



Empathize

User Interviews with 3 caseworkers

General Case information

1. How many cases do you have?

Lisa: Has 10 cases now. Average 12-13 cases

Nicole: Has 10 cases now. Average 12-15 cases

Marissa: Has 14-15 cases now (treatment court)

2. What are the risk levels of each of your cases?

Lisa: 1 high risk. Mostly moderate, no low. Other high risk cases with in-placement kids (monthly visits)

Nicole: All moderate now. A couple of high risk cases but kids in-placement (monthly visits)

Marissa: All low/moderate right now; have moved from high risk.

Family Service Plan

1. How are you using the Family Service Plan to monitor the case and members of the case?

Lisa: It is used to remind the family what is on the plan and discuss what improvements have been made (hold them accountable for what was agreed to on the plan). Work on getting the child back to the parents.

Nicole: Go over with family in every visit. Use as progress report to see if they're doing what they're supposed to (and for court)

Marissa: Knows her families well, doesn't refer back to the plan all the time. Will remind them of what's required.

2. How are you verifying what's required of each member on the Family Service Plan?

Lisa: Obtaining proof. Do not take anyone's word for it. Huge pain that providers don't share information.

Nicole: Don't take clients words. The time it takes to get info from providers.

Marissa: Communicating with counselors over phone, email about progress. Have to be persistent.

User Interviews with 3 caseworkers

Home Visits

1. On average, how many home visits do you make a week?

Lisa: 4-5 a week, visits are scheduled. High risk – 1 visit a week. Moderate risk – 2 visits a month.

Nicole: 5 a week right now. Visits are usually scheduled. Most cases are placement, multiple visits per family.

Marissa: Mostly monthly visits. A couple are twice a month for moderate risk.

In general – high risk – every week, moderate – every 2 weeks, low – monthly, placement – monthly.

2. How do you prepare for your home visits?

Lisa: Schedule visits close to one another. Look at previous visits.

Nicole: Looks back at paper notes. Binder that she keeps with family info. Make notes of anything due or follow up on.

Marissa: Knows families well, doesn't need to do a lot of prep work. Look at what needs to be done.

3. How are you recording your visits in ACYS during home visit?

Lisa: Mostly by memory. Will write down dates, doctor's name. Record notes the next day.

Nicole: Doesn't use computer during home visits, paper is easier. Doesn't sit down and doesn't want to connect to a hot spot.

Marissa: Does not bring computer. Jots notes in a notebook. Enters notes the next day.

As-is Scenario Mapping

Steps

Recording the Visits
(In ACYS)

Getting information
from providers

Update the FSP



Doing



Jots notes
in notebook

Enter notes
the next
day in
ACYS

Enter home
visit event

Enter date
time,
reason for
visit

Make calls
and send
emails

Confirm
attendance

Confirm
drug test
results

Contact
office
manager if
needed

Tracking on
progress of
overall goal

update the
objectives

Update the
drug
section

Gather
notes from
my sheet

File papers

Gives notes
to clerical to
enter in
ACYS

Get release
from client

Confirm
information
that is
needed

Contact
provider
(email,
phone, fax)

Follow up
with provider
when
needed

Record
results in
system

Look at
family
progress

Update the
plan

Remove any
actions that are
no longer
needed on the
pan

Gather
handwritten
notes

Upload
pictures
onto
Computer

Enter in
notes in
ACYS

Upload
Pictures
into ACYS

Has a
separate file
for paper
records

Ensure
releases
are in place

Email, call,
contact
providers
for info

Create
subpoena
to obtain
records

Information:
Basic
Attendance.
On
Letterhead

Re-assess
the family

Clone the
original
plan in
ACYS

Update
demographics,
if needed

Update
goals/objectives
if needed

Mark the
progress on
each
objective

Add any
new
objectives

Thinking



Need to recall
some
information
from the visit

My
hand-written
notes only
make sense to
me

I'm pretty
accurate with
my notes that
I enter in.

Persistence
will help get
information I
need

Hard to get
information
from
counselors

Takes so
long to get
the
information

Rating on
each action
wouldn't be
necessary

Progress is
based on
entire plan

Be ready
for lawyer
to pick
apart FSP

Make sure to
gather enough
information to
back up FSP

I am glad that I
have my own
sheet to make
notes on

Is this a court
case that needs
to go in a
separate file
folder?

Did I take
any
pictures?

This is why I
do screens
myself

Why is this
so difficult?

I can't believe
that people
still use fax
machines

Do I need
to escalate
this?

Do I need to
make any
more
updates for
court?

Are there any
other actions
that can be
removed?

Can the child
be placed
back in the
home?

I hope I can
get this back
into ACYS in
the next
couple days

I hope I can
remember
everything we
went over

Im only going to
enter in things
that my
Supervisor
needs to know

Wish i could
scan paper
files into
ACYS easily

If people
want info,
they can just
ask me

I wish the
providers
would
respond

Need to get
the judge
involved

How do they
expect me to
track
progress on
this?

It appears all
of the
providers are
being difficult

I'm only
updating what
i think needs
updating

As long as i'm
marking the
progress on the
objective, I
should be good

I dont need to
look at the
individual
actions

Feeling



Time
consuming

Confident
with the
notes

Frustrated
about having
to wait for
information

grateful to
be in
treatment
court

Confident
about her
updated
plans

Careful
about what
is put in
FSP

Happy that
clerical
enters my
information
into ACYS

Confident in
my own way
of doing
things

Frustrated
with the
providers

Stressed that
I am not able
to get the
results

Tired of
having to
follow up
with people

Worried that
this is not
going to be
acceptable for
court

Happy with
the family's
progress

Concerned that
not enough
progress has been
made with the
family's plan

Rushed to
get
everything
into ACYS

Comfort
knowing I
understand
what's going on
with my families

Frustrated

Overwhelmed

Happy with
the way I
do things

Steps

Recording the Visits
(In ACYS)

Getting information
from providers

Update the FSP

Doing

Gather
handwritten
notes

Enter date,
time, reason for
visit
Computer

Has a
separate file
for paper
records

Gives notes
to clerical to
enter in
ACYS

Follow up
with provider
when
needed

Confirm
information
that is
needed

Confirm
drug test
results

Contact
office
manager if
needed

State
to obtain
records

Record
results in
system

Inform
Base
Attend
On
Letterhead

Get release
from client

Update the
drug
section

Remove any
actions that are
no longer
needed on the
plan

Re-assess
the family

Clone the
original
plan in
ACYS

Update
demographics,
if needed

Tracking on

Mark the
progress
each
objective

Add any
new
objectives

Think

I am glad that I
have my own
sheet to make
notes on

My
hand-written
notes only
make sense to
me

I'm pretty
accurate with
my notes that
I enter in.

Need to recall
some
inform
from the
Did I take
any
pictures?

Im only going to
enter in things
that my
Supervisor
needs to know

Is this a court
case that needs
to go in a
separate file
folder?

I hope I can
get this back
into ACYS in
the next
couple days

I remember
everything we
went over

Wish i could
scan paper
files into
ACYS easily

If people
want info,
they can just
ask me

Takes so
long to get
the
information
providers are
being difficult
to screen
myself

I wish the
providers
Hard to get
information
from
counselors
so difficult?

Ensure
releases
are in place
I can't believe
that people
still use fax
machines

How do they
expect me to
track
progress on
this?

Persistence
will help get
nation I
Need to get
the judge
involved
Do I need
to escalate
this?

Rating on
each action
wouldn't be
necessary
I don't do
individual
As long as i'm
marking the
progress on the
objective, I
should be good

Progress is
based on
entire plan

Are there any
other actions
that can be
removed?

Can the child
be placed
back in the
home?

Make sure to
gather enough
information to
back up FSP

Do I need to
make any
up
Be ready
for lawyer
to pick
apart FSP

Feeling

Time
consuming
to
get
into ACYS

Happy that
clerical
enters my
information
into ACYS

Confident in
my
Confident
with the
notes

Comfort
knowing I
understand
what's going on
with my families

Frustrated
with the
providers

grateful to
be in
treatment
court

Overwhelmed

Tired of
having to
follow up
with people

Stressed that
I am not able
to get the
results

Confident
about her
updated
plans

Worried that
this is not
going to be
acceptable for
court

Careful
about what
is put in
FSP

Happy with
the family's
progress

Concerned that
not enough
progress has been
made with the
family's plan

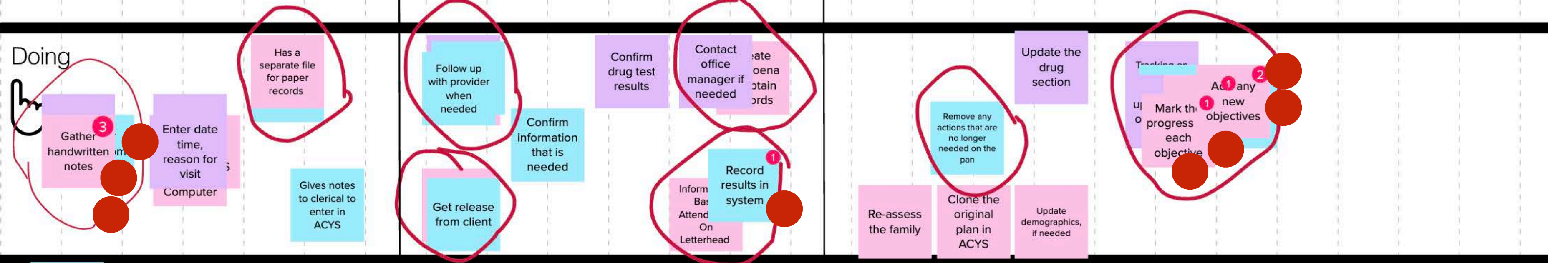
Steps

Recording the Visits
(In ACYS)

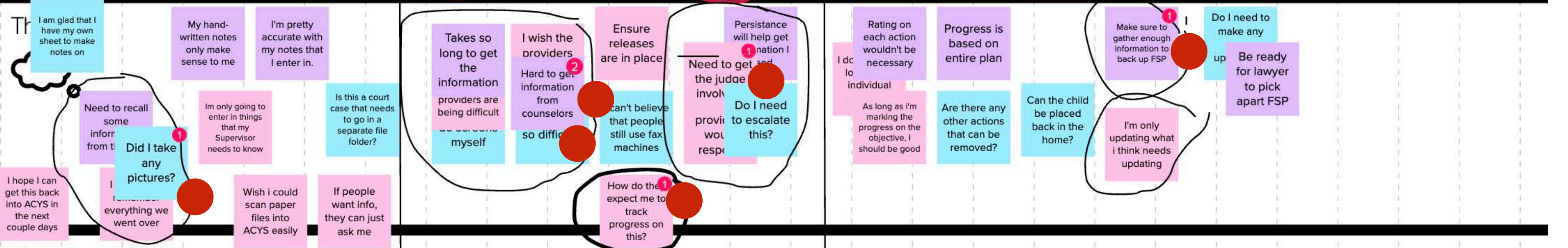
Getting information
from providers

Update the FSP

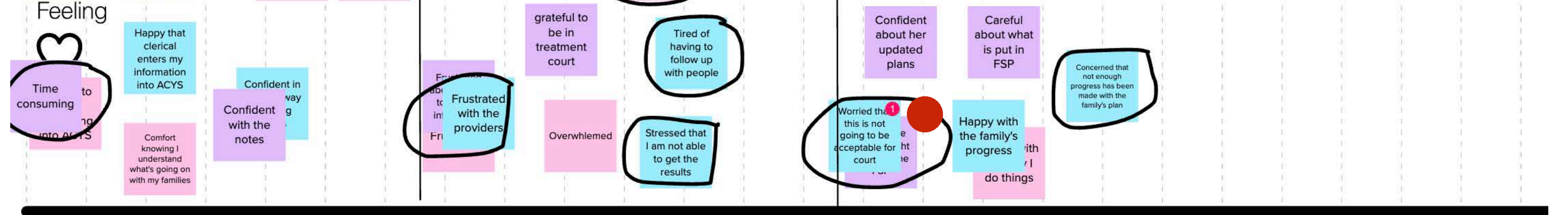
Doing



Thinking



Feeling





Define

A
Caseworker

needs a way to

Get info from
treatment
providers

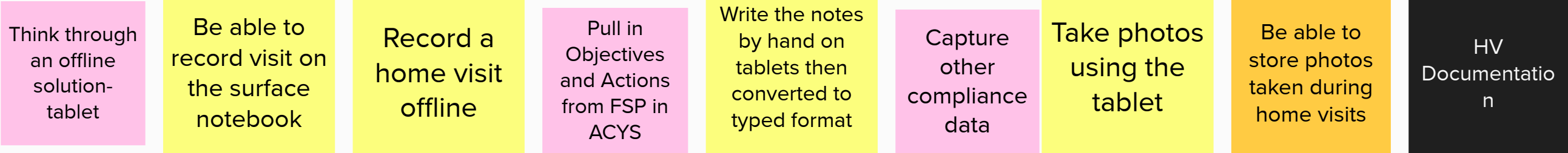
so that

She knows
the client
progress

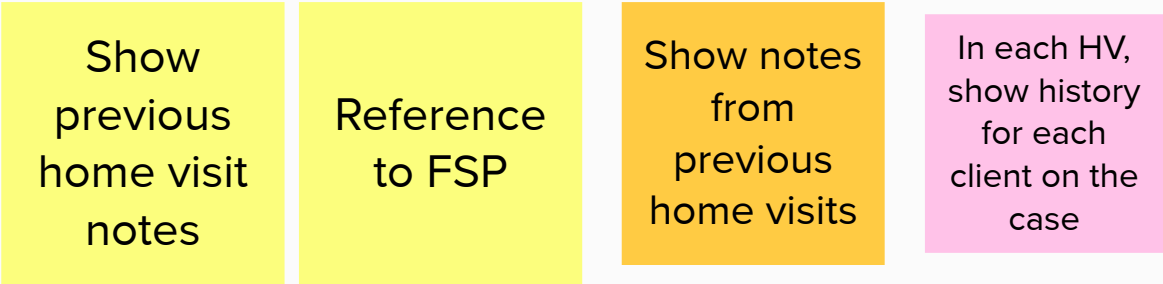


Ideate

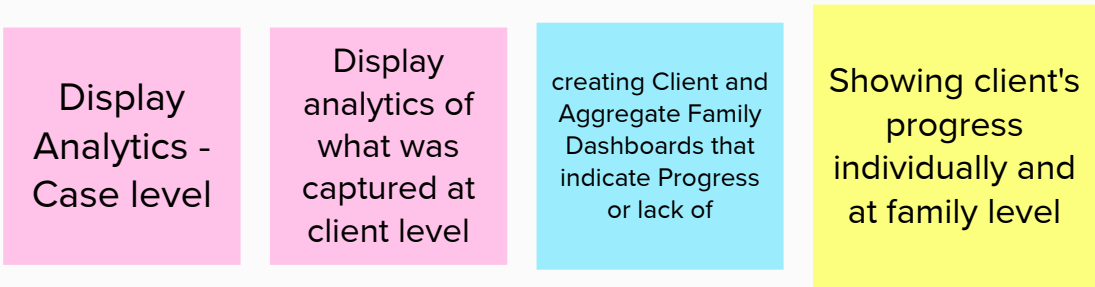
How to capture data



How to prepare for HV

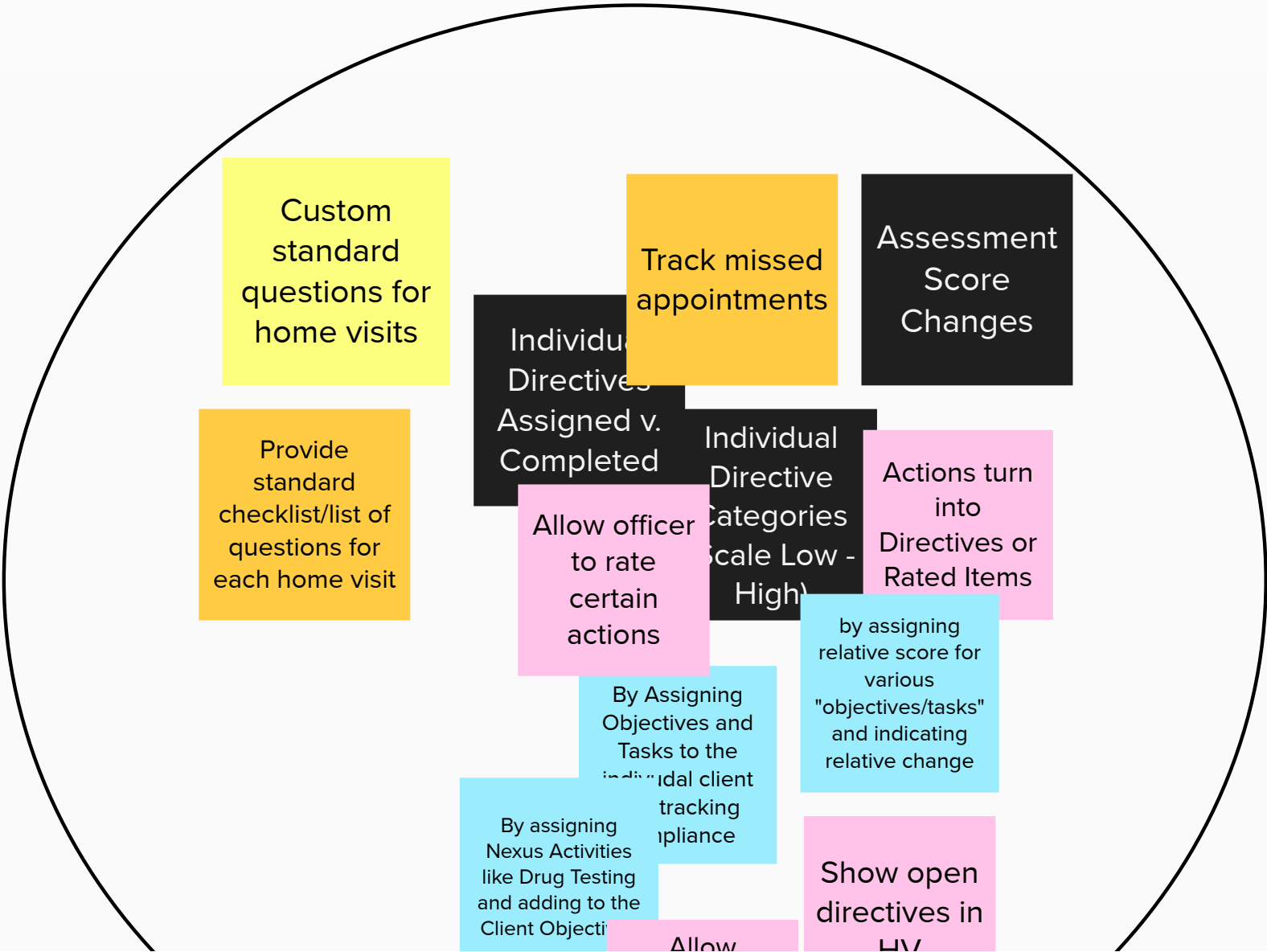


Analytics

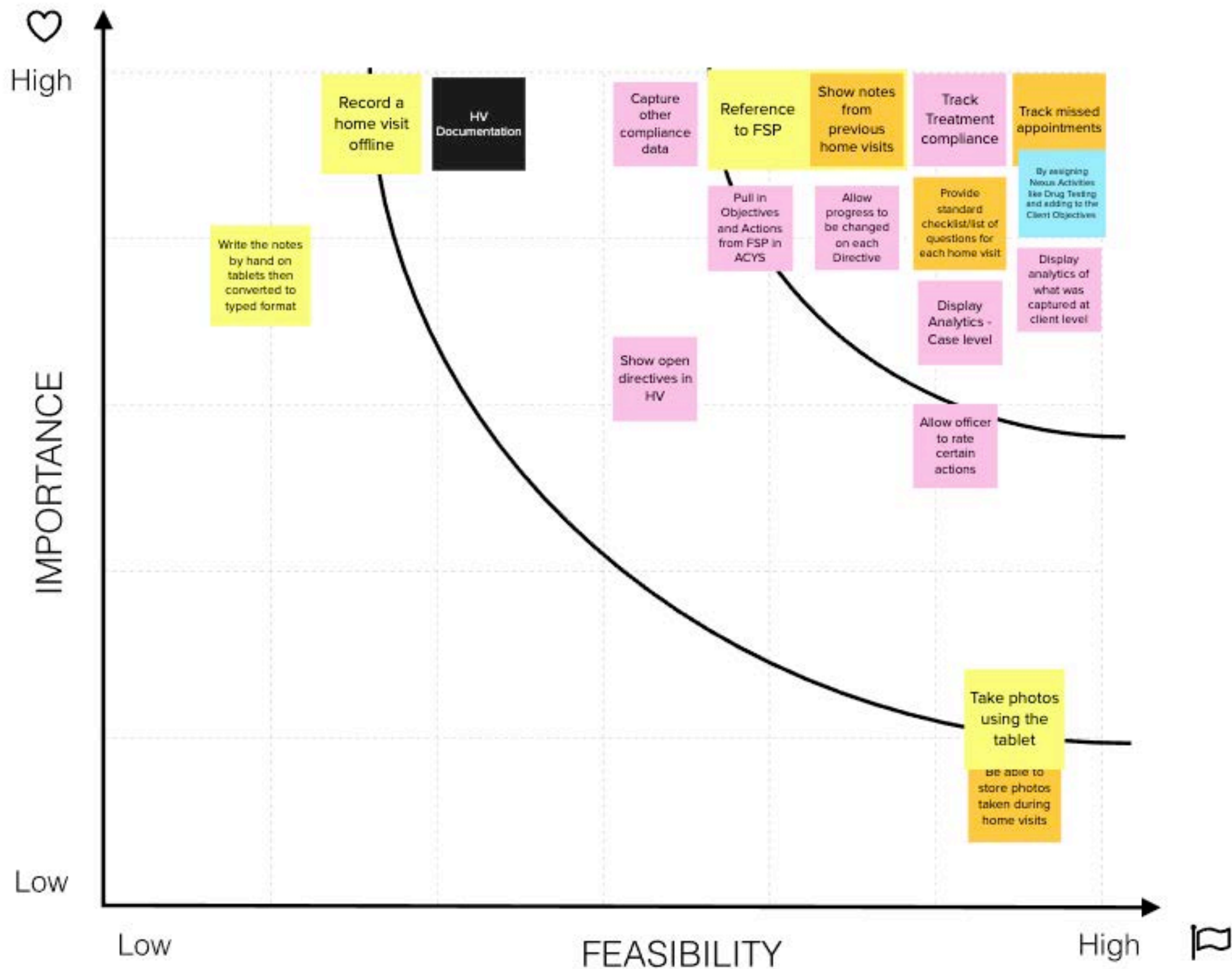


Group 4

Requirement Tracking?



Prioritizing Ideas



User Flow Diagram

ACYS FSP

- Responsible Party
- Impacted Children?
- Objectives
- Actions
- Level of Progress
- Measurable Outcome ?
- Case Number

Setup Service Plan

Select a Client

Review Objectives

Review Actions

Turn Actions into Activities

Drug Testing

Home Visit

Treatment

Turn Actions into Directives

Once

Reoccurence

Turn Actions into Rated Items

