"DESIGN AND DEVELOPMENT OF THE NAVIGATING MULTIPLE SYSTEMS WEBSITE (RELEASE 1)"

DETAILED REQUIREMENTS DOCUMENT

NEW YORK STATE COUNCIL ON CHILDREN AND FAMILIES

Spring 2014

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I. PURPOSE OF DOCUMENT

This document provides an itemized list of the New York State Council on Children and Families' (CCF) specific requirements for the Navigating Multiple Systems (NMS) Website, Release 1.[1] It also indicates the expected content (information, data, and tools) that will be needed to fulfill a requirement or set of requirements.

II. ABOUT THESE REQUIREMENTS

- The requirements are categorized as either 1) **technical** or 2) **functional**. Technical requirements focus on the hardware and software. Functional requirements focus on the user experience and what they can learn, gain and do upon visiting and interacting with the website.

- The stated requirements do not indicate exactly how they should be met from a technical or graphical perspective. CCF and the Core Project Team seek creative website design-and-build ideas for meeting these requirements efficiently and effectively.

- The order in which individual requirements and sets of requirements are presented in this document does not imply the priority of requirements or the intended order, organization or presentation format of information to be contained in the website.

- The requirements document, once finalized will set clear parameters for the design-build effort. Thereafter, changes to the requirements will be made in accordance with a controlled process (to be determined).

- Prior to finalization, each requirement will be assigned a unique number for tracking purposes and a tracking worksheet will be developed.

III. TERMINOLOGY

For the purposes of this document, and the NMS project, "**human services systems**" refers to the following principal service categories:

- Educational services
- Health services
- Child welfare services
- Child care services
- Economic support services
- Developmental disabilities services
- Mental health services
- Substance abuse prevention and treatment services
- Juvenile justice services
- Employment and vocational services

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[1] The title of the website may be modified, prior to its public release, for more user-friendly effect.

When used in the context of a potential service consumer, "**navigating**" means activities by which an individual may learn about, comprehend, make contact with, make comparisons among, arrange for, participate in, and coordinate various program or service offerings. However, when used in the context of the website tool itself, the term means moving within and across pages and sections, drilling down vertically or horizontally, activating links, and otherwise traversing the breadth and depth of the website contents, and employing its features.

IV. WEBSITE PURPOSE

To make information available via the Internet that will be as helpful as possible, through both its form and substance, to individuals seeking to learn about and gain access to multiple human services and supports in order to address their own, their child's, or their client's special needs most effectively.

V. KEY OBJECTIVES

a. **Integrated information across several systems** – Provide a centralized, integrated (i.e., first-stop, one-stop) information resource for parents/caregivers/youth who need services and supports from multiple service systems (e.g., mental health, education, substance abuse, etc.)

b. **Solutions focus** – Address the common questions/concerns/difficulties faced by parent/caregiver/youth and promote practical, experience-based approaches.

c. **Greater knowledge and comprehension of relevant topics** – Improve the parent/caregiver/user's grasp of specific topics pertinent to normal and abnormal child development, the range of child development assessments, and potential service types.

d. **Services identification and location** – Enable the parent/caregiver/youth to conveniently identify and get pertinent facts about programs/services/providers, tied to a variety of different systems, located near them.

e. **Sufficient context** – Facilitate users' (parents/caregivers/youths) baseline understanding of the distinguishing functions and characteristics of selected federal, state, local, community and regional human systems, programs, and services; as well as of the interrelationships among such systems.

f. **Actionable how-to guidance** – Equip the parent/caregiver/youth with step-by-step techniques and tools for exploring, tracking, preparing for, locating, securing and coordinating the available supports and services, whether on their own or with the assistance of professionals.

g. **Peer to peer connections** – Provide mechanisms for caregivers, family and youth to identify and connect personally with groups and individuals who can offer peer support.

h. **Information timeliness** – Offer information that reflects and relates directly to the times of the parent/caregiver/youth's need for the information, i.e., being a starting place for the "uninitiated," a place to come at critical transition points, and place to come back to as an ongoing resource.

i. **Positive psychological/emotional impact** – Reduce the confusion and frustration, and increase the preparedness, confidence and pro-action by parents/caregiver of a child – or the youth himself/herself – with a complexity of needs, enabling them to be better informed and able to manage their circumstances more effectively.

j. **End results** – Improve outcomes for the individual child due to the parent/caregiver/youth empowerment and effective action fostered through their use of the site.

VI. <u>BACKGROUND</u>

The Council on Children and Families addresses interagency and cross-systems issues and develops coordinated strategies to effectively meet the needs of New York's children and families. CCF convenes a range of cross-systems meetings with state agencies and family, youth and other partners. Ideas are often seeded in these discussions and carried through to tangible deliverables for the benefit of and used by youth and families as well as cross-systems services effort.

It is clear that children and youth with cognitive, health, developmental, behavioral and emotional disabilities frequently face challenges in virtually all domains of their lives: at home, in school, interpersonally and within their communities. These young people and their families often require services and supports from multiple systems (e.g., education, health, mental health, substance abuse, child welfare, and vocational). Accessing accurate and current information about services and supports available from a rapidly changing range of programs and services is difficult and time consuming. Families repeatedly request a central point of information where they can investigate available services, training, and access educational tools. Front-line service professionals working to assist families and individuals to navigate, access and coordinate multiple systems have identified these same issues.

The Navigating Multiple Systems Initiative, led by CCF and funded by a grant from the New York State Developmental Disabilities Planning Council (DDPC), addresses these challenges. The initiative's goals are to identify the information needs of families and youth struggling to navigate multiple systems and to define and implement user-friendly, accurate and up-to-date tools to assist these families and youth, as well as the front-line professional staff working with them.

During 2013, a core team worked together with an Advisory Council (comprised of representatives of state agencies, advocacy organizations, and youth organizations, and parents) to conduct extensive customer/stakeholder outreach. Surveys, interviews and focus groups were used to collect data, ideas, insights and preferences from parents, youth, and providers. The findings provided further justification for a web-based information tool and sharpened our understanding of specific kinds of information most needed by the target audience. Thus, the intent of the present project is to develop a website that brings together existing and new information, data, and tools expressly to meet the needs alluded to above.

VII. <u>WEBSITE TECHNICAL REQUIREMENTS</u>

a. The NMS website shall be maintainable by the Council on Children and Families (CCF) staff.

b. The NMS website (html pages and SQL database) shall be hosted by CFDynamics.

c. CCF shall pay domain name registration fees and web hosting fees.

d. The website shall be developed using Concrete 5. (CCF uses Concrete 5, a content management system that allows staff with no html knowledge to edit the website.)

e. Staff in the CCF as well as other organizations (on a permissions-controlled basis) shall be able to modify information.

f. Google Search shall be available on every page of the NMS website to search NMS website data. (Google Search uses Google's algorithm and is a highly effective website search tool.)

g. The website shall meet and exceed New York government guidelines for website accessibility for persons with disabilities. (For example, it should provide text equivalents for non-text content, page navigation coded for screen readers, transcripts provided for audio broadcasts, and so forth.)

h. Google Translate shall be available on every page of the NMS website to ensure language accessibility.

i. The website shall have a secure web accessible back-end that shall provide a convenient method for staff from multiple agencies and organizations to keep content up-to-date.

j. There shall be a notification system to alert assigned CCF staff of new/changed content (from another authorized agency or entity) for CCF review, approval and/or editing.

k. The website shall be conducive to use of Google Analytics to evaluate frequencies and patterns of website usage and effectiveness, as well as inform project staff of most frequently accessed resources and frequent search terms for assistance.

l. The website technology shall employ mapping software to help users identify and locate (in a geographical context) available programs and services in multiple systems, and obtain associated attribute information (e.g., address, telephone number, county, etc.).

m. The website technology shall support the use of decision trees to help direct users to information most suitable to their needs.

n. The website technology shall support the use of embedded videos to convey information.

o. The website technology shall support the inclusion of webinar offerings.

p. The website technology should support the use of active internal and external links throughout the site.

q. The website shall be designed to accommodate future expansion in the breadth and depth of information available.

VIII. <u>**WEBSITE FUNCTIONAL REQUIREMENTS**</u>

A. GENERAL

a. The website shall address as its primary audience parents/caregivers and youth.

b. The website shall have as its secondary audiences, human service professionals (e.g., doctors, school personnel, and social workers), advocates, and family/peer support individuals acting to help a parent/caregiver or youth access and coordinate appropriate services.

c. The website shall have a user-friendly interface, meaning that it is easy to grasp by non-professionals, visually appealing and uncluttered in appearance.

d. The website design and content shall convey a supportive and solutions-oriented tone and character.

e. The website text shall be written in simple, everyday language.

f. The website text shall be readable at a 6th grade level.

g. Vital information and printable documents shall be translated into one or more languages.

h. The website shall use a variety of media (e.g., straightforward prose, diagrams, slide shows, videos, checklists) to convey information effectively.

i. The website shall take into account a potentially broad spectrum (e.g., ability levels, educational levels, socioeconomic status, and cultural/ethnic backgrounds) of potential users and accommodate this spectrum to the extent practicable.

j. The website design and content shall make a presumption that the user may be a "novice." In other words, it should not presume the user has prior knowledge of the various state human services systems in order to navigate the website, glean information, or understand it.

k. The website shall be organized so that finding one's way around the site as intuitive as possible.

l. The website design and content shall enable lay persons to find needed information efficiently (i.e., by making a minimal number of clicks).

m. The website shall, at a high level, include the following types of information: problem/solution oriented advisory information; program/service locating information, and topical information.

B. SPECIFIC[2]

Each set of requirements is followed by a table showing website content elements that will be gathered and supplied to the contractors. For planning purposes, an assessment is made of the level of effort to prepare the specified content.

KEY:

Criticality (high, medium, low) reflects how important the content is to the function of the overall website.

Complexity (high, medium, low) reflects how involved the information is expected to be, as well as the task of preparing the information.

Availability (high, medium, low) reflects the estimated state of readiness of the information as of the project start (~April 2014).

Lead time (1, 2, 3) reflects the comparative urgency of the content preparation work effort, where 1 means content preparation should get underway ASAP; 2 means the task can be lagged somewhat; and 3 means the task can be lagged even more, as long as it is completed to fit the contractor's build schedule.

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1. ORIENTATION TO THE WEBSITE INFORMATION

    a.   Users shall be able to rapidly and easily gain an understanding of what the website has to offer.

    b.   Users shall be able to rapidly and easily gain an understanding of how the website is organized.

    c.   Both verbal and graphical cues/explanations shall be used to orient site newcomers.

    d.   Users shall be informed about website limitations, caveats and disclaimers.

Necessary Content Elements	Preparation Effort
- Introductory language - Diagram (with mouse-rollover annotation?) - Privacy statement - Disclaimer	- Criticality: High - Complexity: Low - Availability: Medium - Lead Time Needed: 3 - Comment: Can't start until more progress is made on the design/build activity.

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[2] A certain degree of overlap or redundancy among the groupings of requirements (and necessary content) is acknowledged and unavoidable.

2. NMS INITIATIVE OVERVIEW INFORMATION

    a. Users shall be able to gain an understanding of the overall NMS initiative.

    b. Users shall be able to read about goals and objectives, auspices, current and future offerings.

Necessary Content Elements	Preparation Effort
• Welcome statement from an official • Introductory language identifying the NMS initiative's purpose • Partners • Planned/actual offerings • Organization structure • Other pertinent facts	○ Criticality: High ○ Complexity: Low ○ Availability: High. ○ Lead Time Needed: 3 ○ Comment: CCF has the information. Will need editing/updating

3. KEY TERMINOLOGY FOR NAVIGATING MULTIPLE SYSTEMS

    a. Users shall be able to look up a key term used in New York State human services and obtain a short definition.

    b. Users shall be able to find out about other terms used for the same concept.

    c. Users shall be able to look up a key term and find out how it is typically abbreviated or expressed as an acronym.

    d. Users shall be able to look up an acronym or abbreviation commonly used in New York State human services, and find out what it stands for.

    e. Mouse-rollover pop-ups shall be available when key terms appear throughout the site.

Necessary Content Elements	Preparation Effort
• Key words or phrases • Definitions for key words or phrases • Synonyms for key words or phrases • Acronyms for key words or phrases • Abbreviations for key words or phrases	○ Criticality: High. ○ Complexity: Low to Medium ○ Availability: Medium ○ Lead Time Needed: 1-2 ○ Comment: Needs to be assembled from multiple sources. Needs competent editor. Can be approached as a standalone research project. Not a dependency.

4. **WHAT IS YOUR SITUATION, NEED OR CONCERN**

   a. Users shall be able to select from a list of topics, scenarios, or common questions what they need information or assistance about.

   b. Selections shall narrow the user's research and point them to more specific information about their topic or concern. (It is not clear whether this function can or should be interactive.)

Necessary Content Elements	Preparation Effort
• TBD - Content planning needed here • Decision tree – Nature of this is unknown. • Other resources	o Criticality: High. o Complexity: High o Availability: Low. o Lead Time Needed: 1 o Comments: This is the crux of the site. It is what will distinguish it. In and of itself, this will be a "navigation tool." This is a complex content component. It needs to be conceived and developed by subject matter experts.

5. **INFORMATION ABOUT TYPICAL/ATYPICAL CHILD/YOUTH DEVELOPMENT**

   a. Users shall have access to information on developmental stages of children and youth and shall suggested next steps should they become concerned that their child has cognitive, behavioral, physical or other issues potentially needing professional assessment, intervention or special services.

   b. Users shall be advised about typical and atypical capabilities and behaviors of children as they progress through the developmental stages.

   c. Users shall be able to learn about a variety of means that are commonly used to screen children for special needs or disabling conditions; assess child developmental progress; and identify/diagnose developmental concerns.

   d. Users shall be directed to next steps and places they may go for professional assessment related to their concerns.

   e. The website shall not enable users to clinically assess or diagnose behaviors or conditions of concern. The website shall include disclaimers in this regard.

Necessary Content Elements	Preparation Effort
• Screening tool names, definitions, acronyms -- related to diagnoses • Content (modified or used in whole) from the New York State Family Resources.org developed by the Parenting Education Partnership (NYSPEP) • Other sources/resources	o Criticality: High o Complexity: Medium-High o Availability: Medium. A complex undertaking requiring coordination and subject matter experts but can be developed using others' content. o Lead Time Needed: 1 o Comments: A first step would be a detailed outline. How much depth and breadth will this content need? Can a linkage route be used for some of this requirement?

6. **ORIENTATION TO THE HUMAN SERVICES SYSTEM**

a. Users shall be able to readily learn about the major components of state human services and how they relate to each other structurally.

b. Users shall be able to view this information both graphically and verbally.

c. Presentation shall be high level and uncomplicated.

Necessary Content Elements	Preparation Effort
• Descriptive introduction to/overview of the statewide human services system (high level information) • Statewide human services system - graphical illustration (diagrams or flow-charts -- interactive infographics) • Potentially a video format	o Criticality: High o Complexity: Medium to High o Availability: Medium o Lead Time Needed: 1 o Comments: Some narrative content can be prepared early. Video versions will need to be approached as mini-projects. This material can be narrative but tied in some manner to the agency/organization data base (see next section).

7. **INDIVIDUAL AGENCY/SERVICE PROVIDERS INFORMATION AND DATA**

   a. Users shall be able to look up/search for a type of service or specific organization/entity and obtain basic facts and information about such organization/entity.

   b. Users shall be able to interact with a mapping tool to search within a geographic area or region and find available service providers (options) matching their needs.

   c. Users shall be able to print driving directions and determine drive times from the mapping tool.

   d. Users will be able to relate service provider locations to public transportation options.

   FEDERAL AGENCY RESOURCES

   d. Users shall be able learn basic information about selected, relevant federal agencies / federally operated agencies.

   e. Users shall be able to link over to selected federal agency websites.

   f. Agency staff with appropriate permissions shall be able to modify federal agency information.

   STATE AGENCY RESOURCES

   g. Users shall be able learn basic information about relevant programs overseen and/or operated by each human services state agency.

   h. Users shall be able to use a mapping tool to identify and locate regional offices of selected state agencies.

   i. Users shall be able to link over to state agency program websites.

   j. Agency staff with appropriate permissions shall be able to modify state agency information.

   COUNTY/LOCAL GOVERNMENT RESOURCES

   k. Users shall be able learn basic information about relevant human services agencies and programs operated at the county or local government level.

   l. Users shall be able to use a mapping tool to identify and locate selected county/local government service offices.

   m. Users shall be able to link over to county agency websites.

   n. Agency staff with appropriate permissions shall be able to modify county/local government information.

ADVOCACY ORGANIZATIONS RESOURCES

o. Users shall be able to learn basic information about relevant advocacy organizations and their regional chapters if applicable.

p. Designated individuals, with appropriate permission and access, shall be able to modify advocacy organization information.

COMMUNITY SERVICES RESOURCES

q. Users shall be able to search for community based service providers in their area.

r. Users shall be able to use a mapping tool to identify and locate community service providers.

s. Designated individuals, with appropriate permission and access, shall be able to modify community service provider information.

Necessary Content Elements	Preparation Effort

• Resource Directory
  – Entity name
  – Mission
  – Specific programs/services names (many)
  – Program/services descriptions (many)
  – Physical address
  – Website address and link
  – Email address
  – Telephone number
  – Populations served
  – Counties served
  – Eligibility criteria for receiving services
  – Other TBD
 	
• Mapping Tool (with county; county subdivisions—towns, cities, communities; and school district boundary layers)
	o Criticality: High
	o Complexity: High
	o Availability: Mixed. CCF already has some of this data. Other information will need to be composed.
	o Lead Time Needed:
	o Comments: The effort may need subject matter experts. A 211 link could be part of the solution. We need to find out what agency resource data the content work group partners can provide initially and on an ongoing basis for this functionality.

8. ACCESSING SUPPORT FROM PEER SUPPORT INDIVIDUALS AND ORGANIZATIONS

a. Users shall be able to find out about the availability of peer support organizations.
b. Users shall be able to find out about the availability of individual peer support (persons who have "walked in their shoes" or "informal navigators").
c. Users wishing to offer peer support to others shall be able to find out how/where they can volunteer.
d. Users shall be able to use a mapping tool to find out about peer support in their geographical region.
e. Users shall be able to learn about peer support events that may be of interest.

Necessary Content Elements	Preparation Effort
- List of peer support organizations - Coaching about the value of, and ways to acquire, peer support - Opportunities to be a source of peer support - Other resources Online Bulletin Board or blog? - Disclaimer	- Criticality: High - Complexity: Medium - Availability: Mixed - Lead Time Needed: 1 - Comments: Some information is easily assembled. Coaching information will need to be composed by subject matter experts. It may be useful to develop criteria for inclusion of organizations.

9. HOW-TO GUIDANCE INFORMATION

a. Users shall be able to find how-to's according to needs they may have (scenarios).

b. Users shall be provided with sample questions or checklists they can use to prepare for and participate in meetings with education and health professionals as well as other service providers.

Necessary Content Elements	Preparation Effort
Examples: - Coaching about how to interact with agencies. - Guidance and coaching about evaluations - Coaching on interviewing for employment	- Criticality: High - Complexity: Medium - Availability: Medium - Lead Time Needed: 1 - Comments: Subject matter experts could be assigned to create specific content in a particular coaching area or topic.

10. TRANSITIONS SUPPORT INFORMATION (SPECIFIC TYPE OF GUIDANCE)
  a. Users shall be able to find suggestions and advice for how to prepare for, do, and follow through with critical transition activities.

Necessary Content Elements	Preparation Effort

• Guidance about planning for and navigating one's way through specific types of transitions.
• Types to be determined, such as:
  – Changing providers or placements
  – Moving to a new service jurisdiction
  – Changing from child serving programs to adult serving programs
  – Changing child care with supports (like Head Start) to public school
  – Aging out of early intervention services
  – Transitioning to non-residential care, or into residential care
  – Transitioning from institutional care to community-based care
  – Transitioning to higher education
  – Transitioning to independent living
  – Transitioning into employment
  – Terminating service
	o Criticality: Very high
	o Complexity: High
	o Availability: Low
	o Lead Time Needed: 1
	o Comment: There isn't a lot of existing content. Will need to be created.

11. JOURNALING /RECORDS KEEPING

a. Users shall be able to create a secure account where they can maintain and make entries to an electronic journal.

b. The journal shall be designed for use by the consumer (parent/caregiver/youth) for keeping notes about anything relevant to their navigating journey – e.g., observed behaviors, conversations or consultations (e.g., with doctors, teachers, or psychologists), medication records, health exams and results, education documents, and so forth.)

Necessary Content Elements	Preparation Effort
• The journaling shell (to be developed) • Introduction to use of the shell • Privacy statement and agreement language	o Criticality: Medium o Complexity: Easy o Availability: High o Lead Time Needed: 2 o Comment: This is something the contractors can work on with CCF without waiting for substantial content development and review.

12. INFORMATION ABOUT PUBLIC POLICY CONTEXT, INITIATIVES, AND CHANGES OF POTENTIAL INTEREST TO USERS

a. Users shall be advised about significant policies, policy issues and policy changes (for example, those affecting parents/caregivers/youth in cross-agency service coordination contexts, from a consumer perspective).

b. Users shall be able to link to further detailed information concerning the policy, policy issue or change, where applicable.

Necessary Content Elements	Preparation Effort
• Briefs or summaries of policy issue or change	o Criticality: Low to Medium o Complexity: Medium o Availability: Medium o Lead Time Needed: 2 o Comment: This aspect of the site needs some discussion among subject matter experts as to the parameters and initial material to present.

13. NEWS, NOTICES AND EVENTS

a. Users shall be alerted (e.g., through a bulletin board style page or headline banner) about selected new developments in human services that relate to cross system services coordination challenges and solutions.

b. Users shall be able to register to receive automatic notifications/messages to their email address.

c. Authorized staff, with appropriate permissions, shall be able to post news.

Necessary Content Elements	Preparation Effort
• Announcements about forums, public meetings, conferences and training opportunities • Alerts about new resources	o Criticality: Medium o Complexity: Medium o Availability: High o Lead Time Needed: 3

14. PUBLICATIONS AND BROCHURES

a. Users shall be able to access, read online and/or download selected publications deemed relevant to the website's purpose.

Necessary Content Elements	Preparation Effort
• Existing publications and tip sheets (in pdf format) • "Accessing Services for Hard-to-Place" Children Brochure • Publications and tip sheets to be developed	o Criticality: Medium o Complexity: Low for existing publications. High for new materials to be created (mini-projects) o Availability: High. Will need to assemble a listing of potential citations. May need to write annotations for list. o Lead Time: 3 (except for publications that don't exist yet) o Comments: This functionality overlaps with the Guidance functionality previously listed (#9). Will need an initial gathering and selection process. This functionality and content can be added to on ongoing basis.

15. INFORMATION AND TOOLS SPECIFICALLY DIRECTED TOWARD YOUTH USERS

a. Upon entering the site, youth users (i.e., those with special needs or conditions) shall be able to quickly find a welcoming page that keys into their perspective and needs.

b. Youth users with multiple system needs shall be able to create a youth journal to store information and keep records organized (for example your own health, education, and employment facts).

c. Youth users shall be able to research employment opportunities.

d. Youth users shall be able to learn how to prepare for higher education.

e. Youth users shall be able to learn how to prepare for independent living and find suitable housing opportunities.

f. Youth users shall be able to learn how to access economic assistance.

Necessary Content Elements	Preparation Effort
• Briefs or coaching documents tailored for consumption by youth with special needs or conditions such that mainstream information sources or channels are not suitable	○ Criticality: High ○ Complexity: High ○ Availability: Medium. Need the assistance of subject matter experts to plan and develop content. ○ Lead Time: 1 ○ Comments: We need to present in a way that does not subsume the role of other state agencies. This may be a synthesis or key guidance supplemented with direction to other resources. We also need to clarify that this information is aimed at youth with special issues, not everybody.

16. CONNECTION TO A COMPREHENSIVE HELPLINE RESOURCE

a. Users will be able to connect through to the 211 helpline operator (eventually a statewide scope), administered by the United Way of New York State, for simple answers or serious help. **NOTE: This requirement is tentative pending further discussions and an agreement with United Way.**

Necessary Content Elements	Preparation Effort
• **Introductory description and link with graphics**	o Criticality: Medium to High o Complexity: Medium o Availability: Medium to high o Lead Time Needed: 2 o Comments: CCF needs to explore and negotiate. No internal resources are available for this function but there are many helplines that NMS could reference.

17. DISCLAIMERS AND LEGAL NOTICES

    a.   Users shall be informed about the terms and conditions under which the website is offered (legal protections).

    b.   Users shall be informed about limitations of the information presented.

    c.   Users shall be advised that the site is neither designed nor intended to endorse or recommend a particular provider.

Content Elements	Preparation Effort
• Standard verbiage • Custom-written verbiage	o Criticality: High o Complexity: Low o Availability: High o Lead Time: 3 o Comment: CCF will need assistance from CCF/OCFS Legal

18. CCF CONTACT INFORMATION

    a.   Users shall be able to easily identify how communicate with the CCF regarding website functionality or other matters.

Necessary Content Elements	Preparation Effort
• Standard verbiage • Custom verbiage	o Criticality: High o Complexity: Low o Availability: High - CCF can provide. o Lead Time Needed: 3

19. USER FEEDBACK MECHANISM

a. Users shall be able to provide feedback to the CCF through the website regarding their experience in using the site and its usefulness.

b. Users shall be able to provide information to improve the accuracy of the information presented.

c. Feedback shall be collected in a manner and type that makes it conducive to identifying and prioritizing continuous improvements to the site.

Content Elements	Preparation Effort
• User survey instruction and questions • Open comment fields • Optional user name and contact info fields • Google analytics regarding page views, etc.	○ Criticality: High ○ Complexity: Low ○ Availability: High ○ Lead Time: 3 ○ Comment: CCF can develop and support the survey element for this. – Won't need outside help. Keep it simple. Will collect feedback on accuracy of data on the NMS site. At this time, there are no plans to capture feedback on provider effectiveness.

IX. <u>WEBSITE EXCLUSIONS/OUT OF SCOPE FOR RELEASE 1</u>

- Users shall not be able (or encouraged to try) to use the website to clinically or medically diagnose physical/mental/behavioral/social/developmental conditions of concern, and the website should clearly indemnify itself from this.

- Users shall not, in Release 1, be able to initiate and engage in online real-time chats with an advisor.

- Users shall not be able to use the website to apply or register for services.

- Users shall not be able to use the website to purchase services.

- Users shall not be able to use the website to evaluate or rate service providers, or read ratings and reviews of services in order to compare them.

X. <u>COLLABORATING ORGANIZATIONS</u>

CCF anticipates that the NMS website will take advantage of one or more major information resources (related to services navigation) existing outside the boundaries of the NMS website and initiative. This would be enabled through formal relationships/agreements that need to be established with the "owners."   As these efforts progress, more detail will provided.

CCF anticipates that subject matter experts in other organizations will be tapped to help conceive, draft, edit and maintain information for use on the website.

XI. <u>CLARIFICATION OF REQUIREMENTS</u>

Questions concerning these requirements may be directed to Robin Miller, New York State Council on Children and Families, (518) 486-7635.

XII. <u>APPENDICES</u>

 A. NMS ONLINE RESOURCE DIRECTORY (IES)

The following is a working list of organizations/entities to be included in a resource directory tool that will be part of the Navigating Multiple Systems Website (Release 1). Lists are subject to additions and subtractions as the requirements are defined and the website is designed and built. The taxonomy is also subject to change.

Federal Programs

  Head Start Program
  Early Head Start Program
  Others

State Agencies/Programs

  New York State Council on Children and Families
  New York State Office of Alcoholism and Substance Abuse Services
  New York State Office of Children and Family Services
  New York State Developmental Disabilities Planning Council
  New York State Education Department
  New York State Department of Health
  New York State Justice Center
  New York State Department of Labor
  New York State Office of Mental Health
  New York State Office for People with Developmental Disabilities
  New York State Office of Temporary and Disability Assistance

  New York State Parent Education Partnership (CCF, OMH, OCFS, and PCANY)
  New York State Parenting Education and Awareness Program (New York State Courts)
  Others

Statewide Parent and Youth Information and Resource/Advocacy Organizations

  Families Together of New York State, Inc.
  Parent to Parent of New York State
  Youth in Progress
  YOUTH POWER!
  Others

County and Local Government

Local social services district offices
County health offices
County mental health offices
County children's services offices
Others

Schools

Public Schools
BOCES programs
Others

Services in the Community

After-School Programs
Career One-Stop Centers
Child Care Resource and Referral Agencies
Day Care Centers (Available by type of day care – i.e., Group Family Day Care, Family Day Care, School Age Child Care, etc.
Family Resource Centers
Family Support Services Libraries
Local Health Coalitions
Local Mental Health Providers
Public Polling Sites
Motor Vehicles Offices
WIC Programs
Others

B.   **WEBSITE CONTENT VISUAL**

See next page.

Preliminary Sketch of Major Website Elements

NOTE: This diagram is a high level summary of envisioned website components. it does not propose actual labeling or arrangement of components.

Orienting Elements

About the NMS Initiative

News and Events Bulletins

Orientation to the Website

What Information Are You Looking For?
(Role and Situation Based Filtering Tool)

Getting Immediate Help (211)

Site Search

Central Elements

Human Services System Information
- Overview
- Selected Programs and Policies

Service Provider Directories
- Federal
- State
- County/Local
- Community
- Advocacy Organizations
  - ➢ Map Based
  - ➢ List Based

How-To Guidance and Coaching
- Getting Help
- Accessing Services
- Coordinating Services
- Preparing for Transitions
- Exiting Services

Narratives, checklists, videos, etc.

Peer Support Information

Frequently Asked Questions

Child/Youth Development Information

Topics In Depth / More Learning

Glossary – Terms and Acronyms

Personal Journaling Tool

Youth Corner

Ancillary Elements

User Feedback Mechanisms

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