

Discovery & Design

The vision behind the CarePortal Agency app was simple: enable agency workers to manage their community needs from a mobile device, including submitting requests while in the field and chatting directly with local churches who are ready to help meet needs that the agency submitted. Showcasing the impact each agency worker is making in their community was also an important identified by Global Orphan to drive continued adoption and use of the app.

We met with Global Orphan to plan out the project, spending time on discovery to ensure that every workflow, data model, role, and action was once again accounted for. This was an absolutely necessary step for the project, ensuring that all components remained operational, given that the existing app had a massive codebase and functionality.

Buildout

Due to the development flexibility and community support, we chose Google's Dart/Flutter platform to build out the CarePortal Agency App. Our first step in development was creating the boilerplate infrastructure of the app, allowing us to quickly showcase progress. The next step our developers took was to take the existing paths and functions within the web application and modify them for use in the mobile API, while keeping existing functionality intact.

Since this impacted important system functionality, our developers spent a considerable amount of time working through the existing workflows to ensure that the entire system continued to function properly. We also consolidated code throughout the system into new single use action classes. This consolidation took a myriad of CRUD actions implementations throughout the app and moved them into single universal functions. Making these changes both cut down on development time, and also enabled a more stable system for the future.

We then began to develop new functionality for the app. This included a streamlined request submission form with the ability to select predefined needs. Our developers also created a secure chat system from the ground up, integrating existing communication workflows (such as email replies) into the chat system.

Lastly, we built out new joywall functionality celebrating agency worker impact in the community. These celebrations are generated through predefined events and milestones, giving each worker a sense of ownership and pride in their work.

Launch

The new CarePortal Agency App delivers a fully functional mobile experience geared towards agency workers, allowing them to submit needs and engage with their own community better. Adoption of the CarePortal Agency App provides users immediate familiarity with the CarePortal agency request functionality, while removing vital barriers to adoption. Chat was integrated into the app, and functionality was expanded across the board, ensuring that people in need get help in a quick and timely manner. Churches and individuals are more engaged and able to create a better community for everyone. CarePortals new app elevates their brand, positioning them as a unique and important player in communities across the country. Countless family's lives will be improved daily through their efforts.

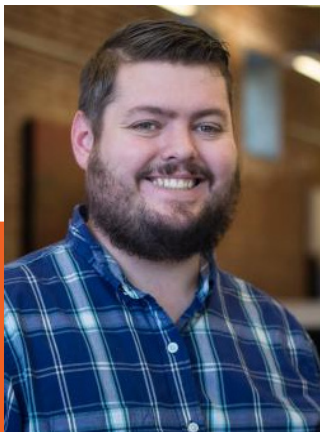
Global Orphan is an international organization that specializes in helping children and families around the world get the help and support they need.

Objectives

- Build a mobile app using the CarePortal infrastructure
- Decrease bottlenecks for agency worker adoption of CarePortal.org
- Streamline agency worker engagement of the CarePortal Platform
- Create new request submission workflows utilizing predefined categories and needs
- Implement Joy Wall celebrations showing the impact each worker makes

Core Solutions

- Custom zip code radius integration through Google's maps API
- Comprehensive notification functionality testing through available OS services
- Git pipelines and tests to ensure new functionality doesn't break existing code



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