated her first birthday on August 10, 2019 and Ann had a birthday party for her.  
  
Ann Jordan (mother) moved back into the Open Arms Shelter on July 22, 2019 after John Jordan her father told her she had to leave his home. In June, Ann obtained independent housing at Pine Valley Apartments # 162. No one else resides in the home with Ann with the exception of Sarah. Ann was initially seeking employment; however, with her due date coming up soon, she has stopped looking for employment and has decided to wait until after the baby is born. Her due date is November 21, 2019. Ann has enrolled at Ivy Tech again for this semester and stated she should graduate from her program by ne Regenerate Report

Once her report is generated she can:

- Directly edit information
- Highlight tool
  - Find where information is from
  - Regenerate/rephrase information

Make recommendations or alter information... Update

Information Source:

PDF Child Meeting Notes Date Added: 11/17/23 Tag 1 Tag 1 Tag 1

The CASA Program of Howard County, Inc  
REPORT TO THE COURT

REVIEW REPORT

IN THE MATTER OF: DATE: September 23, 2019

Sarah Smith CASA Vol: Christa Myers

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OBSERVATIONS:

Sarah appears to be doing well herself around the furniture and medical concerns with her and Ann had a birthday party f

Make recommendations or alter information... Update

Information Source:

PDF Child Meeting Notes Date Added: 11/17/23 Tag 1 Tag 1 Tag 1

Ann Jordan (mother) moved back into the Open Arms Shelter on July 22, 2019 after John Jordan her father told her she had to leave his home. In June, Ann obtained independent housing at Pine Valley Apartments # 162. No one else resides in the home with Ann with the exception of Sarah. Ann was initially seeking employment; however, with her due date coming up soon, she has stopped looking for employment and has decided to wait until after the baby is born. Her due date is November 21, 2019. Ann has enrolled at Ivy Tech again for this semester and stated she should graduate from her program by ne Regenerate Report

Amanda can send the court report to her supervisor for review and feedback before she presents it in court



< Back

## Court Reports

 Highlight

 Send to Supervisor

 Save

 Export

### The CASA Program of Howard County, Inc REPORT TO THE COURT

#### REVIEW REPORT

IN THE MATTER OF:

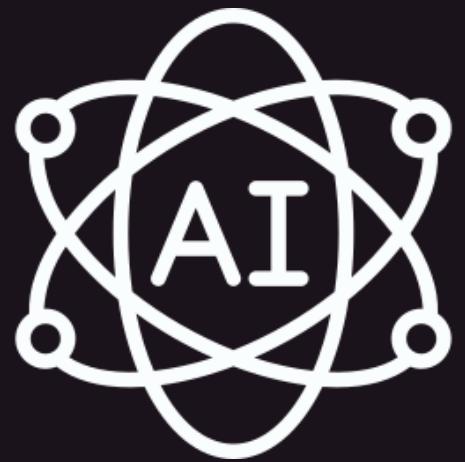
DATE: September 23, 2019

# Amanda presents her report in court and helps James' experience in the foster care system



CASA volunteers like Amanda will spend LESS time on tedious tasks, and MORE time on making great impacts with the children.

# Design Rationale



## Why integrate AI?

- Automate volunteers' workflows, enhancing task efficiency (summarizing documents, suggesting tags, etc.)



## Why design an ecosystem?

- Cater to the diverse needs of CASA volunteers regardless of locations (at home vs outdoors) or device accessibility (phones vs desktop).

# Impacts of the New System



**97,900**

CASA Volunteers

**242,000**

children served

**407,000**

children in foster care

**Volunteers' tasks are offloaded, so they can help more kids in the system seek permanence.**

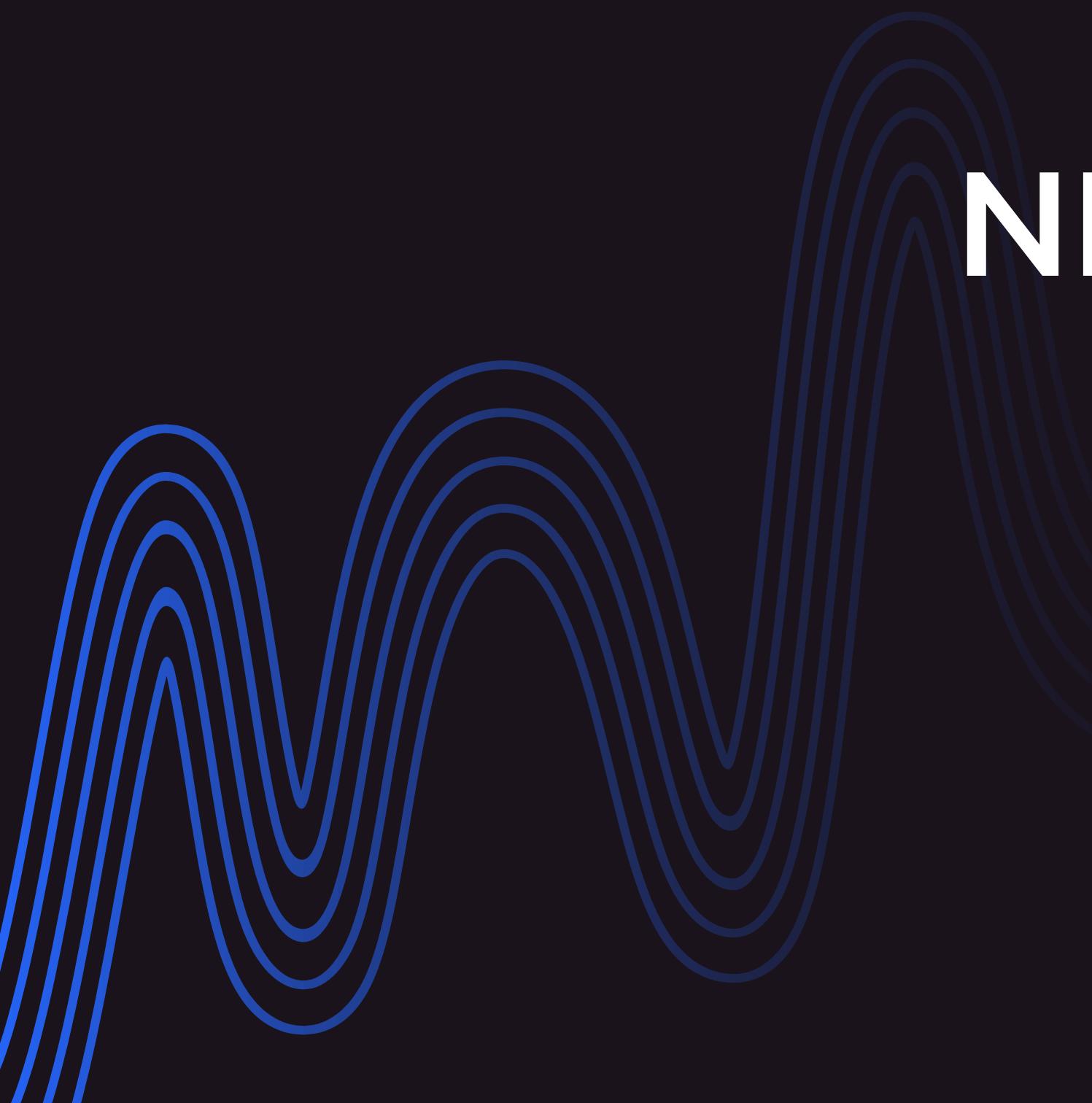
# Limitations

Lack of  
Access to  
CASAs

Constrained  
Ideation  
Window

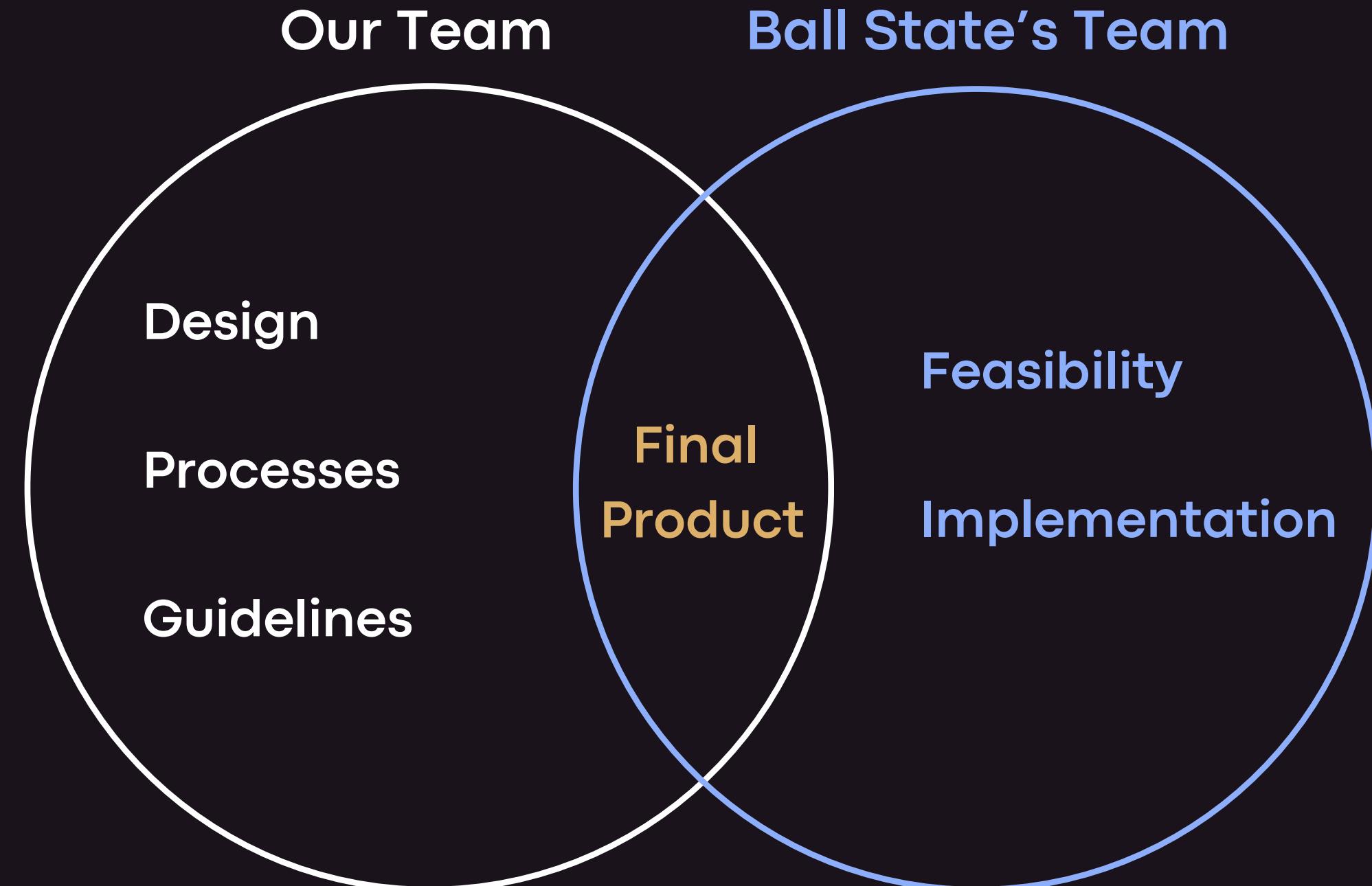
No Usability  
Testing

# NEXT STEPS



# Development Aspects

Further development and implementation of our designs will be carried out by a team of Computer Science students at Ball State



# Next Steps



Finish Mockups

Final Documentation

Prepare for  
Handoff with  
Ball State &  
Sponsor

# THANK YOU!

Any Questions

