

### Case Opening

Good Future Clubhouse is a not-for-profit organisation that provides support to people with mental health issues. The organisation was established in 1997 and their mission is to assist adults with a mental health issues to develop skills and confidence to live independent and productive lives in the community.

The organisation provides employment and accommodation support as well as advocacy services for its members. The organisation runs a catering business that provides employment placements for members of the Good Future Clubhouse.

### Case Scenario

Good Future Clubhouse operates from Monday to Friday from 8:30am to 4:30pm. The clubhouse has an office for administrative tasks, an open office area with computers, a kitchen suitable for catering and a cafeteria dining area.

Anyone with a mental illness is welcome to join the clubhouse and become a clubhouse member. The Good Future Clubhouse volunteers often visit local hospitals and crisis accommodation centres to provide peer support to people with mental illness.

The clubhouse provides free computer training in order to help their members to write resumes and with housing applications. Support and services are mostly provided by volunteers.

Unemployed members can seek employment support at the clubhouse to help them develop skills which may allow them to find a job outside the clubhouse. The employment service is provided as a transitional option for members to develop skills for future career, structure their day, build social skills and increase their self-confidence. The clubhouse also runs a catering business (as part of the support employment program) and employs a kitchen manager, chefs, kitchen hands, and catering staff. Meals, food platters and snacks are prepared in the kitchen and served in the cafeteria or delivered to corporate functions where catering staff serves them. Catering services are provided to local businesses at commercial rates. The kitchen also serves meals to its members at member prices, e.g. \$3 for lunch.

The orders for catering services are currently received via phone and email. In case an order is received via phone, the person taking the order uses a computer to note the details in a text document which is then saved in the folder for the current week (a new folder is created each week). Subsequently, the orders are then printed and handed to the kitchen manager and as such the kitchen staff to fulfil. In case orders are received via email, the same process is followed as if the order was received over the phone. To prepare food for each order and deliver it to corporate customers, the staff needs to know various details; such as the name of the customer, delivery address, delivery date and time, type of food and quantity.

The organisation is registered as a not-for-profit organisation and all donations over \$2 are tax deductible. The organisation receives donations from individuals as well as from corporate sponsors. The organisation sends thank-you cards to everybody who donated more than \$20 in a year and all donors over \$10 are mentioned in the monthly newsletter, unless they choose to be anonymous. The names of donors and their donation are currently recorded on paper-based donation receipt dockets.

Accommodation is also provided to clubhouse members at a number of shared houses operated. The shared houses are visited by paid nursing staff and social workers who help tenants manage their daily activities and provide counselling. The rooms are available for rent; yet they are limited and there is a waiting list which is currently maintained in an Excel spreadsheet. Each member can apply for a place in one of the shared houses and their details are collected by a volunteer and placed on the waiting list. Priority is given to those club members who are currently at risk of homelessness or live under inappropriate living conditions.

These details of accommodation applicants are personal in nature and must be stored securely. Personal details contain full name, age, gender, current address, contact details, current living situation and any special needs e.g. disabled access. Additional notes can be added to each application.

The clubhouse must also maintain details of all shared houses, rooms and individuals residing in them. Accommodation details include address, number of rooms in each house (single or double) and amenities in the house (e.g. number of bathrooms, wheelchair accessible, public transport nearby etc.). Individuals' related details include current information on people who live at each location, the date when they moved in and the length of their intended stay. All maintenance and other issues are to be reported to the clubhouse administration so that suitable repairs can be organised. The tenants, employees and volunteers who visit the shared houses can report maintenance issues.

The clubhouse wishes to maintain a log of all maintenance requests with the nature of the request, date reported, date resolved etc.

The clubhouse also wishes to maintain records of consultation visits to these shared houses with notes and reports prepared by the nurses and social workers. These notes may refer to individuals living at the shared house or the group of residents living at that shared house. Notes on individuals may contain information on their individual progress, such as their progress reports, emotional wellbeing, any concerns they may have, progress in their training or job seeking, requests for additional support, relationship with other residents etc. Reports on groups may include overall reports on how members of the household get along, how they manage their day-to-day activities.

A special type of report is an incident report which must be recorded each time a critical event occurs at one of the shared house. A critical incident is an event that could have a negative effect on someone's health or life. These events may include injury (fall down stairs), violence, threats, intentional damage to property or serious deterioration of health. Each incident must be reported as soon as possible with full details of persons involved, the nature of the incident and description. The incident must then be categorised into minor, moderate or severe. For moderate and severe incidents, a dedicated incident manager from the clubhouse must be notified immediately and for severe incidents a response must be actioned within two hours. These incidents are currently recorded in a spreadsheet and the clubhouse's management is notified via a telephone call.

All profits of the different business within the clubhouse are used to pay salaries of staff, external providers, and to invest into other services provided. Additionally, the clubhouse receives some funding from the government. Nevertheless, the organisation is a not-for-profit. Management identified a number of issues with the current operations they would like to

improve to help them better manage the clubhouse:

- The clubhouse uses a template to record incoming orders but sometimes the template is not used (e.g. new volunteer cannot find it or does not know they are supposed to use it) and orders are not recorded in enough detail, e.g. order details taken but no contact details recorded.
- The kitchen staff sometimes loses order printouts or accidentally void them by making them wet. It would be nice if pending order details could be viewed on a large screen by all kitchen staff.
- Applications for accommodation by members are currently recorded in a Word document. It is not possible to quickly generate reports to get a list of people who have highest priority for accommodation. Duplicate files are also sometimes created by accident.
- Management of the shared houses is currently done on paper forms organised in folders.

A folder is used for every shared house and contains information about the shared house as well as a list of current tenants.

- Information about tenants and shared houses is mostly collected and updated by field staff – nurses and social workers who visit tenants in their homes and talk to them. Field staff works outside of the clubhouse's offices and therefore, it sometimes takes days before they bring their documentation back to the office. Once the field staff brings documentation to the office it needs to be scanned (if not already in electronic form) and saved into the appropriate folder on the computer network. It would help if these workers could use a web based information system to collect and update information in real time.
- Administrative staff has to manually review documentation such as applications for accommodation and information about available rooms and prepare reports for management to help them decide which member gets placed where. It would help greatly if this could be managed electronically and if reports could be generated on demand.

Note: The clubhouse is currently using MYOB accounting system to manage their normal everyday accounting functions.

### UML Portfolio

All UML models **MUST** be created with **Enterprise Architect**.

You need to include an overview page what explains BRIEFLY and SHORTLY each of the 11 UML model diagrams. These explanations must be less or equal to 200 words – not more! The explanation shall state what each of the diagrams presents (which context from the case description the model presents).

For example: The use case diagram "Accommodation" shows ..... This use case diagram includes 4 actors and has 12 top level use cases.

**Two Use Case Diagrams**

Each use case diagram should have more than 3 different actors, and more than 10 top level use cases and includes multiple include/extend relationships.

**Two Activity Diagrams**

Activity diagrams should show a step-by-step logic of two different use cases. Each activity diagram should have more than 10 steps (activities). You must have multiple split/fork, join bars and various decision activities.

**Two Sequence Diagrams**

Each sequence diagram should include more than 5 domain objects that interact with each other in a complex sequence of interactions where the order of these interactions is very important for achieving the goal. You should also include in your sequence diagrams message notations, multiple examples of loop frames, opt frames and alt frames.

**Two Domain Model Class Diagrams**

Each class diagram shall include more than 15 domain classes, following UML notation for multiplicity, including multiple instances of generalization/specialization, multiple cases of whole-part relationships (i.e., aggregation, composition), and at least one association class. Please note that each model must represent the system from a different aspect point.

**Three State Machine Diagrams**

Each state machine diagram shall have more than 6 different states, with various transitions/paths, various transition statements, multiple composite states and concurrent paths.

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