

Understanding Florida Social Workers Workflow & Information Needs



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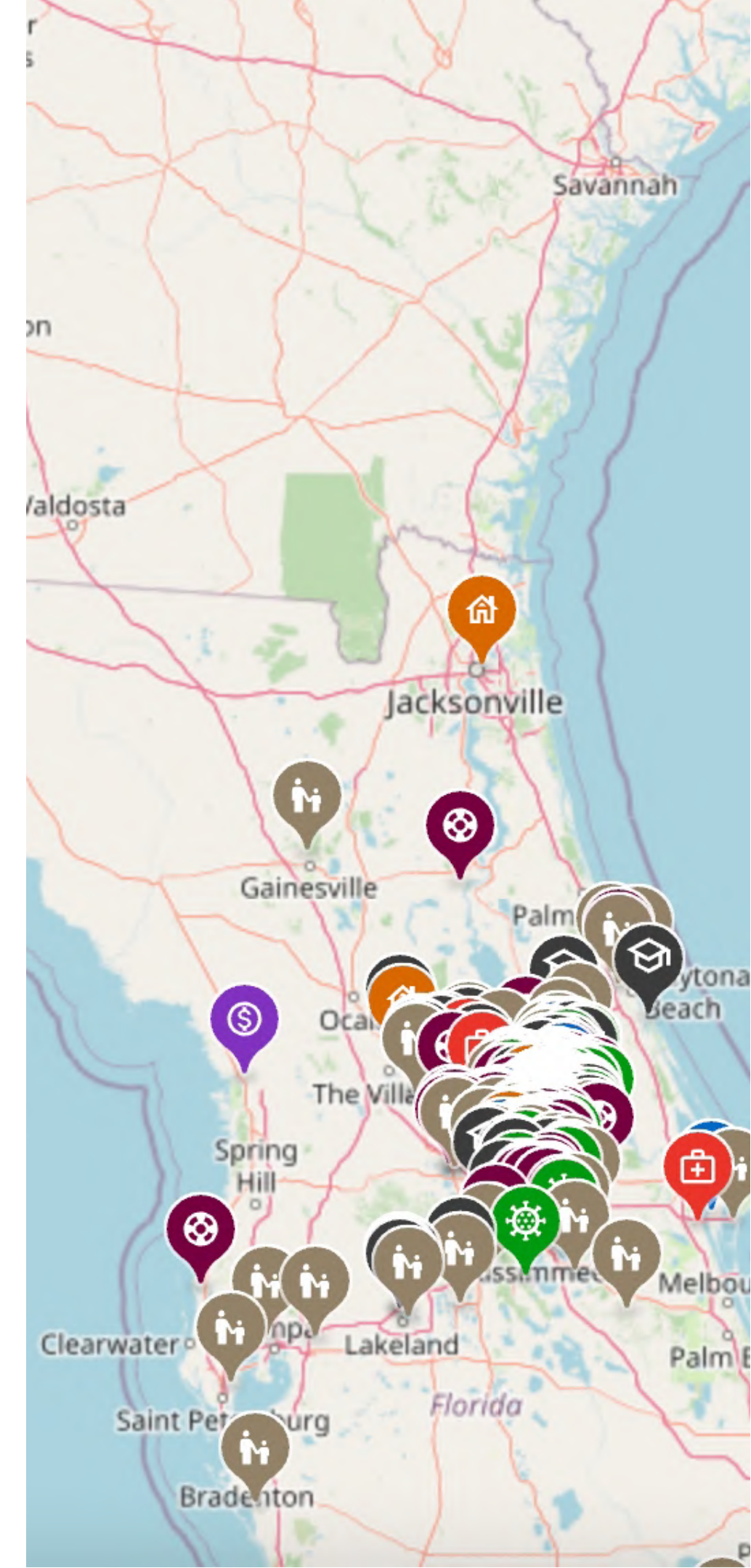


Client Stakeholders

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Who conducted the research?



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Executive Summary



Lack of knowledge on how social workers might use the Florida Community Resource Map (FCRM) to support beneficiaries



1. How do Florida (FL) social workers find or get access to the information they need?
2. What are the challenges Florida (FL) social workers face in their work?



1 hour semi-structured interviews via Zoom with Florida social workers

- 1 in Central Florida
- 4 in Northeast Florida

Key Findings

What insights did we gain from research?

FL social workers have multiple strategies for looking for resources but don't have one reliable, consistent medium

FL social workers don't have a formal way to store resources

Information regarding vendors/organizations is constantly changing, making certain info out-of-date

Opportunities

What actions can FCI take to support FL social workers?

✓ FCRM to become a trusted central resource hub for FL social workers through reviews & comments

✓ Allow the map to be open-source, let social workers add resources to the map and star resources they find helpful

✓ Allow FL social workers to flag inaccurate and out-of-date information

FL Social Worker

The End-User of the FCRM

Goals

- Find accurate and relevant resources for their clients
- Help clients become self-sufficient when handling resources
- Easily communicate client needs to resource facilitators

	Intake	Locate Resources	Connect Client to Resource	Case Wrap-Up
Actions	Take in clients from wither referrals or their direct outreach	Research where the client might find the resources they need	The client uses the resource or the social worker supports the use of the resource by the client	Ensure client is receiving help, and support clients who need more resources
Touchpoints				
Quotes				
Challenges				
Opportunities				

1 Intake

Take in clients from referrals or their direct outreach

1. Answer incoming phone calls directly from clients, schools, or referral sources

Touchpoints: work cell-phone, office extension/hotline number

2. Prioritize cases based on current caseload and staffing

3. Assess the eligibility of the client and identify their needs and urgency of care

Touchpoints: phone, face-to-face communication, car

Bring in a translator if need assistance with a language barrier

Touchpoints: translator phone service

Home Visits

Touchpoints: car, face-to-face communication

Identify clients via annual survey*

Touchpoints: computer

Quotes

“We want to make sure we only take cases that we know we can handle responsibly”

1 Intake

Take in clients from either referrals or their direct outreach

Challenges

- ✗ Being too understaffed to help as many people as they wish

Opportunities

- ✓ Ability to save resources within folders for specific clients
- ✓ Listing accommodations on the FCRM for the Spanish-speaking clients

2 Locate Resources

Research where the client might find the resources they need

1. Use resources from memory

2. Search for additional resources on websites or through personal connections and/or 211

Touchpoints: Online resources (Google, Facebook, FindHelp), Word of mouth, computer, phone, face-to-face

3. Directly contact vendors and service centers to see if they have the right needs for the client

Touchpoints: phone

4. Make sure resources matches the needs/eligibility of the client

Touchpoints: phone

5. Log resources

Touchpoints: Google Docs, physical binders, Excel

Quotes

“I don't think we have we don't really have a central repository of that information, so.....it also goes into the team's memory if that's a thing”

“I also reach out to people in my network to find resources - people that I'm connected with is the best way - more formal way there are barriers - better with the people I trust.”

2

Locate Resources

Research where the client might find the resources they need

Challenges

- ✗ Hard to narrow down information when searching online
- ✗ Resource information is ever-changing
- ✗ The quality of resources is questionable
- ✗ The resource providers/vendors do not always answer the phone
- ✗ There is not a formal way to store resources

Opportunities

- ✓ Filtering based on counties
- ✓ Frequent updates to content, such as phone number and address
- ✓ Allow the map to be open-source, let social workers add resources to the map and star resources they find helpful
- ✓ Allow FL social workers to flag inaccurate and out-of-date information

3 Connect Client to Resource

The client uses the resource or the social worker supports the use of the resource by the client

Drop off the resources to the client in-person

Touchpoints: Car, materials, like clothing and food (resources to drop off to clients)

Text clients via work phone about resources they can use

Touchpoints: Phone (call and text resource information)

Sitting down with clients and teaching them how to access resources themselves

Touchpoints: 211 as a resource for clients to rely on

After client appointments give a printout of resources to the client

Touchpoints: Print-out materials (information about resource providers, like contact info)

Quotes

“But they assigned her (the client) to somebody that didn't speak her language so.., thankfully, we were there with her so they helped her with translation”

3

Connect Client to Resource

The client uses the resource or the social worker supports the use of the resource by the client

Challenges

- ✗ Client does not answer their phone, since they don't recognize the area code
- ✗ Language barriers
- ✗ Vendors/resource providers do not always follow through with clients

Opportunities

- ✓ Ability to share resources from the FCRM via text message
- ✓ Ability to change language on FCRM from English to Spanish and vice versa

4 Case Wrap-Up

Ensure client is receiving help, and support clients who need more resources

Follow-up to see if the client was able to access resource

Touchpoints: phone, closing meeting

Receive a call from a client asking for another resource

Touchpoints: phone, online resources (Google, Facebook, FindHelp), word of mouth (friends, family, coworkers, people in the community), computer

Quotes

"We like to discuss how they met their goals, and what their plans for the future are."

4 Case Wrap-Up

Ensure client is receiving help, and support clients who need more resources

Challenges

- ✗ Potential worry for well-being of client

Opportunities

- ✓ Ability to save resources into lists or favorites based on their success with it during the case

Action Plan

What are the next steps?

1. Allow the map to be open-source, let social workers add resources to the map and star resources they find helpful

2. FCRM to become a trusted central resource hub for FL social workers through reviews & comments

3. Allow FL social workers to flag inaccurate and out-of-date information

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