

Family Service Web Architecture - December 2009

	A	B	C	D	E	F	G	H	I
1									
2	Main Section	Sub-section 1	Sub-section 2	Pages	Description	Functions	Multi-lingual Priority	Dynamic Content? Who Edits?	Technical Need
3	Home				Section with client pages. Meant to not only help clients navigate Family Service, but also to help potential donors see what FS does.				
4	Need a Hand				Main page of website, should have attention getting photo of client(s), perhaps rotating stories	Section Head	1		
5		Children			Services for early childhood. While the current website lists services by site, this should be changed in the new website so that services are listed by child age / service type. Site information can be given as a listing under each section		1		
6			Pre-school		Description of pre-school education - sites, qualifications and awards		1		
7				Sites	Pages for each of the sites (Leo Ryan, San Mateo...)				
8				Tour	Should give both a "virtual" tour and also have a button to request an actual facility tour				
9				Eligibility & Enrollment	Information on how to eligibility and enrollment process. This should include downloadable forms to aid in processing. Could evolve to online enrollment (later)		1	- Process information is dynamic - Staff updates information, Managers update	- Staff updated PDF forms
10			Child care		General description of child care programs - discuss difference between "core", neighborhood, high school, courthouse and homeless programs		1		
11				"Core"	Child care at "core" locations - (Leo Ryan, San Mateo)				
12				Neighborhood	Description of neighborhood program. Should also have a sign up button for those who want to offer care		1		- Request for information from potential neighborhood providers
13				High school mother	Child care program for high school mothers, at high school campuses		1		
14				Courthouse	Description of superior court child care locations		1		
15				Homeless	Child care for homeless - describe not only the child care service, but also other homeless services. Should have links to other homeless service providers		1		- Links to other homeless care sites
16		Families			General description of help given to different types of families. Should include specific information on car loans and counseling				
17			Financial Assistance		General description of loan program and classes				
18				Loans	Ways to Work program description, should also have a link for enrollment forms and a request for information				- Loan forms downloadable - Request for information / call
19				Finance Classes	Description of types of finance classes. List of classes and sign up information			- Staff should be able to update calendar of classes, forms	- List of classes is editable - Staff updated Word and PDF forms - Downloadable forms
20			Divorce or Separation Visitation		Description of visitation program, counseling and classes - NOTE: MAKE IT VERY CLEAR FAMILY SERVICE HAS NO INFLUENCE OVER THE COURT SYSTEM				

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21				Visitation Information and Enrollment forms	Visitation process description, downloadable enrollment forms				- Online class signup / scheduling(phase 2?) - Online visitation signup / scheduling (phase 2?)
22				Classes	"Kids in the middle" and other classes			- Staff should be able to update calendar of classes, forms	- List of classes is editable - Staff updated Word and PDF forms - Downloadable forms - Phase 2 - online class signup
23		Seniors			Description of full range of senior services. Fair Oaks Senior Center has its own section because of uniqueness of services				
24			TRIP – Mobility Assistance		TRIP program description. Sign up information for seniors. Volunteer sign up links to "Senior" section of "Lend a Hand"		1		- Request contact
25			Career Assistance		General description of career assistance programs		1		
26				Training	List of training classes. Description of job training functions		1	- Staff should be able to update calendar of classes, forms	- List of classes is editable - Staff updated Word and PDF forms - Downloadable forms - Phase 2 - online class signup
27				Placement	Description of job placement function		1	Staff	
28				Career Counseling	Description of career counseling services		1	Staff	
29				For Employers	Special section for employers. This will be used for marketing and outreach. There should be a parallel link in "Lend a hand"		1		
30			Peer Counseling		Description of peer counseling services		1		
31			Fair Oaks Senior Center		Overview of the Fair Oaks Center		1		
32				Exercise	Description of the exercise programs		1	Staff	
33				Meals	Description of the meals programs		1	Staff	
34				Groceries	Description of the groceries programs		1	Staff	
35				Classes	Description of the available classes		1	Staff	
36	Lend a Hand				For volunteers and donors. Should be informative, yet simple, inviting.	Section Head			
37		Donors			Overview of the importance of donors.	Section Head			
38			Education		Overview of the philosophy, approach and impact of the educational services.				
39			Wellness		Overview of the philosophy, approach and impact of the wellness services.				
40			Self Sufficiency		Overview of the philosophy, approach and impact of the self-sufficiency services.				
41			Make a Donation		Donations can be made directly through the website using a credit card or information to contact Family Service to make off-line donations.				Online shopping cart with merchant account for processing credit cards.
42			eScrip		Description of eScrip program with a link to the eScrip homepage.				
43		Volunteers			Overview of the importance of volunteers.	Section Head			
44			Children		Overview of the critical role of volunteers in providing services to children.				
45			Families		Overview of the critical role of volunteers in providing services to families.				

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46			Seniors		Overview of the critical role of volunteers in providing services to seniors.				
47			Fund Raising		Overview of the critical role of volunteers in fund raising.				
48			Intern Program		Overview of the intern program.				
49		Employers			Overview of the philosophy, approach and impact of the jobs program.	Section Head			
50			Senior Job Placement		Details about the jobs program and how to contact Family Service.				
51	Events				Upcoming events, both for Family Service, Auxiliaries, and related agencies	Section Head			
52		Community			List of Family Service events in the community			Staff	
53		Donor			List of Family Service events for donors			Staff	
54	About Us				History, "biography", leadership, mission of Family Service	Section Head			
55		Overview			Overview of Family Service				
56			Mission		Mission Statement				
57			Chair Letter		Letter from the Chair				
58		Auxiliaries			Overview of the Auxiliary program				
59			Foothill		Events sponsored by the Foothill Auxiliary			Auxiliary	
60			Hillsborough		Events sponsored by the Hillsborough Auxiliary			Auxiliary	
61			Red-Car-Bel		Events sponsored by the Red-Car-Bel Auxiliary			Auxiliary	
62		Partners			Overview of partner organizations				
63		Jobs			Overview of Family Service as a workplace				
64			Openings		Current job openings			Staff	
65	Contact Us				Phone number, address, generic email addresses for key services	Address			
66	Login				Secure remote access environment for staff and board members				
67		Blog			Post and read blogs			Staff & Board	Blog software
68		Email			Email access			Staff & Board	HTML email
69		File Share			Share important documents			Staff & Board	File share software