

Auberle

Executive Summary

Community Partner

Suzi Rosati

Student Development Team

Erin Dieringer

Matt Gruber

RhoEun Song

Background

Auberle, a faith based Catholic agency, is a family and child service agency dedicated to serving the community, creating strong family relationships and serving youth in need. Auberle serves over 3,400 at-risk children and families annually across eight counties in southwestern Pennsylvania. They offer a total of 16 programs including preventative and community-based services for children and their families. The team specifically worked with the Auberle foster care program and Suzi Rosati, the Director of Foster Care.

Project Description

Project Opportunity

Based on the organization's current practices of communication and data management, the main problem the team identified was how Auberle tracks and manages foster care information and records. Auberle employees make multiple trips a day across Allegheny county without any way of updating information regarding their trips in real time. This sometimes leads to overlapping trips in similar areas for multiple employees. Additionally, there is no centralized database or electronic spreadsheet template to track this information; it is primarily done through email and hardcopy paper submissions. Having an easy way to track these trips would save expenses on gas mileage, vehicle costs, hourly wages, and would most importantly allow other aides or specialists to cover additional trips. Solving this problem would not only give Auberle greater control over the management of case transports, but could also improve potential scheduling conflicts with real-time information.

Project Vision

Our goal was to create a scheduling system that can be integrated through a responsive web application. The system would consolidate all children's schedules into one system that can be updated by case specialists and admins, and accessed by case aides. Based on the children's schedules and the planned trips for the case aides, the system would be able to notify employees of canceled trips, when help is needed, and when schedules are submitted for approval to the administrators. We created our solution using a Ruby on Rails application hosted on an IS department server, *cmuisprojects.org*, with a server provided by Auberle's third party IT vendor (Ideal Integrations). The stakeholders for our application are the Foster Care Director, Ideal Integrations, the Director of Facilities and Operations, case specialists and aides, along with foster

families and children. Our users are the Foster Care Director - Suzi, case specialists, case aides, and case managers.

Project Outcomes

We have developed a responsive web application using Ruby on Rails that serves to manage not only real-time trip information, but also to manage the children's overall information and employee's schedules as well. Through extensive amounts of user testing at least every other week, we received insightful feedback that helped us prioritize features and iterate upon our interface design. Our project is also designed to decrease employee's time spent on writing mass emails notifying other employees of trip cancellations, trips without drivers, and trip reports.

Project Deliverables

Our deliverables to Auberle will be our deployed application, the repository to our application, and all documentation for the use and maintenance of the application including our final report. The application is our primary deliverable and we will provide Auberle with the URL and our code repository (through a zip file and GitHub repository). We will also give Auberle thorough documentation of how to use the application and how to maintain it (for technical professionals as well as the entire Auberle staff).

Recommendations

Due to our time restraints and the scope of this project, there were features and opportunities that we weren't able to implement. To further improve the value of our current solution we have some feature recommendations for future developers. These include algorithmic estimations of the exact travel time of trips, showing similar trips by calculation of the trip path and location, the ability to set reoccurring trips, and the ability to export the data and reports contained in our application into excel sheets or PDFs.

Student Development Team

Erin Dieringer served as project manager. She is a junior majoring in Information Systems and Human-Computer Interaction. She will be interning at Apple this summer and is looking towards a career in software development or project management.

Matt Gruber oversaw deployment and quality assurance. He is a junior majoring in Information Systems with a minor in Logic and Computation. He will be interning at Give Campus and is planning on beginning his career in software development.

RhoEun Song served as a client relationship manager and UI Designer. She is a junior majoring in Information Systems and Human Computer Interaction expecting to graduate in Spring 2018. She will be looking towards a career as a full-stack developer and UX designer.