TANF Opportunity Act Project Charter

Prepared by the students of

CSC 4620 – FALL 2022

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Under the direction of
Eric Brown
(Professor)

1 Concept

This project will focus on Tennessee Tech's participation in the TANF Opportunity Act. The goal of this project is to bring 800 families out of poverty through the application of financial and training resources made available via the grant. To accomplish this task, there are multiple agencies and their related workflows that must be traversed. The goal of this project is to analyze the workflows seeking optimizations as well as the development of software to assist the process.
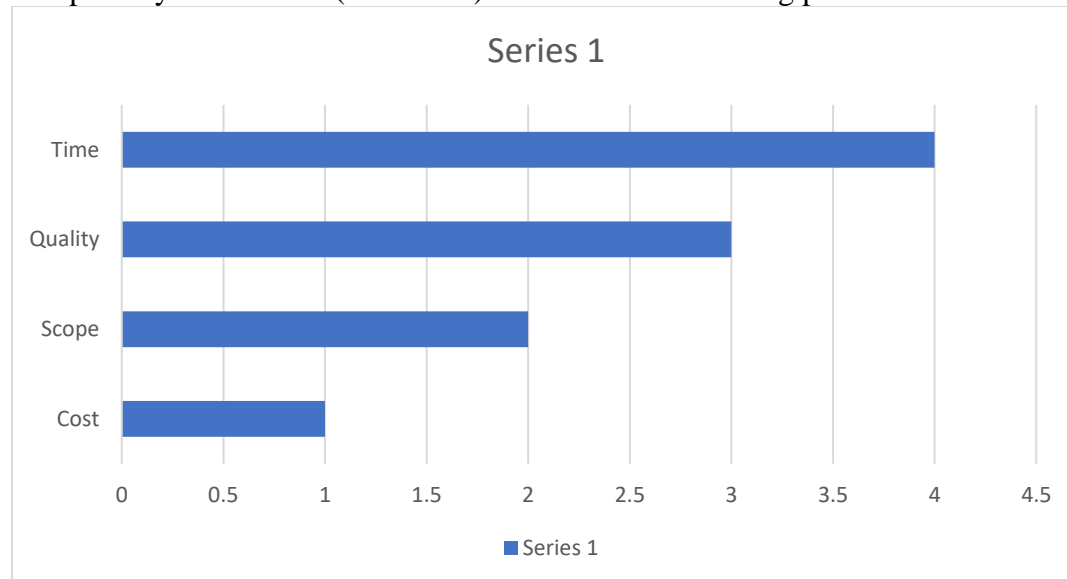
2 Project (Elevator) Statement

This computer science applied research project addresses the disparities between rural Upper Cumberland residents in poverty and the agencies which seek to help them. This project will create efficiencies to fix a broken and outdated system. These agencies include the Upper Cumberland Human Resources Agency, the American Jobs Center, and Tennessee Assistance for Needy Families. Currently, each agency utilizes ten or more systems that do not integrate. Consequently, those in poverty are left at a distinct disadvantage and hardship when attempting to navigate the agencies' services. Accordingly, this project will develop the foundation and framework to unify these systems and to create a brighter future for those in poverty.

3 Measures of Success and Sliders

The following four measures of success will be used for prioritization:

1. Time - turning submittable in on time and hitting iteration milestones
2. Quality - if the software gives correct results and is user friendly
3. Scope - number of features included in the project that were fully implemented
4. Cost - how much money, time, and effort we spend on the project

The primary stakeholder (Team 007) identified the following priorities for trade-off purposes:

We choose to value Quality and Time over Scope and Cost.

4 Challenges / Roadblocks

More will be added as the project progresses:

1) Finding an accurate way to make agency software efficient.
2) Examining all previously used software platforms used by agencies.
3) Other class projects/time management
4) Developing a way to bring one platform software.
5) Making our data analysis in-depth enough to decrease the product backlog.

5 Definition of Done

This is how we will determine when the work is completed:

1) Fully thorough report on each agency's collected data

2) High quality report and example database

3) Customer (Empower UC) is pleased with our solution

6 Stakeholders

TANF Opportunity Act or Empower UC:

      1) Michael Aikens - Relationship Manager

      2) Megan Spurges – Project Manager

      3) Kenzie – Graduate Assistant

      4) Upper Cumberland Human Resource Agency

      5) Circles USA

      6) Cookeville Regional Medical Center Charitable Foundation

      7) Highlands Economics Partnership

      8) Upper Cumberland Development District

      9) Upper Cumberland Local Workforce Development Board

      10) WCTE Central TN PBS

TANF Opportunity Act or Empower UC Planning Team:
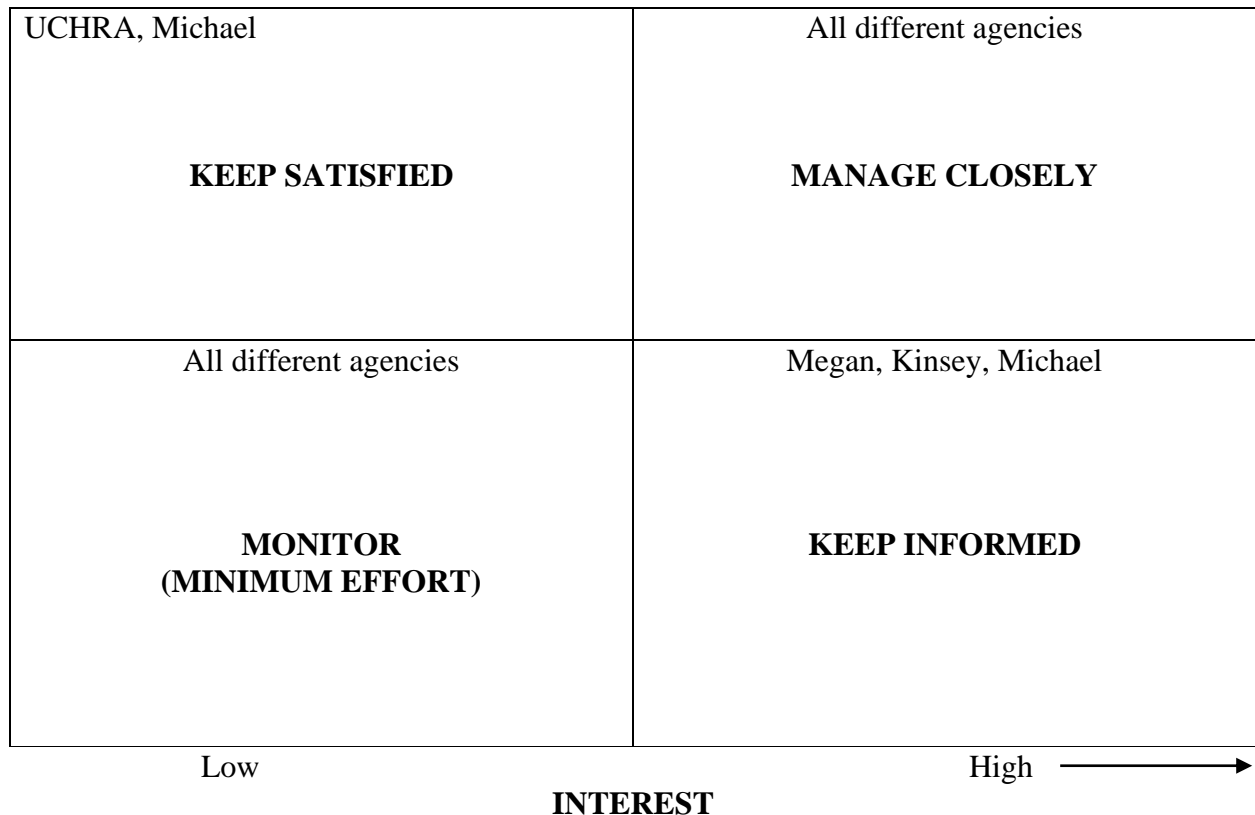
      11) Becky Hull – Executive Directory

      12) John Bell – Executive Directory CRC Charitable Foundation

13) Ryan Barnhard – Director Highlands Economic Partnership

14) Mark Farley – Executive Director UCDD

15) Ryan Henry – Family Advisory Board Member

16) Cheyenne Nordwick – Family Advisory Board Member

17) Kelsi Roberts – Family Advisory Board Member

18) Misty Phy – Family Advisory Board Member

Tennessee Technological University:

19) Eric Brown- The Faculty Advisor/Sponsor

20) Software Development Team - Team 007

21) Tennessee Technological University - As an academic institution.

The following graphic shows the Interest-Influence Matrix containing the stakeholders pertaining to the project. The higher on the x-axis means more interest the person/group has in the project, while y-axis represents their level of influence of the project.

UCHRA, Michael	All different agencies
KEEP SATISFIED	**MANAGE CLOSELY**
All different agencies	Megan, Kinsey, Michael
MONITOR (MINIMUM EFFORT)	**KEEP INFORMED**

Low   High ⟶

INTEREST

7 Users and Personas
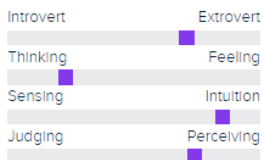

Michael Aikens

Goals
- Have assigned task completed.
- Complete data collections on all platforms.
- Design better application platform experience. .

Challenges
- .Applications not being accessible through portal
- Due dates of task not being achieved
- Problems with the available solutions.

Work: **Director of Innovation and Entrepreneurship**
Location: **Cookeville, TN**
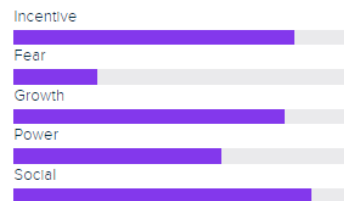Email: **maikens@tntech.edu**

Bio
.
- Co-chairs Tech's grand challenge, Rural Reimagined
- Directs the Tennessee Center for Rural Innovation
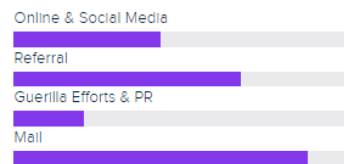- Helps guide economic development activities for the region, state of Tennessee, and the nation

Motivation
Incentive
Fear
Growth
Power
Social

Brands & Influencers

Preferred Channels
Online & Social Media
Referral
Guerilla Efforts & PR
Mail

Personality
Introvert — Extrovert
Thinking — Feeling
Sensing — Intuition
Judging — Perceiving

8 Spikes/Epics

Subject: Master Application

Description: Master Application is the parent application of all other applications that we are researching. After collecting all the data points from other applications, we find redundancies and combine them into one application.
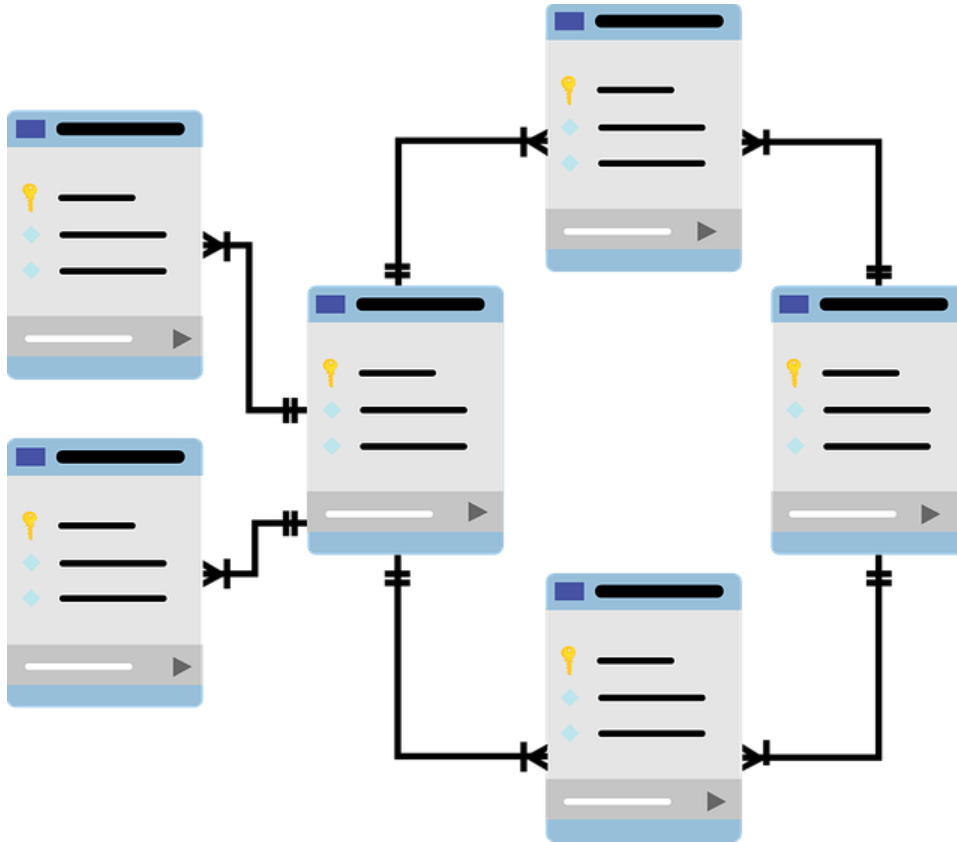
Assigned To: Alexander Omran, Jacob Harris, Devraj Chauhan, Zoey Bolduc, Apple Lee, Aidan Hurst and Jonathan Spradlin.

Status: Backlog

Total Points: 10

Tags: Research

9 UX/UI Design

10 Release Plan

Milestones:

   a. Agreeing on appropriate design between Empower UC and TTU Software
   Development Team
   b. Creating software platform that is accurate and efficient
   c. Viewing of grant resources in an organized and meaningful manner
   d. Reducing unnecessary steps to obtain correct information on services needed by
   different agencies

   More milestones will be determined by (TANF Opportunity Act) as the project
   progresses.

Iteration Plan:

Iteration 02: Due: 09.12.2022

- ❏ Team & Individual Reports
- ❏ Initial Burn-up/burn-down chart
- ❏ Summary of Completed Stories
- ❏ Documents Committed to Git Repository
- ❏ Showcase

Iteration 03: Due: 09.26.2022

- ❏ Team & Individual Reports
- ❏ Initial Burn-up/burn-down chart
- ❏ Summary of Completed Stories
- ❏ Documents Committed to Git Repository
- ❏ Showcase

Iteration 04: Due: 10.17.2022

- ❏ Team & Individual Reports
- ❏ Initial Burn-up/burn-down chart
- ❏ Summary of Completed Stories
- ❏ Documents Committed to Git Repository
- ❏ Showcase

Iteration 05: Due: 11.07.2022

- ❏ Team & Individual Reports
- ❏ Initial Burn-up/burn-down chart
- ❏ Summary of Completed Stories
- ❏ Documents Committed to Git Repository
- ❏ Showcase

Iteration 06: Due: 11.28.2022

- ❏ Team & Individual Reports
- ❏ Initial Burn-up/burn-down chart
- ❏ Summary of Completed Stories
- ❏ Documents Committed to Git Repository
- ❏ Showcase