



wesley
family services

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About Wesley Family Service

Wesley Family Services (WFS) provides quality behavioral healthcare and therapeutic support services that support the needs of children, adults, and families throughout their lifespan.

“To empower children, adults, and families by providing transformational care.”

- Mission Statement

1000+
Staffs

30,000+
Clients

The Problem

WFS worked with a previous 67-373 team to create a database management web application for the Assessment and Referral Coordinators.

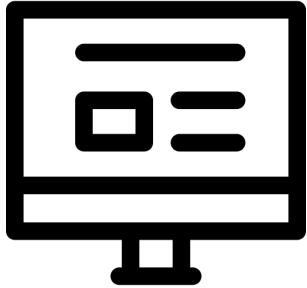
The coordinators can take up to 100 calls a day and use the web application to enter a variety of information about the client.

The web application was not ready for production due to poor user experience on frequently used features, and some key features not being fully implemented.



Our Solution

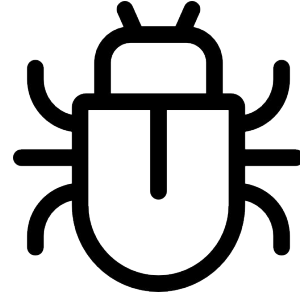
The project group's solution was to aid the development of the web application on its way to deployment by making three primary enhancements:



User Interface



Responsive Form



Bug Fixes

Community Partner:
Aaron Richards

Software
Engineer @ WFS

Significance of Experience

- After the initial CMU development when the end users started to use the system they ran into some major obstacles
- The website was designed in a fashion of every item would have its own view and edit page
- This resulted in increase the number of clicks and time to complete a call greatly from a few minutes to 15+
- This would was due to the call take have to save data then move to a next page and then save and back while talking with the client
- This years CMU students took these findings into consideration to help change the UI to not only fix issues but to reduce the clicks and page changing by the staff to reduce the time needed to take the call

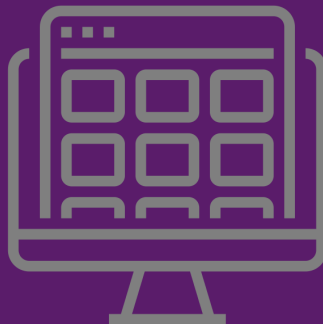
Goals

- Help the web application get closer to a deployable state
- Make client information editable when interacting with inquiries of the client
- Fix broken dropdown fields in client and inquiry forms
- Enable the notes feature on inquires
- Enable the SCA feature on inquires
- Make the inquiry form responsive when certain options are selected (Screening Questions)
- Redirect to edit page instead of details view when saving
- Other minor UI improvements

Outcomes

- Reduced redirection in application by allowing client and new note information to be editable from multiple pages
- Finished implementation of notes feature to the application and fixed bugs related the single case agreement (SCA) form and drop-down fields
- Implemented a responsive screening question functionality which populates questions on to the web page based on the program that is selected

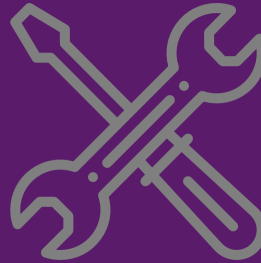
Live Demonstration



Value Added



Data Normalization



Deployment Pipeline



User Experience

Measures of Success

- Fewer Clicks on create/edit operations
- Time Saved per call
- Labor and Time saved from monthly maintenance
- Time saved per search operation
- Possible efficiency benefits down the line due to fixing normalization issues
- Reduction of time needed to review screening data that use to be in note that is now its own section that is toggled by the service selected
- Reduced IT Time needed to configure drop down options by providing managers with this level of access



Future Plans

- Increase the size of the website
 - Currently webpage has padding on left and right will change this to use entire page for allowing more fields to be visible at one time
- Making the New Screening Questions into a accordion style contain so they can be hidden out of view when not needed
- Mock User Testing
 - Right now the team is using the application for mock data entry
 - Taking real calls in the current system and afterwards re-entering them into the new system to compare results
- Train Staff (May - June)
- Go-Live (July)
 - Originally the Program wanted to migrate the data out of the old system but have decided due to the lack of data integrity, they will now be using the system to start over with fresh data.
 - This also will prevent any additional data integrity issues that would be caused by merging the old schema (1 call to 1 record) to the new schema (many calls to one unique person record)
 - This will reduce the time needed for go live

Questions?