

Care4Caregiver App Concept Paper

For
VA
Version 12.0

Date: 19 Feb 2015

Note: This paper is used to build the backlog for the agile development of this feature. Once the prioritized list of items are established and initial app flow is established, the user stories (requirements) for this work will be moved into JIRA (an agile development tracking system). The Stories in JIRA are the final stories for the app/feature and the work development will be presented as well as accepted through the sprint review process.

Key POCs

[Redacted content]

Key Technical Items

System Interfaces	Use	Status
DSLogon	Veteran Authentication	Complete from MAE
Mongo data storage in MAE	Veteran data storage	Will use storing in pattern used for My VA Health. Will need to create change to store assessment in Mongo in MAE as iOS version stored in Oracle SED

Questions/Items For Meeting Discussion

1 Scope/Background

1.1 Background - TASK form MADC13 Contract

The VA has developed a set of iOS apps that are being deployed to VA Family Caregivers under the Clinic-in-Hand initiative, now called VA Family Caregiver Pilot. The VA desires to convert these apps from native iOS to HTML5 that is suitable for other platforms (Android, Windows 8 Modern/Metro) through wrapping in appropriate technologies (e.g. PhoneGap). These apps are specific, discrete pieces of functionality relatively small in scope. The apps utilize a variety of VA resources such as the VA MAE environment, services in the VA Mobile Framework (VAMF), and Patient Generated Database (PGD). Authentication is through a middle tier service through DS Logon. The services and working UI's for these apps exist. The task is to reproduce as closely as possible the same functionality in an operating system agnostic HTML5 format.

Capabilities for the app are listed below

1.2 Project Agreements/Assumptions

- Requirement will mirror original iOS app but with adjustment for web-app
- Type of App: Web App with target for use on a phone
- Supported Browsers/Systems:
 - Veteran – IE11, Android 4.0 tablet using Chrome 35+, Native iOS8
- Source information: Mongo instance in MAE for all data reads and writes
- User will authenticate using DSLogon requiring a level 2 account

2 Description of App

This will be a web app to provide support and ready access to resource to those who are caring for others.

2.1 Purpose

To support the Veteran or Caregiver by creating awareness of their personal stress level, and providing support.

Caregivers frequently experience physical and emotional strain due to the stress of their roles. A significant percentage of Caregivers report depression and other problems associated with this challenging role. While the goal of this app is not to address depression directly, it is intended to assess caregiver strain and to provide caregivers with some tools for self-management, including coping skills, psychological education, and connections to resources.

The goals of this app will be to:

- Educate caregivers about normal reactions to caregiving responsibilities, opportunities to engage in self-care, ways to build resilience and manage stress, and to maintain good relationships.
- Allow caregivers to self-assess their level of strain over time using a validated measure.
- Provide self-management tools for caregiver strain.
- Connect caregivers with relevant community and personal resources

2.2 Intended Users and how the app will be used

Caregivers – Are the primary intended user. They will use the app to entering their personal strain level and receiving self-support.

Veterans – Could also use the app for the same reason as they saw fit.

2.3 What problem(s) the app solves

The app provides a means for individuals to monitor and report their individual level of strain so that they can be supported and other can be aware of those VA Caregivers with high strain level.

2.4 What the app is NOT meant to be

A replacement for in-person and group support as needed.

2.5 Capabilities

2.5.1 Initial Prioritized from Previous App

2.5.1.1 App icon will appear on the Launch Pad App

2.5.1.2 Authentication Using DSLogon

2.5.1.3 Single Sign On (SSO) with other VA Mobile Framework (VAMF) mobile apps (HTML5)

2.5.1.4 Be able to logout to end their mobile authentication session

2.5.1.5 Complete End User License Agreement (EULA)

2.5.1.6 Complete Right of Access (ROA) form to have permission to access data

2.5.1.7 Veteran/Caregiver can complete a Zarit 12 item Burden assessment

2.5.1.8 Based upon the Veteran/Caregiver responses to the Zarit, the application will be able to score the results.

2.5.1.9 The application will be able to send the Zarit questionnaire and answers to the Mongo instance in the MAE.

2.5.1.10 The user can set a reminder to complete a new survey within an established timeframe.

2.5.1.11 The application will allow a user to establish personal timeframe for reminders about completing a Zarit.

2.5.1.12 The user can access self-help information

2.5.1.13 The user can access a list of resources

2.5.1.14 The user can access self-help tools from the Manage section of the app

2.5.2 Enhancing

2.5.2.1 App will provide the user a notification prior to the user's authentication session ending (timing out)

2.5.2.2 App will provide the user a notification if the VAMF cannot be connected to when a call is made

2.5.2.3 Notification if VAMF cannot be reached

2.5.2.4 Access About Button for app version information and EULA

2.5.2.5 Access Help Button for app user guide and information number

110 2.6 Future items (not prioritized and not part of this effort)

111 **2.6.1 TBD**

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113 2.7 App Flow

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115 2.8 Technical Information/Diagram

116 See PMAS documents

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Appendix A: Users Stories with Prioritization <Last Updated: 1 Feb 2015

(Items should be prioritized as they will be completed in order to provide the capability within the app.
The capabilities can be enhanced in future releases.)

Login/Logout

As a user

I want to access the app and see some basic information
So that I can begin using it

User Acceptance Criteria:

- When a user views the app in an unauthenticated status, the user can access a Login feature via the User Menu (right panel menu) or via the landing page (unauthenticated view format).
 - When the user selects Login, the user is directed to the VAMF login feature (external function)
 - When the user successfully authenticates via VAMF, the user is redirected back to the app landing page (authenticated view format)
 - Note: unsuccessful login attempts are controlled by the VAMF feature
- When an authenticated user opens the Navigation Menu, a Logout option is available.
 - When the user selects Logout, the user is logged out of all VA apps and returned to the Launchpad in an unauthenticated state.
- Once authenticated, user has SSO with other VA apps using VAMF
 - After authenticating in the app, the user will be able to open up another app and not have to re-authenticate if they have an active session
 - If the user already had an active authentication session, the user will not have to log into the application.
 - BR: The log-off button ends the user authentication session across all apps

Dev Note:

- Once authenticated, user has SSO with other VA apps using DSLogon and VAMF
- Authentication can be ended by login out from any VAMF app

EULA

As a Veteran

I want to be able to complete a EULA
So that I can use the app

User Acceptance Criteria:

- Each time the user opens the app using a new device/browser combination, the system displays the current EULA:

- Header: End User License Agreement
- Text: <Current EULA text>
- Decline button, alt text Decline
 - When selected the user is returned to the Launchpad
- Accept (button), alt text Accept
 - When selected the designated landing page is displayed
- When a user opens an app where the current EULA is newer than the date of the EULA the user last signed, the new version of the EULA is presented for acceptance
- Users may access a copy of the EULA that they have accepted via a EULA link within the About modal available under the User Options menu

Mock-Up

End User License Agreement

Effective 1/14/2013

By agreeing to access VA's mobile application ("Application") on your device and by subsequent use of the Licensed Software, you agree to comply with the terms of this general End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice"). If you do not agree to the terms of this EULA and Notice, do not access or use the Licensed Software from your device. This EULA and Notice applies to any upgrades and supplements to the original Licensed Software provided and is referred to on your opening screen. A copy of the EULA is available from within the Licensed Software. It is your responsibility to review any future changes to the EULA and to refrain from using the software if you do not agree to the terms.

1. The Licensed Software is owned by VA. The Licensed Software is licensed, not sold, only on the terms of this EULA. Acceptance and use of the software indicates your acceptance of the terms and conditions of this EULA.

2. Upon accessing the Licensed Software, you will acquire the right to use the Licensed Software, directly from VA. You assume responsibility for the selection of the program to achieve your intended results, and for the access, use and results obtained from the Licensed Software.

3. VA and you acknowledge that this Agreement is concluded between VA and you only, and that your business is operating under a federal organization that records covered under a Privacy Act system of records.

20. DATA USE: Data resulting from the use of the Licensed Software will be made available to VA authorized persons in the conduct of their official business. Data may be used for statistical and management purposes in assessing the benefit of this software. Data provided for research purposes will be made anonymous so that it is not personally identifiable.

21. DISCLAIMER: The content of this Application is intended for use only as an informative tool by the user. It is not, is not intended to be, and should not be used in any way as a substitute for professional medical advice or training. The accuracy of the information provided is not guaranteed. The user acknowledges in initiating this Application that the information is not meant to diagnose a health condition or disease and is not meant to develop a health treatment plan. If you are in an emergency or life-threatening medical situation, seek medical assistance immediately. Dial emergency number (911 in the USA) for emergency medical services.

Decline
Accept

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129 ROA

As a user
I want to verify a signed ROA form is documented before access is granted

So that I can ensure I have acknowledged system access rules

User Acceptance Criteria:

- When a user authenticates into the app, if the user has not signed the current ROA, the system presents the current ROA for acceptance
 - Header: Right of Access
 - Text: <current ROA text>
 - Decline button, alt text Decline
 - When selected, the user is returned to the Launchpad; the user is not logged out but may only access Launchpad
 - Accept (button), alt text Accept
 - When selected, the designated landing page is displayed
- When a logs into an app where the current ROA is newer than the date of the ROA the user last signed, the new version of the ROA is presented for acceptance

Mock-Ups

Right Of Access

Request for Access to Your Health Information

In order to be granted access to your information via mobile applications, Federal law requires your approval for release of your health information. In this case, you are requesting the release of all available Veteran Administration (VA) electronic personal information and personal health information including VA staff entered information and self-entered information to yourself. The release of your health information will be done securely via VA-certified mobile applications. Your information is both protected by and accessed with your DSSLogon account. On the next screen, you will be asked to electronically sign a VA Form 10-5345a which is an individual request for a copy of their own health information. By submitting the form, your electronic signature will be captured based upon your DSSLogon authentication into this app. If you do not submit the form, your information cannot be made available to you through the mobile applications and you will not be able to access certain VA-certified mobile apps.

Click next to continue or you can cancel.

Cancel Next

Review

Back Next

OMB Number: 2900-0260
Estimated Burden: 2 minutes

Department of Veterans Affairs

INDIVIDUALS' REQUEST FOR A COPY OF THEIR OWN HEALTH INFORMATION

PRIVACY ACT AND PAPERWORK REDUCTION ACT INFORMATION

The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the Act. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who must complete this form will average 2 minutes. This includes the time it will take to read the instructions, gather the necessary facts and fill out the form. The purpose of this form is to provide an individual the means to make a written request for a copy of their information maintained by the Department of Veterans Affairs (VA) in accordance with 38 CFR 1.577.

The information on this form is requested under Title 38, U.S.C. 501. Your disclosure of the information requested on this form is voluntary. However, if the information including Social Security Number (SSN) (the SSN will be used to locate records for release) is not furnished completely and accurately, VA will be unable to comply with the request.

Cancel Verify

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131 **App Options Menu**

<p>As a user I want to view all app features So that I can access items of interest</p> <p>User Acceptance Criteria:</p> <ul style="list-style-type: none">• When a user views the app header a menu icon is visible in the upper left hand corner.• When the user selects the menu icon, a left panel is opened and displays the following elements:<ul style="list-style-type: none">○ Header: App Options○ Navigation buttons<ul style="list-style-type: none">▪ Home▪ Learn▪ Assess▪ Manage▪ Support▪ Favorites• When the user selects the menu icon in an open panel state, the menu panel is closed. (Screen reader users may close the menu using a screen-reader close option located in the menu header.)

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133 **User Options Menu**

<p>As a user I want to access user centric app functionality So that I can access items of interest</p> <p>User Acceptance Criteria:</p> <ul style="list-style-type: none">• When a user views the app header a user menu icon is visible in the upper right hand corner• When the user selects the user menu icon, a right panel is opened and displays the following elements:<ul style="list-style-type: none">○ Header: User Menu○ Navigation buttons<ul style="list-style-type: none">▪ About▪ Help▪ Launchpad (bottom alignment)▪ Login/Logout (bottom alignment)(displayed text is determined by current unauthenticated/authenticated state respectively)• When the user selects the menu icon in an open panel state, the menu panel is closed. Screen reader users may close the menu using a screen-reader close option located in the menu header

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135 **User Menu - About**

<p>As a user</p>

I want to access information about the app
So I can understand what the app does and which version I am accessing

User Acceptance Criteria:

- When a user selects About from the User Menu, the system displays the About information in a modal screen:
 - Header: About
 - App name and version number
 - Bulleted information describing the app
 - Link to EULA
 - OK button, alt text: Okay
- Selecting the OK button closes the modal and returns the user focus to the header of the User Menu

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137 **User Menu - Help**

As a user
I want to access support information for the app
So I can contact support assistance when needed

User Acceptance Criteria:

- When a user selects Help from the User Menu, the system displays the Help information in a modal screen:
 - Header: Help
 - User Guide: <Link to user guide>
 - Text:

Help Desk (toll free):

General Feedback to VA <Link

to <https://www.va.gov>

Disclaimer: Auto-dialing functionality is browser and device dependent. You may have to manually dial the phone number to place a call.

- OK button
 - Selecting the "OK" button closes the modal and returns focus to the header of the User Menu

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139 **User Menu - Launchpad**

As a user
I want to easily return to the Launchpad
So that I can navigate to other apps

User Acceptance Criteria:

- When the user selects Launchpad from the User Menu, the system closes the app and

- returns the user to the Launchpad. The user's existing authentication status is retained
- App icon for this app is available on the Veteran Launchpad

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141 Basic Metrics – App Requiring Authentication

Basic metric data captured and available for analysis via VA Corporate Data Warehouse (Basic metrics include number of uses and number of individual users)

As the app owner

I want to be able to obtain basic app user metrics about the app

So that I can report and see if app needs to be maintained

User Acceptance Criteria:

- Basic metrics are available including:
 - Reporting the number of uses over a time period
 - Reporting number of users (requires that the app required authentication) over a time period

Dev Note: This is a standard pattern for apps and API to use. Basic metrics are only for the Assess section.

Mock-up
(technical - no mock ups)

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143 Unsupported Browser Warning

As a user

I want to be aware if I am accessing an app with an unsupported browser

So that I can choose to use another browser if needed

User Acceptance Criteria:

- When a user opens the My VA Health app URL (either directly or via Launchpad) detect the capabilities of the browser to determine if it is compatible.

To detect the capabilities of the browser, use a minimized build of Modernizr (<http://modernizr.com/download/>) with the following options:

- @font-face
- border-radius
- box-shadow
- opacity
- rgba()
- text-shadow
- css 3d transforms
- css transitions

- input attributes
- Canvas
- HTML5 Audio
- localStorage
- sessionStorage
- If the browser is compatible, proceed normally.
- If the browser is not compatible, redirect to a warning page before displaying the landing page of the mobile app. The warning page will inform the user that their browser is not officially supported and provide a list of browser suggestions and links that are officially supported. For Veteran applications, the suggested browsers are
 - Safari on iOS 8
 - Chrome 35+
 - IE 11
- Warning Page
 - Title: Warning
 - Content:

The Care4Caregivers app is not supported by the browser you are using. To use the app, please download the current version of one of the supported browsers:

Hyperlink: label: Safari link: <https://www.apple.com/downloads/>

Hyperlink: label: Chrome link:

http://www.google.com/chrome/index.html?hl=en&brand=CHMA&utm_campaign=en&utm_source=en-ha-na-us-bk&utm_medium=ha

Hyperlink: label: Internet Explorer <http://www.microsoft.com/en-us/download/internet-explorer.aspx>

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Landing Page

As an app user

I want to be able to see the app Landing Page so
that I can begin to use the app

Conversation/Explanation

User has accepted EULA

User Acceptance Criteria

- User will see displayed in the top banner of the app “ Care4Caregivers”
- User will see image or watermark on the home page – **Specific TBD**
- Text (if the user has not logged in):
"Welcome to Care4Caregivers
[Date]

To directly access the Assess section, please Login to the Care4Caregivers app.

- Otherwise, please feel free to use the other sections of the app without logging in.
- Learn more about this application by selecting the [icon] button above."
- After logging in, the following text will be displayed on the landing page:
"Welcome to Care4Caregivers
[Date]
Learn more about this application by selecting the [icon] button above."
- **Dev Note:** Selecting Home on the App Options menu returns the user to the landing page and maintains current authentication state

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Learn

As an app user

I want to be able to see the app Learn Section so

That I can begin to use that section's information

User Acceptance Criteria

- User may select the Learn section on the App Options menu and be navigated to the Learn Main Page
- User will see displayed 5 subsections of the Learn section:
 - Emotional Consequences of Caregiving
 - Take Care of yourself
 - Build Resilience
 - Manage Stress
 - Manage Relationships
- User may tap one sub-section at a time to see the content
- User will see displayed after tapping "Emotional Consequences of Caregiving" a title page and a menu with 8 content areas, each with a closed accordion (>) to the left of the content area:
 - Grief
 - Depression
 - Anger
 - Stress
 - Guilt
 - Anxiety
 - Fatigue/Sleep
 - Positive Aspects of Caregiving
- User may tap any closed accordion
- User will see displayed a downward pointing accordion to the left of the topic line and a listing of content areas
 - Grief
 - What is Grief
 - Recognize the Forms of Grief
 - Recognize Other Reactions
 - What Can You Do about Grief?
 - Depression
 - What is Depression?

- Some Signs of Depression
- How to Deal with Depression
- Professional Help
- Anger
 - What is Anger?
 - What Does Anger Look Like?
 - How Anger Develops
 - Reducing Anger
- Stress
 - What is Stress?
 - How Stress Develops
 - Signs of Stress
 - Reducing Stress
- Guilt
 - What is Guilt?
 - How Guilt Develops
 - Reducing Guilt
- Anxiety
 - What is Anxiety?
 - How Anxiety Develops
 - Reducing Anxiety
- Fatigue/Sleep
 - Why is Sleep Important?
 - What to Do?
 - Tips for Better Sleep
 - Exercise and Sleep
 - Bedtime Snacks and Sleep
 - Seeking Professional Help
- Positive Aspects of Caregiving
 - Who is a Caregiver?
 - Positives from Caregiving
 - Practice Positive Caregiving

- User may tap the desired topic area and be navigated to a read only display of text
- User will see displayed a Back arrow (<) on the read-only content pages
- User may tap this arrow and be returned to the section they invoked the text display from
- User may tap the downward pointing accordion and see the accordion change to (>) and no visible content is seen
- User will see displayed after selecting “Take Care of Yourself” on the menu, the Take Care of Yourself page with a closed accordion.
- Selecting the accordion will display the 9 content areas:
 - Importance of Self Care
 - Eating Well
 - Physical Activity
 - Sleep
 - Emotional Health
 - Ask for Help
 - Reach out to Social Contacts
 - Respite

- Seek out Support Groups
- User may tap any of the 9 content areas under Take Care of Yourself one at a time and see displayed text read only content
- User will see displayed a Back arrow (<)
- User may tap this arrow and be returned to the section they invoked the text display from
- User may select the downward pointing accordion and see the accordion change to (>) and no visible content is seen
- User will see displayed after tapping the “Build Resilience” on the Learn list menu, a title page with 5 content areas with closed accordions (>) to the left of the content area:
 - Resilience
 - Assertive Communication
 - Problem Solving
 - Building Support Networks
 - Staying Organized
- User may tap any closed accordion
- User will see displayed a downward pointing accordion to the left of the topic line and a listing of content areas
 - Resilience
 - What is Resilience?
 - How Resilience Develops
 - Signs of Resilience
 - Increasing Resilience
 - Assertive Communication
 - Good Communication
 - Assertive Communication
 - Communicating Assertively
 - Improve Assertiveness
 - Using Assertiveness
 - Problem Solving
 - What is Problem Solving?
 - Problem Solving Steps
 - Problem Solving Strategy
 - Building Support Networks
 - Importance of Support
 - Finding Support
 - Staying Organized
 - Why Stay Organized?
 - What Do I Need?
- User may tap the desired topic area and be navigated to a read only display of text
- User will see displayed a Back arrow (<)
- User may tap this arrow and be returned to the section they invoked the text display from
- User may tap the downward pointing accordion and see the accordion change to (>) and no visible content is seen
- User will see displayed after selecting “Manage Stress” on the Learn list menu, the Manage Stress page with a closed accordion.
- Selecting the accordion will display the 11 content areas:
 - Deep Breathing
 - Progressive Muscle Relaxation

- Positive Imagery
- Change Your Perspective
- Grounding
- Reduce Isolation
- Take a Time Out
- Do Something Pleasant
- Seek Support
- Distract Yourself
- Soothe Yourself
- User may tap the desired topic area and be navigated to a read only display of text
- User will see displayed a Back arrow (<) on the read-only pages
- User may tap this arrow and be returned to the section they invoked the text display from
- User will see displayed after selecting “Manage Relationships” from the Learn left menu a title page with 3 content areas with closed accordions (>) to the left of the content area:
 - Building Stronger Families
 - Sexuality
 - Intimate Partner Violence
- User may tap any closed accordion
- User will see displayed a downward pointing accordion to the left of the topic line and a listing of content areas:
 - Building Stronger Families
 - What is a Strong Family?
 - Family Strength
 - Building a Stronger Family
 - Sexuality
 - What is Sexuality?
 - Caregiver and Sexual Partner
 - Sexuality and Spouse
 - Intimate Partner Violence
 - Intimate partner Violence
 - Signs of Partner Violence
 - Dealing with Partner Violence
- User may tap the desired topic area and be navigated to a read only display of text
- User will see displayed a Back arrow (<) on the read-only content pages
- User may tap this arrow and be returned to the section they invoked the text display from
- User may select the downward pointing accordion and see the accordion change to (>) and no visible content is seen

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Assess

As an app user
I want to be able to see the app Assess Section so

That I can begin to use that section's information

User Acceptance Criteria

- User may select the Assess section on the App Options menu
 - If the user is not currently logged in, the user will be navigated to a Log in screen
 - User must enter their DS Log in and Password and tap Sign In
 - Once the user is logged in, the user will be navigated to the Assess Main Page
- User will see displayed 2 subsections of the Assess section:
 - Take Assessment
 - Past Results
- User will see the following text in the right detail pane:
 - Text: "Select an item from the Left menu to see detailed information on the right."
- User may select one sub-section at a time to see the content
- Given a user who is working in the app when the HA/VAMF system becomes unavailable, the system displays a warning message:
 - Title: Error
 - Text: "The system cannot be reached. If the server is unavailable you will be unable to use this application. You can close your browser and try again later or try to reconnect now."
 - Retry button, alt text Retry
 - Selecting Retry executes the most recent transaction
 - Close button, alt text Close
 - Selecting "Close" closes the modal and returns the user to the header of the screen they were last working on.
- The user may select the "Take Assessment" sub-section to open the "Take Assessment" main page
- User will see a page titled "Zarit Caregiver Assessment"
- User will see displayed an introduction to the assessment
 - Text: "This 12-item assessment allows caregivers to self-assess their level of strain. The following screens display a series of statements about caregivers' experiences. Related to your experience over the past week, please provide a response to each statement by selecting either "Never", "Rarely", "Sometimes", "Quite Frequently", "Nearly Always". Caregivers are asked to complete this assessment monthly. The assessment is not designed to be taken more than once per week."
- User will see on the bottom of the app page a "Begin" button
 - User may select the "Begin" button and advance in the assessment
 - User will see displayed a screen with Question 1 of 12
 - User may select their desired response by selecting the appropriate line
 - User will see a visual indication of their selection (filled in radio button)
 - User may change their selection by selecting another line
 - User may only have one answer per question
 - User may select the "Back" button on the assessment question screens to return to the previous page
 - User must answer all questions
 - User can advance the assessment by selecting "Next"
 - **Note:** "Next" only becomes active once the user answers the current

question on the screen

- User may select "Save Draft" on the assessment question screens
 - User will see displayed a message of the draft being saved
- User may select the Take Assessment section on the Assess Main Page
 - User will be navigated to the page of the assessment where they elected to Save a draft
- User may complete the assessment by tapping Next
- User will see at the end of the assessment (Question 12 of 12) a "Submit" button
- User may select the "Submit" button
 - User will see a confirmation modal:
 - Title: "Submission Confirmation"
 - Text: "You are submitting the Zarit Caregiver Assessment for <first name last name>.
Once you submit an assessment you will no longer be able to edit your answers.
Select CONTINUE to proceed with the submission, or RETURN to return to the assessment in progress."
 - Continue (button) - Selecting Continue submits the form and the user is navigated to the Assessment Report.
 - Return (button) - Selecting Return returns the user to Question 12 of 12 page and the assessment is not submitted.
 - User will see displayed an Assessment Report
 - Initial Text:
"You have successfully submitted the Zarit Caregiver Assessment for <first name last name>.
 - User will see his/her assessment results
 - Example Text:
"Your score on <date> was <user score> out of 48. Your score indicates that you are currently experiencing a considerable amount of strain in your role as a caregiver. This application offers several tools as well as information that can assist with improving your coping skills and decreasing your level of strain. If you feel that you need more assistance, please contact professional help or your personal support group. If needed, please use the Caregiver Support line: 1-855-260-3274. Based upon your current results, we recommend that you take this assessment weekly.

Based upon your answers, the tools and education items listed below are the ones that are most likely to help you. These recommended tool categories will be highlighted on the Manage section of this application until the next time you take this assessment.

A copy of the questions and your responses is provided below. This page may be printed using your browser print function.

Click the "Set Up Reminders" button if you would like to be notified to retake the assessment at a future date."

- User will see a "Set Up Reminders" button below the initial text/score results of the assessment report

- User will see the assessment questions and his/her answers
 - User will see his/her recommendations for the tools and education items the user should use (**Dev Note:** These recommendations are consistent with the titles on the Manage list menu.)
- User may scroll if necessary
- User may select the "Print" button on the top right
 - Selecting "Print" invokes printing cycle
- If the user has already taken the assessment within a week, once the user selects "Take Assessment" from the menu, the user will see the following text displayed in the detailed view:
 - Text: It has been less than one week since you last took the self-assessment. The questions are designed to assess your symptoms since the last time you answered, so it is not helpful to take it more than once in one week. Please plan to retake the assessment in <X day(s) or "one week">.
- User may select the "Past Results" subsection to navigate to a screen titled "Past Results"
- User may select the "Past Results" subsection "i" button on top right of the detail screen and be navigated to the Past Results Help Screen
 - Text: "This section of the application shows your overall scores from the last six months. Results can be viewed in table or graph formats. On the graph, you may see an up and down line with some points higher than others. Notice there is a small circle at the high and low points on the line. You can scroll the graph to the left or the right using your finger or mouse on the screen. You will notice a number appear at these high and low points, this number is your overall score for that assessment. From the graph or table view, you can email your assessment scores (only table view will be sent) to one of your contacts using your device."
- User will see a table view for each assessment taken within the last 6 months with the date and scores for each assessment
 - Format:
 - First column - "Date" (mm/dd/yyyy HH:MM)
 - Second column - "Score" (assessment score)
- User will see a Graph icon. Selecting the Graph icon will display the table as a graph and change the icon of the to the Table icon.
- User will see the following message above the graph:
 - Text: "Showing results from <start date mm/dd/yyyy> and <end date mm/dd/yyyy> "
- User will see dates on the x-axis that cover the past 6 months (Format: mm/dd/yy) (**Dev Note:** This is a sliding scale and is dependent on when the user took the assessments)
- User will see a score scale on the y-axis (**Dev Note:** This is a sliding scale and is dependent on the user's scores.)
- User will see their score plotted with dots and connecting lines
 - User can hover over any data point and see the following:
 - <Date (e.g. Wednesday, Dec 10, 2014) >
 - "Assessment Score:" <score (bold)>
- User can select the "Table" icon to return to the Table view
- User will see an Email icon in the upper right hand corner
- User may select this Email button to send results using the device's email capability
- User will receive a message if email is not configured for the device

- The email format is as follows:
 - Subject: My Care4Caregiver Past Results
 - Text:
 - “Assessments Scores from Care4Caregiver
 - Date: <Assessment Date>
 - Score: <Assessment Score>”
 - **Note:** The past results from the past 6 months will display with the same format

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Manage

As an app user

I want to be able to see the app Manage Section so

That I can begin to use that section's information

User Acceptance Criteria

- User may select the Manage section from the App Options menu and be navigated to the Manage Main Page
 - The detail pane will display the following text: "Select an item from the Manage list to view details."
- User will see displayed 8 subsections/buttons on the Manage list menu:
 - Take a Time Out
 - Plan a Social Activity
 - Inspiring Quotes
 - Pleasant Events
 - Distract Yourself
 - Soothe yourself
 - Change Perspective
 - Relax Yourself
- User will see these buttons with either a black border OR with a blue border and bold text
 - Blue bordered areas are recommended by the scored assessment and remain blue until user retakes the assessment
 - **Note:** For the recommended tools, alt text = “Recommended Activity not Accomplished”
 - **Note:** The highlighted recommendations are device/browser-specific
 - If user has not taken an assessment, there will be no blue bordered selections
- User may select one of these 8 options to view the contents at any one time
- User will see after selecting a button a page titled with that sub-section on the top banner
- User will see an "?" button in the upper right hand corner of the Manage header in the Manage list menu
 - User may select this "?" button and see displayed a modal with Help context
 - Each Manage section title will display before its corresponding Help text
 - User may scroll if necessary
 - User may select the "x" button in the upper right corner to close the modal and

return to the previous view

- **NOTE:** the following pertain to:
 - Take a time Out
 - Inspiring Quotes
 - Distract Yourself
 - Change Perspective
 - Pleasant Events
 - Soothe Yourself

- User will see at the bottom of the chosen sub-section a Star icon, Try Another, and Done
 - **Note:** ONLY exception is the “Time Out” sub-section. This page also has a Timer (10:00 format) that counts down from 10 minutes until the user selects "Done"
 - User may select the Star icon and see a visual color change (grey to yellow) to indicate the tool is added to their Favorites (see separate story)
 - **Dev Note:** If star icon is not highlighted, alt text = Select to mark tool as a favorite
 - User may re-select a colored star and see it turn to grey and no longer a Favorite
 - **Dev Note:** If star icon is highlighted, alt text = Select to un-mark tool as a favorite
 - User may select “Try Another” and see another tool from that section (**Note:** After selecting "Try Another", the timer resets to 10 minutes.)
 - User may select “Done” and they are returned to the Manage Main Page

- User will see a "Tools" button in the upper right hand corner of each Manage header (with the exception of the Plan a Social Activity section)
- User may select the “Tools” button and be navigated to the Tools Page that lists all the tools for that section
- User may select any of the tools from the list and be navigated to that specific tool's page

- After selecting "Change Perspective" from the Manage list menu and selecting the "Tools" button, the user will see the following:
 - Another Challenge
 - Ask for help
 - Been here before
 - Been through worse
 - Change is hard
 - Comfortable
 - Control myself
 - Deserve love
 - Do nothing
 - Do right
 - Don't assume
 - Don't fight emotions
 - Done this before
 - Emotion as a wave

- Emotions come and go
- Feel different soon
- Feelings pass
- Feet on the floor
- Focus
- Good decisions
- Hassel, not horror
- I am decent
- I am human
- I am loved
- I am strong
- I can tolerate
- I have the skills
- I will survive
- I'll be glad
- I'm right here
- It will get easier
- Just feelings
- Just thoughts
- Mistakes
- My power
- No one is perfect
- No shame
- Not always
- Old patterns
- Poor sheep
- Protect myself
- Reach out
- Slept well before
- Slow down
- Take care
- Takes time
- Time to learn
- Tough situations
- Try to help
- Unique

- After selecting "Distract Yourself" from the Manage list menu and selecting the "Tools" button, the user will see the following:
 - Call a friend
 - Check out YouTube
 - Clean your room
 - Cook and enjoy
 - Count to 100
 - Do a home project
 - Do a jigsaw puzzle
 - Do something for someone
 - Do Sudoku/crossword
 - Doodle on paper
 - Draw or paint
 - Email a distant friend

- Go fishing
- Go for a bike ride
- Go for a run
- Go for a walk
- Go shopping
- Go to a friend's house
- Go to a museum
- Listen to a funny story
- Log in to Facebook
- Mold clay
- Organize your bookcase/spice rack
- Plan your next vacation
- Play a video game
- Play pool
- Play solitaire
- Play with another app
- Play with children
- Put your troubles in a box
- Read a funny book or comic
- Read a magazine
- Rubik's Cube
- Scrapbook
- Sing along to your music
- Surf the internet
- Take a mental vacation
- Take a nap
- Think about the future
- Volunteer
- Walk your dog
- Watch a funny movie
- Watch sports or athletics
- Watch your favorite TV show
- Word scramble
- Work on a project with your...
- Write poetry
- Write thank you cards

- After selecting "Inspiring Quotes" from the Manage list menu and selecting the "Tools" button, the user will see the following:
 - ...be attentive
 - A loving heart
 - Although the world
 - And the trouble is
 - Do what you can
 - Don't compromise yourself
 - Don't waste your life
 - Each of us is two selves
 - Energy and persistence
 - Every day do something
 - Fear less, hope more
 - Follow your honest

- Go back a little to leap
- I failed my way to success
- I have learned that
- If we all did the things
- If we change within
- If you do not hope
- In the time of your life
- It is the trouble
- It takes two to speak
- Knowing yourself
- Let your heart guide you
- Life is either a daring
- Life is never what
- Life is not what
- Men's best successes
- Never, never, never
- No feeling is final
- Not to laugh, not to
- Perhaps the truth
- Remember there's no
- The best way out
- The difference between
- The fact is, that to do
- The future depends
- The happiest life
- The more difficulties
- The only journey
- Watch your thoughts
- When one door of
- When you do a thing
- Years teach us more
- You are not responsible
- You yourself, as much
- Your real influence
- After selecting "Pleasant Events" from the Manage list menu and selecting the "Tools" button, the user will see the following:
 - Bake something
 - Buy clothes
 - Buy someone a gift
 - Buy yourself a book
 - Buy yourself a small gift
 - Buy yourself flowers
 - Buy yourself music
 - Call a family member
 - Call a friend
 - Complete a task
 - Cook dinner for someone
 - Cook for yourself
 - Dance
 - Do a crossword puzzle
 - Do a puzzle

- Do a Sudoku puzzle
- Do arts and crafts
- Do fun projects around the house
- Do some online shopping
- Do woodworking
- Eat something delicious
- Exercise
- Garden
- Get a manicure/pedicure
- Get a massage
- Go biking
- Go bowling
- Go camping
- Go fishing
- Go for a drive
- Go for a motorcycle ride
- Go for a picnic
- Go for a run
- Go for a swim
- Go hiking
- Go out for ice cream
- Go out to dinner
- Go see live music
- Go sightseeing
- Go skating
- Go to a bookstore
- Go to a coffee shop
- Go to a live show or play
- Go to a museum
- Go to church/temple/mosque
- Go to or throw a party
- Go to the beach
- Go to the movies
- Go to the ocean/lake/river
- Go watch a race
- Have coffee and read
- Join a book club
- Knit or needlepoint
- Learn something new
- Light candles
- List 5 things you like about...
- Listen to the radio
- Log in to Facebook
- Make a gift for someone
- Meditate
- Paint or draw
- Plan a trip
- Play a musical instrument
- Play a sport
- Play cards
- Play golf

- Play pool
- Play tennis
- Play video games
- Play with your pet(s)
- Practice a martial art
- Practice yoga
- Pray
- Put on clothes that...
- Read a book
- Read a magazine
- Read the paper
- Remember a fun vacation
- Remember someone being...
- Sew, knit, crochet
- Sing or hum a happy song
- Spend time with a friend
- Surf the internet
- Take a bath
- Take a sauna/hot tub
- Take a trip to the mountains
- Take a walk
- Take photographs
- Talk on the phone
- Think about someone you...
- Watch a movie
- Watch children play
- Watch funny videos
- Watch sports on tv
- Watch TV
- Write a letter
- Write a poem or story

- After selecting "Relax Yourself" from the Manage list menu and selecting the "Tools" button, the user will see the following:
 - Deep Breathing
 - Progressive Relaxation
 - Visualize: Beach
 - Visualize: Country Road
 - Visualize: Forest
- After selecting "Soothe Yourself" from the Manage list menu and selecting the "tools" button, the user will see the following:
 - Appreciate yourself
 - Bake Cookies
 - Call your therapist
 - Change clothes
 - Clean sheets
 - Comfort a loved one
 - Connect to a higher power
 - Eat a favorite food
 - Eat dessert
 - Enjoy a hot tub

- Enjoy nature
- Exercise
- Favorite blanket
- Feel the sunshine
- Feeling of solving a problem
- Flower arrangement
- Focus on past success
- Focus on the positive
- Garden
- Get a massage
- Hug someone
- Journal
- Listen to your favorite music
- Make a collage
- Plan a trip
- Pleasant sound
- Put on lotion
- Read a favorite book
- Read a magazine
- Read for guidance
- Remember a good time
- Sing or play a song
- Sit by a fireplace
- Spend time with family
- Spend time with your pet
- Stretch or do yoga
- Take a deep breath
- Take a nap
- Take a walk in nature
- Tense and relax your muscles
- Think about your skills
- Try some deep breathing
- Visualize a safe place
- Voicemail from a friend
- Warm drink
- Warm shower
- Wash your hands
- Wear soft clothes
- What are you grateful for?
- After selecting "Take a Time Out" from the Manage list menu and selecting the "Tools" button, the user will see the following:
 - Be an example
 - Call a friend or loved one
 - Do yard work or garden
 - Draw or paint
 - Exercise
 - Meditate
 - Pray
 - Remind yourself
 - Some deep breathing
 - Something empowering

- Spend time with a pet
 - Stretch and breathe
 - Take a shower or bath
 - Take a walk
 - Your advising friend
 - Your therapist
- User will see to the left of all listed tools a “Star” icon
- User may select from the listed tools by selecting the desired line
- User will be navigated to that tool
- **Note:** Once the user selects a specific tool, only the star icon and the "Done" button are present. There is no "Try Another" option.
- User may select the Star icon on the tool’s page to indicate it as a favorite
- User will see the Star icon change in color from grey to yellow
 - **Dev Note:** If star icon is not highlighted, alt text = Select to mark tool as a favorite
- User may tap the yellow star on the tool page to deselect it as a Favorite
 - User will see the star change from yellow to grey
 - **Dev Note:** If star icon is highlighted, alt text = Select to un-mark tool as a favorite
 - User will no longer see the tools on their Favorites List
- User may select the Star icon and see a visual color change (grey to yellow) to indicate the tool is added to their Favorites (see separate story)
- User may re-select a colored star and see it turn to grey and no longer a Favorite
- User may access the Plan a Social Activity from the Manage Main Page by tapping it
- User will see displayed an introductory text
 - Text: "Use this tool to plan more social activities in your life. Regular social activity will help you stay connected and cope with stress better. The tool will assist in choosing people and an activity to do together. Think about inviting family members, friends, co-workers, people from your neighborhood or spiritual community, people you want to get to know better, etc."
- User will see displayed and can select “Make a Plan” at the screen bottom and be navigated to the Plan a Social Activity screen.
 - User can select <Back and return to the introductory screen.
- User will see the following text displayed on the top of the Make a Plan screen:
 - Text: "Selecting one of the activities in the list will open a new email window using your default settings in order to send an email to an individual(s)."
- User can choose a single activity from the alphabetized listing of activities on the screen (see list below)
 - Get manicures/pedicure
 - Go Fishing or Hiking
 - Go for a bike ride
 - Go for a drive
 - Go for a run
 - Go for a walk
 - Go get ice cream
 - Go out for a meal together

- Go out in a boat or canoe
- Go shopping
- Go to a 12 step meeting
- Go to a lake
- Go to a meditation class
- Go to a museum or gallery together
- Go to a musical, dance or other performance
- Go to a party or a gathering
- Go to a spa
- Go to a yoga class
- Go to the beach
- Go to the gym and work out
- Go to the movies
- Go to the park
- Go window shopping
- Have a picnic
- Have a snack and talk
- Have a tea or coffee at home
- People-watch
- Play basketball
- Play cards
- Play chess or other board/strategy game
- Play golf
- Play tennis
- Run errand together
- Share a meal at home
- Sit and talk
- Take a day trip out of town
- Take your dog(s) out
- Take your kid(s) to the playground
- Work on a project together
- The user can select one of the activities which will open the default Mailto: window to send an email to an individual(s)
 - The subject of the email will be populated with the user's chosen activity from the Plan a Social Activity screen
 - User may add additional text in the body of the email
- User will see a "Favorites" button in the upper right of the detail screen. Selecting Favorites will display a list of activities from the Plan a Social Activity section that the user has chosen as their favorite activities.
 - **Note:** If the user does not have any favorites, the following message is displayed:
 - Text: "You do not have any favorites. To mark an item as a favorite, select the star icon for that item."
 - User can select one of the activities which will open the default Mailto: window to send an email to an individual(s)
 - The subject of the email will be populated with the user's chosen activity from the Make a Plan screen
 - User may add additional text in the body of the email
- User will see displayed a "Star" icon to the left of an activity
 - User may select the Star and see a color change (grey to yellow) indicating it

has been chosen (**Dev Note:** If star icon is not highlighted, alt text = Select to mark tool as a favorite)

- User will see displayed a Favorites button in the upper right hand corner
- User may select their favorites and see displayed their multi-chosen activities listed
- User may tap a line on the Favorites screen and be navigated back to the Make a Plan screen and see displayed their chosen activity from their Favorite list
- User may re-select a colored star and see it turn to grey and no longer a Favorite
 - **Dev Note:** If star icon is highlighted, alt text = Select to un-mark tool as a favorite

- **User may access the Relax Yourself section from the Manage menu**

- User will then see displayed the following based on the section that is first presented.
 - Visualize Introduction page
 - Text:

"You are about to be led through a relaxation exercise focused on visualizing something pleasant. This exercise takes about 5 minutes. It has accompanying audio, so you will need to find a quiet place or put on your headphones now.

Listen to the audio and follow along with the exercise."

- Deep Breathing Introduction Page
 - Text:

"Slowing down and deepening your breathing can help you calm down when you feel distress. Put on your headphones or go somewhere quiet to be led through the exercise.

Although this exercise should be safe for almost anyone, if you have difficulty breathing, or feel out of breath, or begin to feel dizzy, nervous, or out of control, you can adjust your breathing pace, or go back to breathing normally.

To prepare, get in a comfortable position - sitting would be best for now, so that you can practice as you listen and watch the demonstration.

Later, when you practice, you can do this exercise sitting, standing up, or lying down - whatever works for you.

The goal is just to slow down a bit to allow your system to relax."

- Progressive Relaxation Introduction Page
 - Text:

"You are about to be led through a progressive muscle relaxation exercise. You will progress through each of your major muscle groups, tensing and relaxing as you go. This exercise takes about 9 minutes. It has audio, so you will need to find a quiet place or put on your headphones now. Sit down in a comfortable chair or lay down. Do not do this exercise while driving."

- User may select the "Begin" button at the bottom of the page. User then follows the voice instructions/closed caption directions for this tool
- User may select "Done" at any time to stop the tool
- User may select "Try Another" to progress to another tool within this section
 - Others include:
 - Relax Yourself
 - Visualize: Beach
 - Visualize: Country Road
 - Visualize: Forest
 - Deep Breathing
 - Progressive Relaxation
- User may select the Star icon and see a visual color change (grey to yellow) to indicate the tool is added to their Favorites (see separate story)
 - **Dev Note:** If star icon is not highlighted, alt text = Select to mark tool as a favorite
- User may re-select a colored star and see it turn to grey and no longer a Favorite
 - **Dev Note:** If star icon is highlighted, alt text = Select to un-mark tool as a favorite

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Support

As an app user

I want to be able to see the app Support Section so
That I can begin to use that section's information

User Acceptance Criteria

- User may select the Support section on the App Options menu and be navigated to the Support Main Page
- User will see displayed 2 subsections of the Support section:
 - Get Support Right Now
 - Resources
- User may tap one sub-section at a time to see the content
- User will see displayed after tapping "Get Support Right Now" sub-section a page titled Crisis Resources
 - Text:

"For any crisis, including medical emergencies
Call 911

Veterans Crisis Line (Veterans and service members press 1 after you connect):
Call 1-800-273-8255


Caregivers Support Line:

Call 1-855-260-3274

Disclaimer: Auto-dialing functionality is browser and device dependent. You may have to manually dial the phone number to place a call.””

- User will see the phone numbers displayed in a visually distinct manner
- User will see displayed after tapping “Resources” sub-section of the Support Main Page a page titled VA Caregiver Resources

“Caregiver Support Line

 (Toll Free) (in visually distinct color/font/underlined)

Find the support you need to provide the best care. Whether you could use some help at home or you just need someone to listen, we’re here to support you.

Caregiver Services (in visually distinct color/font/underlined) <Hyperlink to http://www.caregiver.va.gov/support/support_services.asp>

Learn more about the variety of services available to Family Caregivers. This resource can help you find nearby assistance.

New Services for Family Caregivers of Post-9/11 Veterans (in visually distinct color/font/underlined)<Hyperlink to http://www.caregiver.va.gov/support/support_benefits.asp>

If you are the Family Caregiver of a Veteran who was injured post-9/11, you may be eligible for additional services through VA. Learn about the newest services to see if you are eligible.

Staying Strong (in visually distinct color/font/underlined) <Hyperlink to <http://www.caregiver.va.gov/strong/index.asp>>

Staying strong for the Veteran you love and your family can feel exhausting. Acquire information and tips to help you stay strong and informed.

Caregiver Toolbox (in visually distinct color/font/underlined) <Hyperlink to <http://www.caregiver.va.gov/toolbox/index.asp>>

The VA Caregiver Toolbox offers resources and information to help you stay on top of things and manage the daily stresses of caregiving.

Non-VA Caregiver Resources

National Alliance for Caregiving (NAC) (in visually distinct color/font/underlined) <Hyperlink to www.caregiving.org>

The National Alliance for Caregiving is a non-profit coalition of national organizations focusing on issues of family caregiving.

Family Caregiver Alliance (FCA) (in visually distinct color/font/underlined)
<Hyperlink to <https://www.caregiver.org/>>

FCA was the first community-based nonprofit organization in the country to address the needs of families and friends providing long-term care at home.

Next Step in Care (in visually distinct color/font/underlined) <Hyperlink to www.nextstepincare.org/Caregiver_Home/>

Next Step in Care provides easy-to use guides to help family caregivers. Guides are provided in several languages.

Eldercare Locator (in visually distinct color/font/underlined) <Hyperlink to eldercare.gov/Eldercare.NET/Public/Index.aspx>

1-800-677-1116 (in visually distinct color/font/underlined)

Eldercare Locator is a public service that provides useful resources and information about senior services in your community.

Disclaimer: Auto-dialing functionality is browser and device dependent. You may have to manually dial the phone number to place a call."

- User may select any of the underlined resources one at a time to be navigated to the VA internet sites for display of that information

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Favorites

As an app user

I want to be able to see the Favorites Section

So that I can view my favorite tools

User Acceptance Criteria

- The user will see "Favorites" on the App Options menu. Selecting it will open Favorites screen titled "Favorites" and a "My Favorites" subsection in the list menu. (My Favorites subsection is selected by default)
- User will see a listing their favorite tools (if any) under the appropriate Manage section titles (accordions) in the detail pane
 - Accordions are closed by default
 - User can select an accordion to open it and to view the tools he/she has selected as a favorite (indicated by a highlighted star icon)
 - User can select the accordion to close it

- **Note:** If the user does not have any favorites, the following message is displayed:
 - Text: "You do not have any favorites. To mark an item as a favorite, select the star icon for that item."
- Selecting a tool in Favorites navigates the user to that tool's content page.
 - **Note:** Selecting a tool in the Plan a Social Activity section will open the default Mailto: window to send an email to an individual(s)
 - The subject of the email will be populated with the user's chosen activity from the Make a Plan screen
 - User may add additional text in the body of the email
- Once the user is navigated to that tool's page, user can select "Done" to return to previous Favorites screen or user can select the star icon to toggle between favorite/non-favorite.
 - **Note:** The user will not be navigated to another page if they select an activity in the Plan a Social Activity section.
 - **Dev Note:** If star icon is not highlighted, alt text = Select to mark tool as a favorite
 - **Dev Note:** If star icon is highlighted, alt text = Select to un-mark tool as a favorite

----- Enhancing -----

Session Timeout – Warning and Logout

As a Veteran

I want to be aware if my authentication session is about to end
So that I can extend my session if needed

Discussion/Conversation:

The apps are built so that an authentication session ends automatically after 15 minutes of inactivity. This is inactivity of any app that is part of the authentication session.

User Acceptance Criteria:

- When an authenticated user has been inactive for 12 minutes, the system displays an alert:
 - Header: Your user session will time out in X minutes.
 - Text:

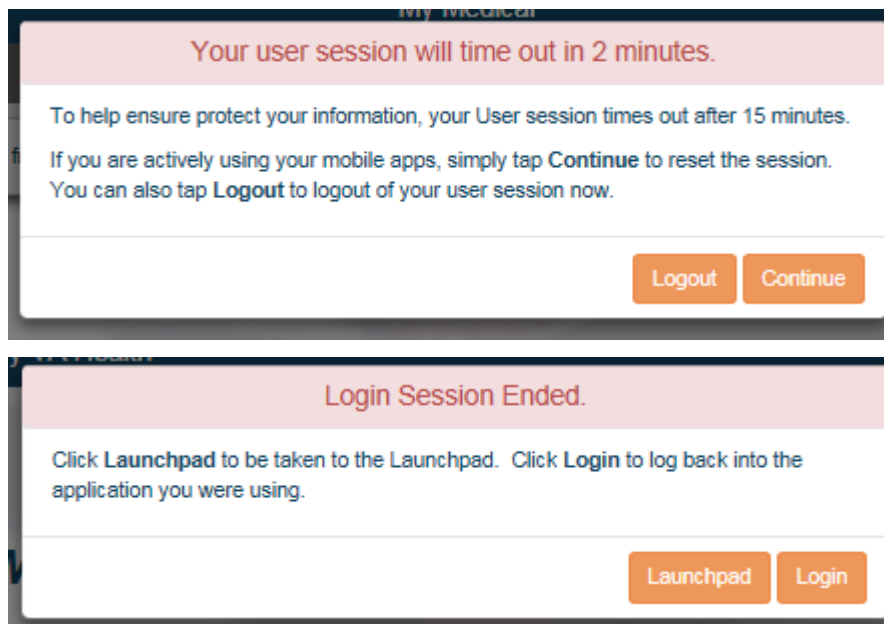
To help ensure/protect your information, your user session times out after 15 minutes.

If you are actively using your mobile apps, simply tap Continue to reset the session. You can also tap Logout to logout of your user session now.

- Logout button, alt text Logout
 - Selecting Logout logs the user out of all VA apps and returns the user to the Launchpad
- Continue Button, alt text Continue

- Selecting continue closes the modal and returns the user to the header of the main screen
- The minutes remaining counter in the modal header will update each minute that no action is taken up until 15 minutes of inactivity. When 15 minutes is reached the user is logged out of the system and a Session ended message is shown on top of a darkened screen background where all data fields obscured:
 - Header: Login Session Ended
 - Text: Select Launchpad to be taken to the Launchpad. Select login to log back into the application you were using
 - Launchpad button, alt text Launchpad
 - Selecting Launchpad closes the application and returns the user to the Launchpad
 - Login button, alt text Login
 - Selecting Login opens the DSLogon screen

Mock-Ups



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171 **Connectivity Error Handling**

As a Veteran

I want to be able to aware if the app is unable to communicate to the database

So that I can take appropriate action

Discussion/Conversation:

This feature is about the devices internet connection. As part of that check if the app detects the user is NOT connected to the internet based upon standard W3C calls, the app will provide a message about the lack of internet connectivity instead of a message that the server is not currently available.

User Acceptance Criteria:

- Given a user who has lost their internet connection, when the user takes an action in

the app that requires internet connectivity, the system displays a warning message:

- Header: Connection Error
- Text: Your internet connection appears to be unavailable. Please try again when you regain connectivity.
- OK button
 - Selecting OK closes the modal and returns the user to the app with focus placed on the header of the last screen they were working on. Exist screen data will continue to display until the user closes the app.

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175 -----Future -----

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Appendix B – Development Preparation

Sprint Ready Checklist (Internal Use)

Items	Yes/No
App Concept Paper Completed and Reviewed with Customer (Business Owner)	
Materials needed in app complete (text, algorithms, icons, etc.)	
Dependencies documented	
Needed interfaces documented	
Technical Paper complete	
Customer's Business Owner and App Team available	
Stories entered into Jira	

New services required by this feature

Service Description	Developed Yes/No
MHV APIs	Yes
REST Services to use MHV APIS	Yes

New data elements captured by this app

Data Dictionary version containing new elements	Description of Added Elements

Appendix C: Resources/References as appropriate

Zarit 12 item Questionnaire

Zarit Burden (Short Form)

On a scale of 1 to 5 where 1 represents “Never” and 5 representing “Nearly Always” indicate how often you felt the following in the last (time period)

	Never	Rarely	Sometimes	Quite Frequently	Nearly Always
Because of the time you spend with your Veteran you don't have enough time for yourself	1	2	3	4	5
Stressed between caring for your relative and trying to meet other responsibilities (work/family)	1	2	3	4	5
Angry when you are around your Veteran	1	2	3	4	5
Your Veteran currently affects your relationship with family members or friends in a negative way	1	2	3	4	5
Strained when you are around our Veteran	1	2	3	4	5
Your health has suffered because of you involvement in caring for your Veteran	1	2	3	4	5
You don't have as much privacy as you would like because of your Veteran	1	2	3	4	5
Your social life has suffered because you are caring for your Veteran	1	2	3	4	5
You have lost control of your life since your Veteran's illness	1	2	3	4	5
Uncertain about what to do about your Veteran	1	2	3	4	5
You should be doing more for your Veteran	1	2	3	4	5
You could do a better job in caring for your Veteran	1	2	3	4	5

200 Actual Zarit Questions from Original

201 1. DO YOU FEEL that because of the time you spend with your relative that you don't have enough time for
202 yourself?

203 2. DO YOU FEEL stressed between caring for your relative and trying to meet other responsibilities
204 (work/family)?

205 3. DO YOU FEEL angry when you are around your relative?

206 4. DO YOU FEEL that your relative currently affects your relationship with family members or friends in a
207 negative way?

208 5. DO YOU FEEL strained when you are around your relative?

209 6. DO YOU FEEL that your health has suffered because of your involvement with your relative?

210 7. DO YOU FEEL that you don't have as much privacy as you would like because of your relative?

211 8. DO YOU FEEL that your social life has suffered because you are caring for your relative?

212 9. DO YOU FEEL that you have lost control of your life since your relative's illness?

213 10. DO YOU FEEL uncertain about what to do about your relative?

214 11. DO YOU FEEL you should be doing more for your relative?

215 12. DO YOU FEEL you could do a better job in caring for your relative?

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