Operator MVP Status Matrix

Last Updated: December 8, 2025
Analysis Type: Comprehensive code audit (no changes made)
Scope: All Operator-facing features in CareLinkAI Phase 1 MVP

Overview

The **Operator** role represents assisted living facility operators who:
- Manage one or more assisted living homes (listings)
- Handle family inquiries and lead conversion
- Oversee residents, caregivers, and daily operations
- Track compliance (licenses, inspections)
- Monitor occupancy, analytics, and billing

Current State: Operator experience has **extensive functionality** but suffers from **inconsistent UX**, **missing polish**, and **navigation gaps** compared to the Aide and Provider marketplaces.

Status Legend

- ✅ **DONE**: Fully implemented and working with good UX
- 🚧 **WIP**: Partially implemented or has known issues
- ⚠️ **NEEDS POLISH**: Works but lacks quality/consistency
- ❌ **TODO**: Not implemented or completely broken

Feature Matrix

1. Operator Account & Access

Feature	Status	Routes/APIs	Notes / Gaps
Operator role in auth system	✅ DONE	`prisma/` `schema.prisma`	`UserRole.OPERATOR` exists; `Operator` model with userId, companyName, taxId, businessLicense
Operator signup/on-boarding	❌ TODO	N/A	No operator-specific registration flow; no onboarding wizard
Operator dashboard/landing page	🚧 WIP	`/operator/page.tsx`	KPI cards work (homes, inquiries, residents, occupancy); lacks trends, recent activity, quick actions
Navigation & layout for Operator	⚠️ NEEDS POLISH	`/operator/lay-out.tsx`	Uses generic `Dash-boardLayout`; no operator-specific nav structure; no role switcher
Profile management	❌ TODO	N/A	No `/operator/pro-file` or `/settings/operator`; can't edit companyName, taxId, businessLicense
Settings/Preferences	🚧 WIP	`/api/operator/pref-erences/route.ts`	API exists but no UI; preferences stored as JSON blob
Admin scope filtering	🚧 WIP	Multiple pages	Admins can view by operatorId; inconsistently implemented across pages

Critical Gaps:
- No operator profile editing capability
- No onboarding flow for new operators

- No operator-specific settings UI
- Dashboard lacks actionable insights (just counts)

2. Listings / Homes Management

Feature	Status	Routes/APIs	Notes / Gaps
View list of homes	✅ DONE	`/operator/homes/ page.tsx` `GET /api/operator/ homes`	Lists homes with address, careLevel, capacity, status; supports mock mode
Create new home listing	🚧 WIP	`/operator/homes/new/ page.tsx`	Route exists but page not implemented
Edit/update home listing	✅ DONE	`/operator/homes/ [id]/edit/page.tsx` `PATCH /api/operator/ homes/[id]`	Form works; edits name, description, capacity, amenities, price; validation via Zod
Delete/archive home listing	❌ TODO	N/A	No delete/archive functionality
Home detail/manage page	🚧 WIP	`/operator/homes/ [id]/page.tsx`	Route exists but page not implemented
Home listing fields & validation	🚧 WIP	`prisma/ schema.prisma`	Schema complete; missing: photos UI, address editing, careLevel editing
Photo management	🚧 WIP	`/api/operator/homes/ [id]/photos/*`	API exists (upload, delete, reorder) but no UI component
Licenses management	✅ DONE	`/api/operator/homes/ [id]/licenses/*`	CRUD APIs; integrated into Compliance page
Inspections management	✅ DONE	`/api/operator/homes/ [id]/inspections/*`	CRUD APIs; integrated into Compliance page
Visibility in Family search	✅ DONE	Family marketplace	Homes searchable by families; status=ACTIVE required

Critical Gaps:

- No "Create Home" form implementation
- No photo upload UI (API exists)

- No home detail "Manage" page
- Edit form lacks address/careLevel/status controls
- No bulk operations

3. Inquiries / Leads Management

Feature	Status	Routes/APIs	Notes / Gaps
View list of incoming inquiries	✅ DONE	`/operator/inquiries/page.tsx` `GET (server-side fetch)`	Table view with status, home, create-dAt, tourDate; client-side filtering
View lead details page	✅ DONE	`/operator/inquiries/[id]/page.tsx` `GET /api/operator/inquiries/[id]`	Shows family contact, message, internal-Notes, status
Update lead status	✅ DONE	`PATCH /api/operator/inquiries/[id]`	Status dropdown; op-timistic updates; In-quiryStatus enum
Add internal notes to lead	✅ DONE	`PATCH /api/operator/inquiries/[id]/notes`	Textarea with save button; notes stored in `internalNotes`
View Family info in lead	✅ DONE	Inquiry detail page	Name, email, phone shown; no link to family profile
Filter leads by status	🚧 WIP	Client-side compon-ent	`OperatorInquir-iesTable` has status filter but no backend API filtering
Filter leads by date	❌ TODO	N/A	No date range filter
Filter leads by home	❌ TODO	N/A	No home filter drop-down
Sort leads	⚠️ NEEDS POLISH	Client-side only	No backend sorting; only `createdAt: desc`
Lead status workflow	⚠️ NEEDS POLISH	InquiryStatus enum	7 statuses but no guided workflow or automation
Separate Lead Model	🚧 WIP	`/operator/leads/*` `GET /api/operator/leads`	NEW polymorphic Lead model for Aide/Provider inquiries; causes confusion with Inquiry model

Critical Gaps:

- **Two lead systems:** Inquiry (for homes) vs Lead (for aides/providers) → confusing, inconsistent
- No deep-link from inquiry to messaging
- No bulk status updates
- No assignment to specific operator user
- No lead scoring or prioritization
- Filters are client-side only (no backend API support)
- No export to CSV

4. Residents / Care Management

Feature	Status	Routes/APIs	Notes / Gaps
View residents list	✅ DONE	`/operator/residents/page.tsx` `GET /api/residents`	Table with name, status; filters by q, status, homeId, familyId; CSV export
Add new resident	🚧 WIP	`/operator/residents/new/page.tsx`	Route exists but page not implemented
View resident details	🚧 WIP	`/operator/residents/[id]/page.tsx`	Route exists but page not implemented
Edit resident details	🚧 WIP	`/operator/residents/[id]/edit/page.tsx`	Route exists but page not implemented
Link resident to home	⚠️ NEEDS POLISH	Inline actions component	Quick assign via dropdown; no validation flow
Resident care plans	❌ TODO	N/A	No care plan UI
Resident compliance tracking	🚧 WIP	`/operator/residents/[id]/compliance/page.tsx`	Route exists; ResidentComplianceItem model in DB but no UI
Resident notes	⚠️ NEEDS POLISH	ResidentNote model	DB model exists; no UI component
Resident incidents	⚠️ NEEDS POLISH	ResidentIncident model	DB model exists; no UI component
Resident timeline	⚠️ NEEDS POLISH	CareTimelineEvent model	DB model exists; no UI component
Resident contacts	⚠️ NEEDS POLISH	ResidentContact model	DB model exists; no UI component
Family collaboration	⚠️ NEEDS POLISH	FamilyDocument, FamilyNote models	DB models exist; no UI

Critical Gaps:

- Most resident routes exist but pages not implemented
- Rich data model (notes, incidents, timeline, contacts) but no UI
- No resident onboarding workflow
- No resident → inquiry linking
- No resident billing/payment tracking UI

5. Caregivers / Staff Management

Feature	Status	Routes/APIs	Notes / Gaps
View employed caregivers	✅ DONE	`/operator/care-givers/page.tsx`	Lists CaregiverEmployment records with caregiver name, position, dates, status
Add new employment record	🚧 WIP	`/operator/care-givers/new/page.tsx` `POST /api/operator/caregivers`	Route/API exist but page not implemented
End employment	✅ DONE	`PATCH /api/operator/caregivers/[id]`	Server action sets endDate, isActive=false
View caregiver profile	❌ TODO	N/A	No link to caregiver profile from employment list
Manage caregiver credentials	❌ TODO	N/A	No way to view/verify caregiver credentials from operator view
Message caregivers	❌ TODO	N/A	No deep-link to messaging from caregiver list

Critical Gaps:
- No "Add Employment" form
- No link to caregiver profile or credentials
- No messaging integration
- No caregiver performance tracking

6. Shifts / Scheduling

Feature	Status	Routes/APIs	Notes / Gaps
View shifts list	✅ DONE	`/operator/shifts/` `page.tsx`	Table with home, times, rate, caregiver, status
Create new shift	🚧 WIP	`/operator/shifts/` `new/page.tsx` `POST /api/operator/` `shifts`	Route/API exist but page not implemented
Assign shift to caregiver	✅ DONE	`/operator/shifts/` `[id]/assign/` `page.tsx` `PATCH /api/operator/` `shifts/[id]/assign`	Assign/reassign UI works
Unassign shift	✅ DONE	Client component button	UnassignShiftButton removes caregiver from shift
Shift calendar view	🚧 WIP	`/operator/shifts/` `calendar/page.tsx`	Route exists but page not implemented
Shift status workflow	⚠️ NEEDS POLISH	ShiftStatus enum	6 statuses but no automated transitions
Timesheet integration	⚠️ NEEDS POLISH	Timesheet model	DB model exists; no UI

Critical Gaps:
- No "Create Shift" form
- Calendar view not implemented
- No timesheet UI
- No shift notifications
- No shift availability matching

7. Analytics & Reporting

Feature	Status	Routes/APIs	Notes / Gaps
Occupancy dashboard	✅ DONE	`/operator/analytics/page.tsx`	Doughnut chart, homes count, capacity, occupancy %
Inquiry funnel chart	✅ DONE	`/operator/analytics/page.tsx`	Bar chart by status; CSV export
Admin scope filtering	✅ DONE	`/operator/analytics/page.tsx`	Admin can filter by operatorId
Date range filtering	✅ DONE	Query param `range`	7d, 30d, 90d options
CSV export	🚧 WIP	Inquiries only	Only inquiry funnel exports; no resident/shift exports
Revenue/billing analytics	❌ TODO	N/A	No revenue trends, projections, or cohort analysis
Performance metrics	❌ TODO	N/A	No lead conversion rate, avg time-to-placement, etc.

Critical Gaps:
- Limited to occupancy + inquiry funnel
- No trend lines or forecasting
- No performance KPIs
- No resident tenure/churn analysis
- No caregiver utilization metrics

8. Billing / Payments

Feature	Status	Routes/APIs	Notes / Gaps
View payment history	✅ DONE	`/operator/billing/ page.tsx`	Table with date, home, family, type, amount, status
30-day volume summary	✅ DONE	`/operator/billing/ page.tsx`	KPI card with total and count
MRR tracking	✅ DONE	`/operator/billing/ page.tsx`	KPI card for monthly recurring revenue
Admin scope filtering	✅ DONE	`/operator/billing/ page.tsx`	Admin can filter by operatorId
Payout management	🚧 WIP	`/api/operator/pay- outs/*`	Stripe Connect API routes exist but no UI
Invoice generation	❌ TODO	N/A	No invoice creation or download
Payment disputes	❌ TODO	N/A	No dispute handling
Resident billing statements	❌ TODO	N/A	No per-resident billing UI

Critical Gaps:
- No payout request UI
- No invoice management
- No per-resident billing breakdown
- No refund handling
- No payment method management

9. Compliance & Licensing

Feature	Status	Routes/APIs	Notes / Gaps
View licenses list	✅ DONE	`/operator/compliance/page.tsx`	Shows expiring-soon licenses with home, type, expiration
Upload/add license	✅ DONE	ComplianceQuickActions component	Quick-add form with file upload
Download license document	✅ DONE	`GET /api/operator/homes/[id]/licenses/[licenseId]/download`	Works
Delete license	✅ DONE	`DELETE /api/operator/homes/[id]/licenses/[licenseId]`	Works
View inspections list	✅ DONE	`/operator/compliance/page.tsx`	Shows recent inspections with home, type, date, result
Upload/add inspection	✅ DONE	ComplianceQuickActions component	Quick-add form with file upload
Download inspection document	✅ DONE	`GET /api/operator/homes/[id]/inspections/[inspectionId]/download`	Works
Delete inspection	✅ DONE	`DELETE /api/operator/homes/[id]/inspections/[inspectionId]`	Works
Expiration alerts	⚠️ NEEDS POLISH	Client-side display only	Shows red/amber text; no email alerts or dashboard warnings
Compliance dashboard	⚠️ NEEDS POLISH	`/operator/compliance/page.tsx`	Basic list view; no summary metrics or risk scoring

Critical Gaps:

- No email alerts for expiring licenses
- No compliance dashboard with risk scores

- No audit trail for compliance changes
- No bulk upload/management
- No automated renewal reminders

10. Messaging / Communication

Feature	Status	Routes/APIs	Notes / Gaps
Operator → Family messaging	⚠️ NEEDS POLISH	Generic `/messages`	Generic messaging exists but no deep-link from inquiry detail
Operator → Aide messaging	⚠️ NEEDS POLISH	Generic `/messages`	Generic messaging exists but no deep-link from caregiver list
Operator → Provider messaging	⚠️ NEEDS POLISH	Generic `/messages`	Generic messaging exists but no deep-link from leads
Deep-link from lead to conversation	❌ TODO	N/A	No "Message Family" button on inquiry detail page
Message notifications	✅ DONE	SSE at `/api/messages/sse`	Real-time notifications work
Message threading	✅ DONE	Conversation model	Thread-based messaging
Unread count	✅ DONE	DashboardLayout	Unread badge in header

Critical Gaps:
- No context-aware messaging (no "Message this family" button on inquiry page)
- No message templates
- No automated messages
- No message search/filtering from operator view

11. Quality & UX

Feature	Status	Routes/APIs	Notes / Gaps
Visual consistency with Aide/Provider	⚠️ NEEDS POLISH	All operator pages	Less polished; inconsistent form styles, no photo galleries
Error states	🚧 WIP	Various pages	Some pages have good error handling; others use generic alerts
Empty states	🚧 WIP	Various pages	Some pages have empty states; others just show empty tables
Loading states	🚧 WIP	Various pages	Some pages have spinners; others have no loading feedback
Form validation feedback	⚠️ NEEDS POLISH	Edit forms	Basic Zod validation but lacks inline error display like Aide/Provider
Success confirmations	⚠️ NEEDS POLISH	Various actions	Uses toast/alert; no animated confirmations
Mobile responsiveness	⚠️ NEEDS POLISH	All pages	Grid layouts responsive but tables not mobile-optimized
Accessibility	⚠️ NEEDS POLISH	All pages	Basic semantic HTML; no ARIA labels or keyboard nav testing
Help text / tooltips	❌ TODO	N/A	No contextual help or tooltips
Onboarding guide	❌ TODO	N/A	No first-time user guide

Critical Gaps:
- Inconsistent UI patterns (some client components, some server components)
- No photo galleries like Aide/Provider profiles
- Forms lack real-time validation feedback

- No animation or micro-interactions
- No contextual help
- Mobile table views need work

Concrete Issues Identified

Critical Breakages

1. 🔴 **CRITICAL:** Multiple resident/shift/caregiver routes exist but pages are not implemented
   - `/operator/residents/new` , `/operator/residents/[id]` , `/operator/residents/[id]/edit`
   - `/operator/homes/new` , `/operator/homes/[id]`
   - `/operator/caregivers/new`
   - `/operator/shifts/new` , `/operator/shifts/calendar`
   - **Impact:** Users see 404 or blank pages when clicking navigation links
   - **Files:** `src/app/operator/{residents,homes,caregivers,shifts}/...`

2. 🔴 **CRITICAL:** No Operator profile management
   - **Impact:** Operators can't edit their company name, tax ID, or business license
   - **Missing:** `/operator/profile` or `/settings/operator` page
   - **API:** None exists
   - **Files:** None

3. 🔴 **CRITICAL:** Two separate lead/inquiry systems cause confusion
   - **Inquiry model** for Home inquiries (`/operator/inquiries/*`)
   - **Lead model** for Aide/Provider inquiries (`/operator/leads/*`)
   - **Impact:** Confusing for operators; duplicated UI patterns; inconsistent workflows
   - **Files:** `src/app/operator/{inquiries,leads}/*` , `prisma/schema.prisma`

4. 🔴 **CRITICAL:** No messaging integration from operator views
   - **Impact:** Operators must manually navigate to `/messages` and search for user
   - **Expected:** "Message Family" button on inquiry detail, "Message Aide" on caregiver list
   - **Files:** `src/app/operator/inquiries/[id]/page.tsx` , etc.

5. 🔴 **CRITICAL:** Photo management API exists but no UI
   - **APIs:** `POST /api/operator/homes/[id]/photos` , `DELETE` , `PATCH /reorder`
   - **Impact:** Operators can't add photos to home listings → poor family experience
   - **Files:** `src/app/api/operator/homes/[id]/photos/*` (API only)

UX Issues

1. 🟡 **HIGH:** Dashboard lacks actionable insights
   - **Current:** Just KPI counts (homes, inquiries, residents, occupancy)
   - **Expected:** Recent activity feed, expiring licenses alert, unread messages count, quick actions
   - **Files:** `src/app/operator/page.tsx`

2. 🟡 **HIGH:** Inquiry filters are client-side only
   - **Current:** `OperatorInquiriesTable` filters on client after fetching all
   - **Expected:** Server-side filtering via API query params (status, home, dateRange)
   - **Files:** `src/components/operator/OperatorInquiriesTable.tsx`

3. 🟡 **HIGH:** Edit Home form is incomplete
   - **Current:** Only name, description, capacity, amenities, price

- **Missing:** Address, careLevel, status, genderRestriction
- **Files:** `src/app/operator/homes/[id]/edit/page.tsx`

4. 🟡 **MEDIUM:** Inconsistent empty states
   - **Some pages:** "No homes yet. Click 'Add Home' to create…" (good)
   - **Other pages:** Just empty table (bad)
   - **Files:** Various operator pages

5. 🟡 **MEDIUM:** Forms lack real-time validation feedback

   ◦ **Current:** Zod validation on submit
   ◦ **Expected:** Inline error messages like Aide/Provider credential forms
   ◦ **Files:** `src/app/operator/homes/[id]/edit/page.tsx` , etc.

Navigation Issues

1. 🟠 **MEDIUM:** No breadcrumbs or consistent back navigation

   ◦ **Current:** Some pages have back button, others don't
   ◦ **Expected:** Breadcrumbs (Dashboard > Homes > Edit Home)
   ◦ **Files:** All operator pages

2. 🟠 **MEDIUM:** No sidebar navigation for operator features

   ◦ **Current:** Dashboard quick-links only
   ◦ **Expected:** Persistent sidebar like admin console
   ◦ **Files:** `src/app/operator/layout.tsx`

3. 🟠 **MEDIUM:** Leads vs Inquiries confusion

   ◦ **Current:** Two separate pages (`/operator/inquiries` , `/operator/leads`)
   ◦ **Expected:** Unified "Leads" page with tabs (Home Inquiries, Aide Leads, Provider Leads)
   ◦ **Files:** `src/app/operator/{inquiries,leads}/*`

4. 🟠 **MEDIUM:** No link from inquiry to family profile

   ◦ **Current:** Shows family name, email, phone
   ◦ **Expected:** Link to `/family/[id]` profile (if family role has profile page)
   ◦ **Files:** `src/app/operator/inquiries/[id]/page.tsx`

RBAC Issues

1. 🟠 **LOW:** Admin scope filtering inconsistent

   ◦ **Current:** Some pages support `?operatorId=` , others don't
   ◦ **Expected:** All operator pages should respect admin scope
   ◦ **Files:** `src/app/operator/{analytics,billing,compliance}/page.tsx` (good), others (missing)

2. 🟠 **LOW:** Operator can't see all their data in one place

   ◦ **Current:** Must navigate to separate pages
   ◦ **Expected:** Cross-home reporting and resident management
   ◦ **Files:** Various

Comparison with Other Roles

What Aide/Provider Have That Operator Lacks

1. **Polished profile pages** with photo galleries
   - Aide/Provider: `/marketplace/caregivers/[id]` has photo, bio, skills, reviews, verification badges
   - Operator: Home detail page doesn't exist; edit page is bare-bones

2. **Real-time validation and inline errors**
   - Aide/Provider: Credential upload form has immediate feedback
   - Operator: Edit home form validates only on submit

3. **Comprehensive settings pages**
   - Aide: `/settings/profile`, `/settings/credentials`, `/settings/availability`
   - Provider: `/settings/provider` (assumed)
   - Operator: No `/settings/operator` page

4. **Onboarding flows**
   - Aide/Provider: Registration includes role-specific fields
   - Operator: No onboarding wizard or setup guide

5. **Visual richness**
   - Aide/Provider: Profile cards, rating stars, verification badges, photo galleries
   - Operator: Plain tables and basic forms

6. **Contextual actions**
   - Aide/Provider: "Message" buttons, "View Profile" links, "Favorite" toggles
   - Operator: Missing "Message Family" from inquiry detail, no quick actions

What Operator Needs to Match Quality Bar

1. **Operator Profile Settings Page**
   - `/operator/profile` or `/settings/operator`
   - Edit company name, tax ID, business license, contact info
   - Upload company logo
   - Manage notification preferences

2. **Complete Home Management UI**
   - Implement `/operator/homes/new` (create form)
   - Implement `/operator/homes/[id]` (detail/manage page)
   - Photo gallery component with drag-drop upload
   - Address editing
   - Care level and amenities multi-select
   - Status controls

3. **Unified Leads Dashboard**
   - Merge Inquiries + Leads into one view with tabs
   - Server-side filtering (status, date, home, assigned)
   - Bulk actions (assign, status update)
   - Lead scoring/prioritization

4. **Resident Management UI**
   - Implement all missing resident pages (new, detail, edit, compliance)
   - Resident timeline view

- Notes and incidents UI
- Family collaboration features

5. **Messaging Integration**
   - "Message" buttons on inquiry detail, caregiver list
   - Deep-links to conversations with context
   - Message templates for common responses

6. **Polish & Consistency**
   - Standardize form styles (match Aide/Provider)
   - Add loading skeletons (not just spinners)
   - Empty state illustrations
   - Success animations
   - Breadcrumbs
   - Sidebar navigation
   - Help tooltips

7. **Mobile Optimization**
   - Responsive tables (convert to cards on mobile)
   - Touch-friendly buttons
   - Mobile-optimized forms

8. **Onboarding & Help**
   - First-time setup wizard
   - Contextual help text
   - Video tutorials or tooltips
   - Sample data for new operators

Implementation Plan

Priority 1: Critical Fixes (Week 1-2)

Goal: Fix broken routes and enable core workflows

1. **Implement missing resident pages** (Complexity: Medium)
   - `src/app/operator/residents/new/page.tsx` - Create resident form
   - `src/app/operator/residents/[id]/page.tsx` - Resident detail view
   - `src/app/operator/residents/[id]/edit/page.tsx` - Edit resident form
   - **Dependencies:** None
   - **Files:** 3 new pages
   - **APIs:** Use existing `POST /api/residents`, `GET /api/residents/[id]`, `PATCH /api/residents/[id]`

2. **Implement home creation and detail pages** (Complexity: Medium)
   - `src/app/operator/homes/new/page.tsx` - Create home form
   - `src/app/operator/homes/[id]/page.tsx` - Home detail/manage view
   - **Dependencies:** Photo upload component (Priority 2)
   - **Files:** 2 new pages
   - **APIs:** Use existing `POST /api/operator/homes`, `GET /api/operator/homes/[id]`

3. **Create Operator profile settings page** (Complexity: Simple)
   - `src/app/settings/operator/page.tsx` - Edit company info
   - `src/app/api/operator/profile/route.ts` - GET/PATCH operator profile
   - **Dependencies:** None
   - **Files:** 1 page, 1 API route
   - **Fields:** companyName, taxId, businessLicense, preferences

4. **Add messaging integration to inquiry detail** (Complexity: Simple)
   - Add "Message Family" button to `/operator/inquiries/[id]/page.tsx`
   - Deep-link to `/messages?userId={familyUserId}`
   - **Dependencies:** None
   - **Files:** 1 file update

5. **Implement photo upload UI for homes** (Complexity: Medium)
   - Create `PhotoGalleryManager` component (upload, delete, reorder, set primary)
   - Integrate into home detail/edit pages
   - **Dependencies:** Existing photo APIs
   - **Files:** 1 new component, 2 page updates
   - **APIs:** Use existing `POST /api/operator/homes/[id]/photos`, `DELETE`, `PATCH /reorder`

Estimated Effort: 5-7 days

Priority 2: UX Improvements (Week 3-4)

Goal: Bring operator UX to Aide/Provider quality bar

1. **Enhance Edit Home form** (Complexity: Simple)
   - Add address editing (street, city, state, zipCode)
   - Add careLevel multi-select
   - Add status dropdown (DRAFT, ACTIVE, INACTIVE)
   - Add genderRestriction radio buttons
   - **Files:** `src/app/operator/homes/[id]/edit/page.tsx`

2. **Improve dashboard with actionable insights** (Complexity: Medium)
   - Recent activity feed (last 5 inquiries, new residents, expiring licenses)
   - Quick actions (Create Home, View Inquiries, Run Report)
   - Expiring licenses alert box
   - **Files:** `src/app/operator/page.tsx`

3. **Server-side inquiry filtering** (Complexity: Medium)
   - Update API to accept query params (status, homeId, dateFrom, dateTo, assignedOperatorId)
   - Update client component to use API instead of client-side filtering
   - **Files:** `src/app/api/operator/inquiries/route.ts` (new), `src/components/operator/OperatorInquiriesTable.tsx`

4. **Add real-time validation to forms** (Complexity: Simple)
   - Use Zod + inline error messages for all operator forms
   - Match Aide/Provider credential form style
   - **Files:** All operator form pages

5. **Standardize empty states** (Complexity: Simple)

   - Add consistent empty state messages + illustrations
   - Include CTA button ("Create Home", "Add Resident")
   - **Files:** All list pages

6. **Add breadcrumbs navigation** (Complexity: Simple)

   - Create `Breadcrumbs` component
   - Add to all operator pages
   - **Files:** 1 new component, all pages

7. **Implement shift creation and calendar** (Complexity: Medium)

   - `src/app/operator/shifts/new/page.tsx` - Create shift form
   - `src/app/operator/shifts/calendar/page.tsx` - Calendar view with FullCalendar.js
   - **Files:** 2 new pages

Estimated Effort: 6-8 days

Priority 3: Polish & Nice-to-Have (Week 5+)

Goal: Professional polish and advanced features

1. **Unify Leads and Inquiries** (Complexity: Complex)

   - Create `/operator/leads/page.tsx` with tabs (Home Inquiries, Aide Leads, Provider Leads)
   - Migrate Inquiry model queries to unified API
   - Maintain backward compatibility
   - **Files:** 1 new page, API updates, deprecate old routes

2. **Add operator sidebar navigation** (Complexity: Simple)

   - Update `src/app/operator/layout.tsx` with persistent sidebar
   - Links: Dashboard, Homes, Leads, Residents, Caregivers, Shifts, Compliance, Billing, Analytics
   - **Files:** 1 file update

3. **Implement resident timeline and notes UI** (Complexity: Medium)

   - Add timeline component to resident detail page
   - Add notes/incidents forms
   - **Files:** 1 component, 1 page update

4. **Add mobile optimization** (Complexity: Medium)

   - Convert tables to card views on mobile
   - Test and fix touch targets
   - **Files:** All list pages, CSS updates

5. **Create onboarding wizard** (Complexity: Medium)

   - 3-step wizard for new operators: Profile, First Home, Invite Team
   - Show on first login
   - **Files:** 1 new page/modal

6. **Add help tooltips and contextual help** (Complexity: Simple)

   - Add question mark icons with tooltips
   - Link to docs or video tutorials
   - **Files:** All pages, 1 help content file

7. **Implement bulk actions** (Complexity: Medium)

   - Bulk status update for inquiries
   - Bulk assign for leads
   - **Files:** Inquiry/lead list pages

8. **Add payout management UI** (Complexity: Medium)

   - Connect Stripe account
   - Request payout button
   - View payout history
   - **Files:** `src/app/operator/payouts/page.tsx` , existing API routes

Estimated Effort: 8-10 days

Testing Checklist

Functionality Testing

- [ ] Create new operator account
- [ ] View operator dashboard with mock data
- [ ] Create new home listing
- [ ] Edit home listing (all fields)
- [ ] Upload photos to home
- [ ] View home in family marketplace
- [ ] Receive and view family inquiry
- [ ] Update inquiry status through workflow
- [ ] Add internal notes to inquiry
- [ ] Create new resident
- [ ] Assign resident to home
- [ ] View resident detail
- [ ] Add caregiver employment
- [ ] Create and assign shift
- [ ] View analytics charts
- [ ] View billing/payments
- [ ] Upload license and inspection
- [ ] Message family from inquiry
- [ ] Test admin scope filtering

RBAC Testing

- [ ] Operator can only see their homes/inquiries
- [ ] Admin can view all operators with scope filter
- [ ] Operator can't access admin routes

- [ ] Operator can't edit other operators' data

UX Testing

- [ ] All forms validate on submit
- [ ] Error messages are clear
- [ ] Success confirmations appear
- [ ] Loading states show for async operations
- [ ] Empty states display with CTAs
- [ ] Mobile responsive (all pages)
- [ ] Breadcrumbs work
- [ ] Messaging deep-links work

Deployment Considerations

Database Migrations

- No new migrations needed (all models exist)
- May need to add indexes if query performance degrades

API Changes

- New APIs needed:
- `GET /api/operator/profile`
- `PATCH /api/operator/profile`
- `GET /api/operator/inquiries` (with filters)
- `POST /api/operator/homes` (already exists but needs testing)
- `POST /api/residents` (already exists)

Environment Variables

- No new env vars needed
- Ensure `NEXT_PUBLIC_RESIDENTS_ENABLED` is set

Third-Party Services

- Stripe Connect for payouts (already configured)
- S3 for photo/document uploads (already configured)

Risk Assessment

High Risk

- **Two lead systems (Inquiry vs Lead):** Unifying these requires careful migration and backward compatibility
- **Missing pages:** Users may have bookmarks to unimplemented routes

Medium Risk

- **Photo upload:** S3 integration needs testing in production
- **RBAC:** Admin scope filtering must be consistently enforced

- **Mobile:** Tables may break on small screens

Low Risk

- **Forms:** Straightforward CRUD operations
- **Dashboard:** Mostly display logic
- **Analytics:** Read-only queries

Success Metrics

Post-Implementation KPIs

- [ ] **All operator routes return 200** (no 404s)
- [ ] **Operator profile completion rate** > 80%
- [ ] **Home photo upload rate** > 50%
- [ ] **Inquiry response time** < 24 hours
- [ ] **Mobile usability score** > 80% (Lighthouse)
- [ ] **Operator satisfaction score** (survey) > 4.0/5.0

Related Documentation

- `docs/mvp_status_matrix.md` - Family ↔ Operator flow status
- `docs/mvp_status_aides.md` - Aide marketplace status
- `docs/mvp_status_providers.md` - Provider marketplace status
- `PHASE1_IMPLEMENTATION_SUMMARY.md` - Phase 1 completion report
- `prisma/schema.prisma` - Database schema reference

Summary

Current State

- **Total Routes:** 23 operator pages
- **Implemented:** 10 pages (43%)
- **Partially Implemented:** 5 pages (22%)
- **Not Implemented:** 8 pages (35%)
- **API Endpoints:** 22 routes (most work)
- **Overall Status:** 🚧 WIP with significant gaps

Key Findings

1. **Strong foundation:** Core models and APIs are solid
2. **Missing UI:** Many routes exist but pages not implemented
3. **Inconsistent UX:** Operator experience less polished than Aide/Provider
4. **Confusing lead systems:** Inquiry vs Lead duplication
5. **Navigation gaps:** No sidebar, breadcrumbs, or messaging integration

Recommended Path Forward

1. **Phase 1 (Weeks 1-2):** Fix critical breakages (Priority 1 tasks)
2. **Phase 2 (Weeks 3-4):** Improve UX to match Aide/Provider (Priority 2 tasks)
3. **Phase 3 (Weeks 5+):** Polish and advanced features (Priority 3 tasks)

Total Estimated Effort: 19-25 days (3-5 weeks for 1 developer)

Document Status: ✅ Analysis Complete (No Code Changes Made)
Next Step: Review with team and prioritize implementation tasks