User Journey Mapping Document

Persona: Case Workers

1. Introduction

- This document outlines the journey of Case Workers, who provide direct support to survivors and ensure timely intervention.
- The purpose is to identify their workflow, challenges, and opportunities for improvement.
- Key objectives:
  - Enhance case handling efficiency.
  - Improve coordination with service providers.
  - Strengthen follow-up mechanisms for long-term survivor support.

2. Persona Overview

- **Who They Are:**
  - Frontline professionals who interact directly with survivors.
  - Facilitate access to essential services such as healthcare, legal aid, and shelters.
  - Work closely with case managers, law enforcement, and NGOs to ensure effective support.
- **Needs & Motivations:**
  - Clear case guidelines and structured workflows.
  - Efficient communication channels with agencies and service providers.
  - Training in trauma-informed care and crisis intervention.
- **Challenges They Face:**
  - Managing multiple cases with limited resources.
  - Difficulty in coordinating multi-agency efforts.
  - Emotional stress and risk of burnout.

3. User Journey Stages

Stage 1: Case Intake & Assessment

- **Receiving and Evaluating Cases:**
  - Reviewing reports from the helpline, law enforcement, or healthcare providers.
  - Conducting initial risk assessments and determining urgency.
- **Challenges & Barriers:**
  - Lack of standardized assessment tools.
  - Time-sensitive cases requiring immediate intervention.
- **Opportunities for Improvement:**
  - Implementing structured intake forms for consistent data collection.

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○ AI-assisted triaging to prioritize urgent cases.

Stage 2: Intervention & Support

- **Providing Direct Assistance:**
  - Coordinating emergency services such as shelter, medical aid, and legal support.
  - Guiding survivors through available resources and ensuring emotional support.
- **Challenges & Barriers:**
  - Delays in accessing necessary services.
  - Limited capacity in shelters and medical facilities.
- **Opportunities for Improvement:**
  - Developing fast-track intervention protocols.
  - Strengthening partnerships with community-based organizations.

Stage 3: Follow-Up & Case Resolution

- **Ensuring Continued Support:**
  - Regular follow-ups to monitor survivor well-being.
  - Updating case records to track progress and outcomes.
- **Challenges & Barriers:**
  - Survivors losing contact or withdrawing from services.
  - High caseloads reducing the effectiveness of follow-ups.
- **Opportunities for Improvement:**
  - Automated follow-up reminders and structured engagement plans.
  - Mental health support programs for case workers to mitigate stress.

4. Key Insights & Takeaways

- Standardized assessment tools can improve response time and accuracy.
- Efficient referral systems enhance survivor access to critical services.
- Support programs for case workers can reduce stress and increase effectiveness.

5. Conclusion & Next Steps

- Implement structured intake processes for consistency.
- Develop digital tools for tracking case progress.
- Enhance training programs to equip case workers with crisis management skills.

Key Changes and Rationale:

- **Bulleted Lists:** Replaced the inconsistent `-` with proper bullet points (`*`) for better readability.
- **Consistent Formatting:** Used consistent headings (bold text) and subheadings.
- **Clearer Hierarchy:** Improved the visual hierarchy to distinguish between sections, subsections, and bullet points.

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- **Removed Redundancy:** Removed the repeated use of `**` within the bullet points, as the bullet point itself provides sufficient visual separation.
- **Concise Wording:** Minor wording adjustments for clarity.

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