Supporting Community Services for Aging Populations
The Problem

To design a system that collects their data in a useful way while looking into barriers to adoption and staff considerations
The Aging Services Division
Department of Information Technology
The Challenge

- Home-grown solutions die
- Top-down IT solutions have not worked
- A tailored approach to system design is required
Methodology
Our Methodology

- Diverse expert interviews
- Qualitative activities
- IT designed business analysis
- Participatory/Co-design activities
- Paper prototyping
- Field test of new work systems
Analysis: Paper
Analysis: Paper
Analysis: Paper

updated 3-15-99

Other
Do not speak
English

GIM ETHNICITY: CALIF

Kaiser Oakland
Analysis: Sign-In
Analysis: Information Goes Up

Aging Services Division Activities

- Operations
- Targeted Case Management
- Nutrition Programs/Information & Outreach
- Other Grants
Analysis: Information Goes Up

Aging Services Division Activities

Funding Organizations
- City of Berkeley General Fund
- Medi-Cal
- Area Agency on Aging
- Granting Agencies

Intermediary Systems
- Director's Reports
- Cache
- SAMS
- Grant Application

Operations
Targeted Case Management
Nutrition Programs/Information & Outreach
Other Grants

Organizations
Medi-Cal Activities
Area Agency on Aging Activities
Granting Agencies Activities

Aging Services Division Activities
Analysis: Money Comes Down

Funding Organizations

City of Berkeley General Fund

Medi-Cal

Area Agency on Aging

Granting Agencies

Aging Services Division Activities
Analysis: Reuse and Duplication
Analysis: Barriers to Adoption
Analysis: Barriers to Adoption

- Must be adopted by both seniors and staff
- Seniors’ role in data collection is crucial
- Front-line staff interact with seniors the most
Analysis: Resistance from Seniors

- Information is personal, trust is important
Analysis: Skepticism Among Staff

• Homegrown system initiatives died
• Resistance to mandated top-down system
• Leadership fears IT is unaware of needs
Analysis: Our Methods Help With Barriers
Recommendations
Recommendation: Centralize Information

- The Aging Services Division needs access to a centralized repository of participant information.
Implementation Plan

- Business Analysis

- Conceptual data model

- Wireframes
Recommendation: Design Process

- Augment business analysis with cultural design methods
Recommendations: Cultural Change

- Collect more at Sign-In, but only if you evangelize
Summary

• The **problem**: To design a system that will move an organization from paper to digital while addressing barriers to adoption

• **Recommendations**:  
  • Centralized information  
  • Augment business analysis processes to include qualitative research and co-design techniques  
  • Evangelize information collection with Berkeley’s seniors
Feedback

“I really appreciate the focus on the people and the front-line staff”

- Director of Housing and Community Services Department, City of Berkeley
Thank You

We also received a lot of help and support throughout our project.

Thank you to all of the following people:

Kelly Wallace, Patty Thomas, Dina Quan, Andrew Scharlach, Donna Lasala, Sue Sabatino, Ernesto Rodriguez, all the staff at the three senior centers and Meals on Wheels, the seniors themselves and our advisor, Morten Hansen.
Questions?