

Carol the Caseworker

About me:

- I am 51 years old and live with my husband in a little house surrounded by trees just outside of Spokane.
- I was born and raised in Cheney, Washington.
- I love my work and helping community members in need.
- On Sundays, I wake up early to get groceries at the farmers market and treat myself with a delicious lunch.
- I love to sit by the fire, drink herbal tea, and read.



“People in need should be seen as human beings.”

I want:

- One single database so I don't enter the same data multiple times.
- Help to tell me how I pick out the right data from this long narrative.
- The community to understand that everyone struggles sometimes.
- My clients to achieve their goals.
- A picture that shows how many of my clients achieved their goals.
- More time with my client and less time entering data.
- My community members to be connected to the resources they need.
- Management to understand that my clients are all different and have different needs.

Pain points:

- Entering the same data in all those databases is time consuming.
- What is the point in knowing the data entry process if my manager constantly changes the procedure?
- It is hard to follow up with my clients.
- Where does all that data go, anyway?
- I don't know why I am collecting all this data.
- I'm afraid of benchmarks because it marginalizes the other needs of my clients.
- I don't know which data is information and which information is data.
- I am too busy to enter that information now because I am dealing with crisis every day.