

H.E.R.O.E.S. CARE CASE STUDY

2017

INREACH NETWORK

OVERVIEW

Located in Fenton, Missouri, H.E.R.O.E.S. Care is an affiliation of program partners working together to provide support to military families in need.

PROBLEM STATEMENT

When H.E.R.O.E.S. Care received a request for a type of support they could not provide, they would need to refer this case to another organization. It was a manual process of furnishing contact info to the requestor.

USERS & AUDIENCE

The inReach Network was an online application which could be used by military families in need to request help. Unsupported help requests could be forwarded to a member organization by pushing a button. This app could also be used by member organizations to manage cases, track inventory, as well as, schedule volunteers and events.

ROLES & RESPONSIBILITIES

The team consisted of 1 product owner (H.E.R.O.E.S. Care CEO), 1 BA, 1 product designer, 1 software architect, and 4 developers. I served as the product designer.

SCOPE & CONSTRAINTS

The development team did not remain constant. Since this project was being funded by the consulting firm, developers were routinely 'swapped out' if they were needed on a billable project. New devs had to ramp up.

PROCESS

As the product designer, I worked closely with the product owner to understand the current customer journey for requestors. I conducted field studies with volunteers and staff members, built the prototype, and conducted onsite usability studies.

OUTCOMES

The online application was described by users as, 'the easiest form they've ever completed.' Unfortunately, shortly after the app was launched, a legal dispute erupted and it is no longer available.