**eSERVE**

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### Introduction

**SERVE**

Integrated & Collaborative Web Based Social Care platform

**What Does SERVE contain & do?**

- Comprehensive Resource Hub & Registry
- Customized Resource Advisor
- Assessment Wards
- Simplified Case Management (Social Care Record)
- Case Delivery, Management & Metrics
- Collaboration & Communication capability
- GIS and Demographic data Integration
- NAVAD Technology Policy Compliance
- Strong Security Integration

**Where is SERVE Accessible?**

- Web based Solution
- Access via computer or through your smart phone
- Low cost subscription based service
- Available 24/7 anywhere, anyplace enabling social care

**Who uses SERVE?**

- Social Workers
- Home Health Aide
- Family Caregivers

Care Facilities (nursing centers, assisted living facilities, hospitals, local & state social service agencies, etc)

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### Work Flow

- **What is the Use Case Scenario?**
  - A Family Care Giver seeking assistance.

- **Used Case Scenario: A Family Care Giver seeking assistance.**

  - Customized Model for an agency/facility
  - For the institute
  - To enable web based advice, communication, case management, etc

- **Find Resource Research**
  - Fill in assessment
  - Provides Choice of institute
  - Selects institute
  - Refer to solution providers
  - Social worker/Service Coordinator At the institute

### Use Case Diagrams

- **Caregiver/Case seeker based flow**

- **LSW based flow**

- **Institution Based Scenarios**

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### System Architecture

**SERVE**

**TARGET ARCHITECTURE (proposed)**

### DB Schema

- **Table:**
  - Name
  - Description
  - Type
  - Shortname
  - LinkTable
  - LinkTable

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### Web Service Methods

- **ResourcePlanSelect**
  - GetSWClients

- **AddCareSeeker**
  - GetSWInfo

- **AddCareGiver**
  - GetSocialWorker

- **AddCareSeekerWithScore**
  - GetInitialQuestions

- **AddContact**
  - GetNextSetQuestion

- **FinalQuestionList**
  - GetCategory

- **getCategory**
  - RegisterInstitution

- **getContact**
  - RegisterLSW

- **getSW**
  - MakeReferralPlan

- **getCounty**
  - SendPersonInfo

- **getRelation**
  - UserRegister

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### Future Work

- **Architecture**
  - Come up with strong business rules engine for Guided Search.
  - Make the application compatible for Mobile Devices.

- **Implementation**
  - Improve the user interface to be more appealing for senior citizens.
  - Improve more front end features in terms of assessment rules for evaluation.
  - Enhance the guided search algorithm for better performance.

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