

Rewards and Challenges in the Digitalization of Family Social Services: A Look at the Big Picture

Access and Skills

- 1. What limits or barriers impact access and digital skills for our populations?
- 2. How will this effort expand access to devices and the internet? How can the effort improve digital literacy? What specifically are the goals?
- 3. How are underrepresented groups (e.g., minorities, people with disabilities) included in the effort?
- 4. How will the effort encourage and advocate for sustainability and resource expansion?

User Experience

- 1. Who are the anticipated users of the solution or delivery effort?
- 2. What have users defined as their needs and how have these been addressed in the effort?
- 3. (To address recruitment challenges...) What triggers interest, engagement and involvement for our populations?
- 4. How representative is the group of users involved in design? Who needs to be added moving forward?

Policy and Legislation

- 1. Who are the policy stakeholders related to our populations and this effort? Who is missing or in opposition? What is needed to engage their support?
- 2. What channels or access do we have to cross-sector stakeholder groups?
- 3. What inertia or stakeholder opposition to existing policies exists that can be impacted through the effort?
- 4. Where policies have been implemented through legislation and programs, what do we know of their impact? Are they effective? Are they thought to be cost effective for the outcomes achieved?

Ethics

- 1. What regulations and compliance requirements must be addressed, and specifically how will the effort ensure individual staff and clients control their own information?
- 2. How will the effort ensure that staff and clients understand the technology content referenced in consent documents?
- 3. Who can serve as an objective and neutral resource to review the plans and monitor results?
- 4. Are staff and funding available to support continuous quality improvement and assessment of program outcomes?