Libera, Inc. Informed

Vocational Rehabilitation
Case Management System

Context

Design a CMS that helps counselors support veteran rehabilitation

A product and service provided by Libera, Inc. Informed is a web based case management system that helps vocational rehabilitation and support specialists with disabilities in their recovery and reintegration into the job market.

Each Client is assigned to a Counselor who is responsible for helping the Client find a job that is a good match for the provision of pre-employment transition services for all veterans with disabilities.

PRODUCT REQUIREMENTS

- Video Conference Manager (Live and Recorded Performances)
- Quickly determine which cases are open, their status, and priorities
- Take visualizations and insights for creative case insights. Counselors are always moving around, scheduling is priority

1. Organize Pre-Contact Info - plan ahead
2. Prioritize Cases - Know who to work with
3. Apply Journey Maps to help navigate past through options
4. Apply Reporting Analytics to leverage contact success

5. Responsive and Device Independence:
- Support for Desktop, Laptop, Tablet, Mobile device
- Apply Mobile, universal development to manage quick calls
- Apply responsive grid and functional design library

My Roles

Lead UX Strategist

Lead Product Designer

Imagine
Explore the possibilities.

Based on conversations and interviews with subject matter experts, product owners, business analysts and counselors, I created personas and journey maps to capture our users' daily experiences, challenges and concerns.

Personas & Journey Maps

Vocational Rehabilitation SR Case Management System (CMS)

Bio

Mike is a veteran who is ready and willing to work. He is a hard worker and has been in the workforce for most of his adult life. He is married and has two young children. He is a Vietnam veteran and has been diagnosed with PTSD and Traumatic Brain Injury. He is a high school graduate and has a few years of college credit. He is a good man who is a good husband and father who is trying to do the right thing for his family.

Modivations

Needs

- Employment
- Transportation
- Support from his family and other veterans
- Support from his counselor

Frustrations

- Not knowing what his rights are
- Not knowing what his benefits are
- Not knowing what his options are
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Program

Activity

Activity

Activity