

Interaction Design Project 2

# System Design for Virtual Adoption

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## Approval Sheet

The Interaction Design - Project 2 entitled “**System Design for Virtual Adoption**” by Kirti .H. Kanitkar is approved, in partial fulfillment of the requirements for Master of Design degree in Interaction Design.

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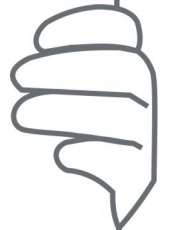
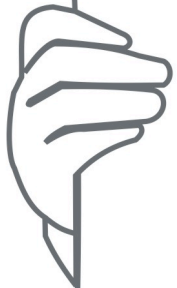
# 1.0 Overview

1.1 Abstract

1.2 Need of the Project

1.3 Scope of the Project

1.4 Methodology



## 1.1 Abstract

The rapid growth of Adoption process facilitates designing better interactions between the Parent and child communication and interactions. The parents are unaware whom to approach, and take help from, when the adoption process is concerned. They seek help from experienced people, and so this system design helps them, to gather correct information at one place and approach their prospective kid, in the most appropriate manner. The project mainly focuses on the adoption process that is carried out in the orphan homes, and helps it regulate and work in the best possible manner, and efficiently by providing various other necessary factors those are important in the adoption process.

The report describes the design of new automated system design that would facilitate better pathways for the parents to approach their kids. The project went through cycles of design, prototyping and user evaluation. The method facilitates improved interactions, and also presents the information that is important for the parents in the best possible way.



## 1.2 Need of the Project

Designing an automated system for the process of adoption was very necessary looking at the increasing need and competition in the process. The need suggested designing a very 'Quick' and less time consuming process. There was a need of knowing the nearest possible Orphan homes and the popular ones, by the parents, which would guide them to choose the most appropriate kid for them.

The statistics show, that there have been 2990 adoptions taking place in the year 2008. [6] There has been a tremendous competition created amongst the parents who are willing to adopt and so, this need of designing an automated system design for adoption has been created.

There are several issues in the process of adoption, which are as follows:

There is a need of sharing information about adoption to the prospective adoptive parents.

There are several issues faced by the organization, related to keeping records and files of adoptive kids.

There are several other issues that hamper psychologically to the kid, like selection of kids, on comparison.

Developing better interactions between the parents, kids and the orphan homes after the kid is adopted, needed to be developed too. All these factors needed to be addressed, so as to solve all the issues intervening the process of adoption.

## 1.3 Scope of the Project

This project aims at developing a system for virtual adoption, that would help the parents find appropriate kids for them whereas would help the kids get placed in the right homes.

The scope of the project can be further extended to design an inbuilt system that would help even the orphan homes to keep a track and records of the kids those are present with them. This would thus help them build a system that would manage the process of keeping records. It can further extend to form interactions between various different orphan homes that would help more amount of information sharing and also providing a helping hand to those kids who are deprived of family life.

The project strives at developing various methods, evaluating them, taking user feedbacks and then implementing them in the form of a prototype as the final concept. The main emphasis is on developing a solution, which would be helpful to the parents, find the appropriate kid for them.

The project's prime purpose would be to provide the information about 'Adoption' and thus creating better interactions and help in finding the kid.

## 1.4 Methodology

The goal was to help solve the problem of the process of child adoption. The first step of the design process doubtlessly, was to understand the adoption system & the user (parents). To be successful, systems must be designed with their environment and users in mind. It should also be evaluated to confirm that they do not disrupt the user's natural workflow.

The methodology followed during this project is as described below :

- An understanding was obtained about Adoption process, its origin, existence, and acceptance value and how it takes place in the current scenario.
- Contextual enquires were done to understand the user requirements.
- Data collection, idea generation and analysis was parallel.
- With every insightful information collected, concepts were generated which gave rise to new information requirements for which again data collection was carried out. It also became useful to set up goals for the project.

- Based on user feedback, prototypes of some of these concepts were developed. They are again evaluated with users.
- Finally various strategies were integrated to develop the final concept. This was again prototyped and evaluated with users.
- The whole project was documented in the form of this report and presentations at various stages were made.

## 2.0 Adoption

2.1 Definition

2.2 History – The process earlier & today

2.3 Adoption Service –CARA

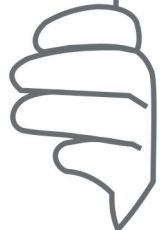
2.4 In-country Adoption

2.5 Inter-country Adoption

2.6 Adoption Statistics

2.7 Laws/ Acts for Adoption

2.8 Stages of Adoption



## 2.1 Adoption - Definition

Lets consider the definition of Adoption, stated in various dictionaries, which is as follows:

**Adoption** is the act of legally placing a child with a parent or parents other than those to whom they were born. [2]

The act of adopting, or state of being adopted; voluntary acceptance of a child of other parents to be the same as one's own child. [2]

Admission to a more intimate relation; reception; as, the adoption of persons into hospitals or monasteries, or of one society into another. [2]

The choosing and making that to be one's own which originally was not so; acceptance; as, the adoption of opinions. [2]

**'Adopt'** means take into one's family

Lets consider other used terms, in this process of adoption:

**In-Country Adoption** is an adoption of an Indian child by Indian parent(s) residing in India.

**Inter-country Adoption** is legal placement of an Indian child with foreign adoptive parents, PIOs (Persons of Indian origin) and NRIs (Non Resident Indian)

**Central Adoption Resource Authority (CARA)** is an autonomous body functioning under ministry of Social Justice & Empowerment to act as a Central authority in the matter of adoption.

**Recognized Indian Placement Agency for Inter-country Adoption (RIPA)** is an Indian Social/Child Welfare Agency recognized by CARA for placement of Indian Children in Inter country adoption.

**Licensed Adoption Placement Agency for In-country Adoption (LAPA)** is an Indian Social/Child Welfare Agency licensed/recognized by the State Government for In-country Adoption.

**Adoption Coordinating Agency (ACA)** is an organization recognized by CARA and registered under the Registration of Societies Act and will have as its members various Adoption Agencies working in its area of jurisdiction. Its main objective is promotion of In-country adoption.

**Adoption Scrutinizing Agency (ASA)** is an independent social/child welfare agency appointed by the court for scrutinizing adoption applications for In-country and Inter-country Adoptions.

**Child Welfare Committee (CWC)** is a committee as defined in JJ Act -2000 to deal with children in need of care & protection.

**Child Study Report (CSR)** is the one that contains details about the child, its date of birth, social background, etc.

**Home Study Report (HSR)** is the one that contains details of the Adoptive Couple's social status & family background; description of Home; standard of living; relationship with spouse and family members; health details; economic status etc.

**Physical Examination Report (PER)** is a medical report of the child, report of hospitalization if any etc.



## 2.2 History – The process earlier & today

**1958** - Child Welfare League of America published *Standards of Adoption Service* (revised in 1968, 1973, 1978, 1988, 2000); Indian Adoption Project began. [2]

**1966** - The National Adoption Resource Exchange, later renamed the Adoption Resource Exchange of North America (ARENA), was established as an outgrowth of the Indian Adoption Project. [2]

**1978** - Indian Child Welfare Act passed by Congress; American Adoption Congress founded. [2]

Further, inter-country adoption also began, which facilitated a growth in adoption process globally.

**1993** - Hague Convention on the Protection of Children and Co-operation in respect to Inter- country Adoption. [2]

Above given are various important dates where adoption was considered as a stepping-stone towards progress and helping hand for the abandoned kids.



The history of this adoption process suggests that, this process was followed right from the stages of mythology.

In our earlier literatures we have seen that Yashoda was the adoptive mother of Lord Krishna. The mother & child's love for each other are legendary.

Another example of Rani Laxmibai is also in front of us. She had adopted a son, who was named Damodar Rao. As per the Hindu tradition, he was their legal heir.

This process has been followed through the ages. Earlier adoption used to take place within the families, where a couple used to adopt, their cousins or brother/ sister's kids. This tradition was followed to escape the legal hassles. Even today, we see that this practice is considered in some places.

But with the advent of time, people have changed and become more aware of this process. These days 'Adoption' is even considered as a motivation to help someone in need of families. Apart from biological need, today people consider adoption as a method of providing a family or helping hand towards these innocent kids.

Over the ages, the meaning of adoption would have changed but it continues to be a time consuming process as far as the legal complications are concerned.

## 2.3 Adoption Service –CARA

### **Central Adoption Resource Authority (CARA):**

An autonomous body functioning under ministry of Social Justice & Empowerment to act as a Central Authority in the matter of adoptions.

Thus all adoptions are regulated by CARA. CARA sets out the eligibility conditions, processing steps, documentation, costs, court process, foster care conditions, issuance of Birth certificate and post-adoption follow- up. It is mandatory on adoption agencies placing children in adoption to follow the CARA Guidelines. The main thing in adoption is to go through reputed agencies so that there are no legal hassles. CARA gives out a list of agencies registered with them.

Its mandate is to find a loving and caring family for every orphan/destitute/surrendered child in the country.

While CARA is engaged in clearing inter-country adoption of Indian children, its principal aim is to promote in-country adoption. In fact, CARA ensures that no Indian child is given for inter-country adoption without him/her having been considered by Indian families residing in India. CARA also provides financial assistance to various NGOs and Government run Homes to promote quality childcare to such children and place them in domestic adoption.

**AIM:** Finding permanent & stable homes for children whose parents are unable or unwilling to take care of them until they reach adulthood.

## 2.4 In-country Adoption

Adoption of an Indian child by Indian parent(s) residing in India is termed as In-country Adoption.

There are certain procedures to be followed by the prospective parents that need to be taken care. Lets see the process of In-country adoption.

**Stage I** - Prospective adoptive parents need to register themselves with the local RIPA /LAPA or Adoption Co-ordinating Agency or with the State Adoption Cell.

**Stage II** - Firstly a home study report is prepared of the prospective parent by the social worker. Pre-adoptive counseling sessions are also taken by the social worker during this period. Their sustainability to care for an unrelated child is assessed by this report. In case of Inter-state adoption applications further studies by RIPA/ LAPA workers is also carried out. Eligibility of parents for adoption is checked. Agency would then refer, legally free for adoption kid to these parents.

**Stage III** - After home study report is accepted and approved, a child will be shown to the parents. Agency takes care to match a child meeting the description, if any, desired by the parents.

**Stage IV** - Once a successful matching is done, agency files a petition in the court for obtaining the necessary orders under the relevant Act. Further when the order is issued, it is followed up by regular visits and post adoption counseling by the social worker till the child is adjusted in the new environment.

The follow up is expected to be done for a period of one year at least or as directed by the court. Copies of the follow-up reports will be sent to the District social welfare officer/concerned state government department, concerned scrutiny agency and the court/JJB from where the order was obtained.

## 2.5 Inter-country Adoption

Adoption of a child where legal placement of an Indian child with foreign adoptive parents, PIOs (Persons of Indian origin) and NRIs (Non Resident Indian) is done.

The process to be followed by the prospective parents for Inter-country adoption is as follows:

### **Stage I – Enlisted Foreign Adoption Agency (EFAA)**

The applicants have to register with EFAA, in their country of residence. They prepare their home study report. HSR report prepared before 2 years will be updated at the referral.

The applicants should obtain the permission of the competent authority for adopting a child from India. The adoption application should contain all documents prescribed in Annexure. If they are in any other language then the translation need to be submitted with the original documents.

A copy of the application form of the prospective adoptive parents along with the copies of HSR and other documents will have to be forwarded to RIPA by the EFAA or central authority of the country.

### **Stage II - Role of RIPA**

On receipt of documents the Indian agency will make efforts to match a child who is legally free for inter-country adoption with the applicant. If no suitable match is found it is mentioned to EFAA & CARA with reasons.

**Stage III – Child being declared free for inter-country adoption – Clearance by ACA**

Before RIPA proposes to place a child in the Inter country adoption, it must apply to the ACA for assistance for Indian placement. The child should be legally free for adoption. ACA will find a suitable Indian prospective adoptive parent within 30 days failing which it will issue clearance certificate for inter-country adoption. ACA issues clearance within 10 days in case of older kids or special need kids, it would issue clearance according to the set guidelines. ACA's clearance is obtained after a stipulated period of time ie of 30 days. NRI parents (atleast one) holding Indian Passport will be exempted from ACA clearance, but they have to follow all other procedures as per the guidelines.

**Stage IV – Matching of the Child study Report with Home study Report of FPAP by RIPA**

After a successful matching the RIPA will forward the complete dossier as per annexure to CARA for issuance of “No Objection Certificate”.

**Stage V - Issue of No Objection Certificate by CARA**

CARA will issue the 'NOC' within 15 days from the date of receipt of the adoption dossier. If any query or clarification is sought by CARA, it will be replied to by the RIPA within 10 days.



**Stage VI – Filing of Petition in the Court**

RIPA shall file a petition for adoption/guardianship in the competent court within 15 days. The court may issue an appropriate order for the placement of the child with FPAP. As per the supreme court directions the concerned court may dispose the case within 2 months.

**Stage VII – Passport and Visa**

RIPA has to apply in the Regional Passport Office for obtaining an Indian Passport in favor of the child. The concerned Regional passport office may issue the passport within 10 days. Thereafter the VISA entry permit may be issued by the Consulate / Embassy/ High Commission of the concerned country for the child.

**Stage VIII – Child travels to adoptive country**

The adoptive parents will have to come to India and accompany the child back to their country.

Further the follow up of the child in the foreign country is conducted by the concerned EFAP and thus they have to keep track if the child is happy and is treated good in the parents home. They have the authority of taking away the kid, if its seen that they are not treated well.

## 2.6 Adoption Statistics

Number of children placed in adoption through Recognized Indian Placement Agencies and Shishu Grehs during the last 06 years.

Year(Jan. to Dec.)	In-country Adoption			Inter-country adoption by NRIs / PIOs / Foreigners NOCs issued by CARA	Total(4+5)
1	2	3	4	5	6
	RIPAs	Shishu Grehs	Total(2+3)		
2001	1960	573	2533	1298	3831
2002	2014	690	2704	1066	3770
2003	1949	636	2585	1024	3609
2004	1707	587	2294	1021	3315
2005	1541	743	2284	867	3151
2006	1536	873	2409	852	3261
2007	1510	984	2494	770	3264
2008	1419	750	2169	821	2990

(However, this doesn't include in-country adoption figure of other licensed adoption agencies recognized by State Governments.)

Above given statistic has been drawn with reference to – [5]  
As shown in the figure above, the statistics show, that there has been a competition amongst parents since few years as far as the adoption of the child is concerned. There are less number of kids remaining in the orphan homes and the number of prospective adoptive parents has been increasing over the period of years.

In total, there are 44 million destitute children in India. The number of Orphans in India is 12.44 million and the number of NGO's working on the issue of adoption is around 300. [3]  
So the statistics show that there is a tremendous need for a system design that would help these kids, be placed in the right families, and which would help them connect with the right people quickly. So as to reach out to maximum parents in need of kids, it is very necessary to have a system that would guide these parents to connect with their prospective kid amongst all of these kids.

## 2.7 Laws/ Acts for Adoption

There are certain acts under which the petition is filed under the court, for the child's custody. The social worker in the agency gives a prior idea of which all acts are present, and it's the parents choice to select, under which act the kid can be adopted. Parents are given complete knowledge about what right are present under each act, at the time of counseling.

The acts/ laws for Adoption are as follows: [2]

- **Hindu Adoption and Maintenance Act, 1956 (HAMA)**
- **Guardianship Petitions under Guardian & Wards Act, 1890**

### **Hindu Adoption and Maintenance Act, 1956 (HAMA): [2]**

WHICH HINDU MALE CAN ADOPT – A Hindu male can adopt a child under the provisions of HAMA if –

1. He has a domicile in India
2. He is minimum 18 years old
3. He is of a sound mind
4. He has not renounced the world and joined any religious order

A child may be adopted under HAMA if –

1. the child is a Hindu
2. the child has not been adopted already
3. the child is unmarried unless the custom or usage of the child being adopted and the adopting male Hindu permits this
4. the child must be below 15 years unless the custom or usage of the child being adopted and the adopting male Hindu permits this.

The Hindu Adoptions and Maintenance Act (HAMA), 1956, provides for adoption of Hindu children by the adoptive parents belonging to Hinduism. This is not applicable to other communities like Muslims, Christians and Parsis. They have to recourse to Guardians and Wards Act, 1890, wherein they become guardians of children. But the child does not have the status as it would have had, had it been born to its adoptive parents. One of features of this Act is that no Hindu person can adopt a son or daughter, if they already have a child of that sex. Often the intentions behind the law are good, but the methods adopted fall short. The HAMA provides that there should be an age difference of 21 years between the adoptive parents and the adopted child whenever they are of opposite sex. This is intended to prevent sexual abuse.

**Guardianship Petitions under Guardian & Wards Act, 1890**

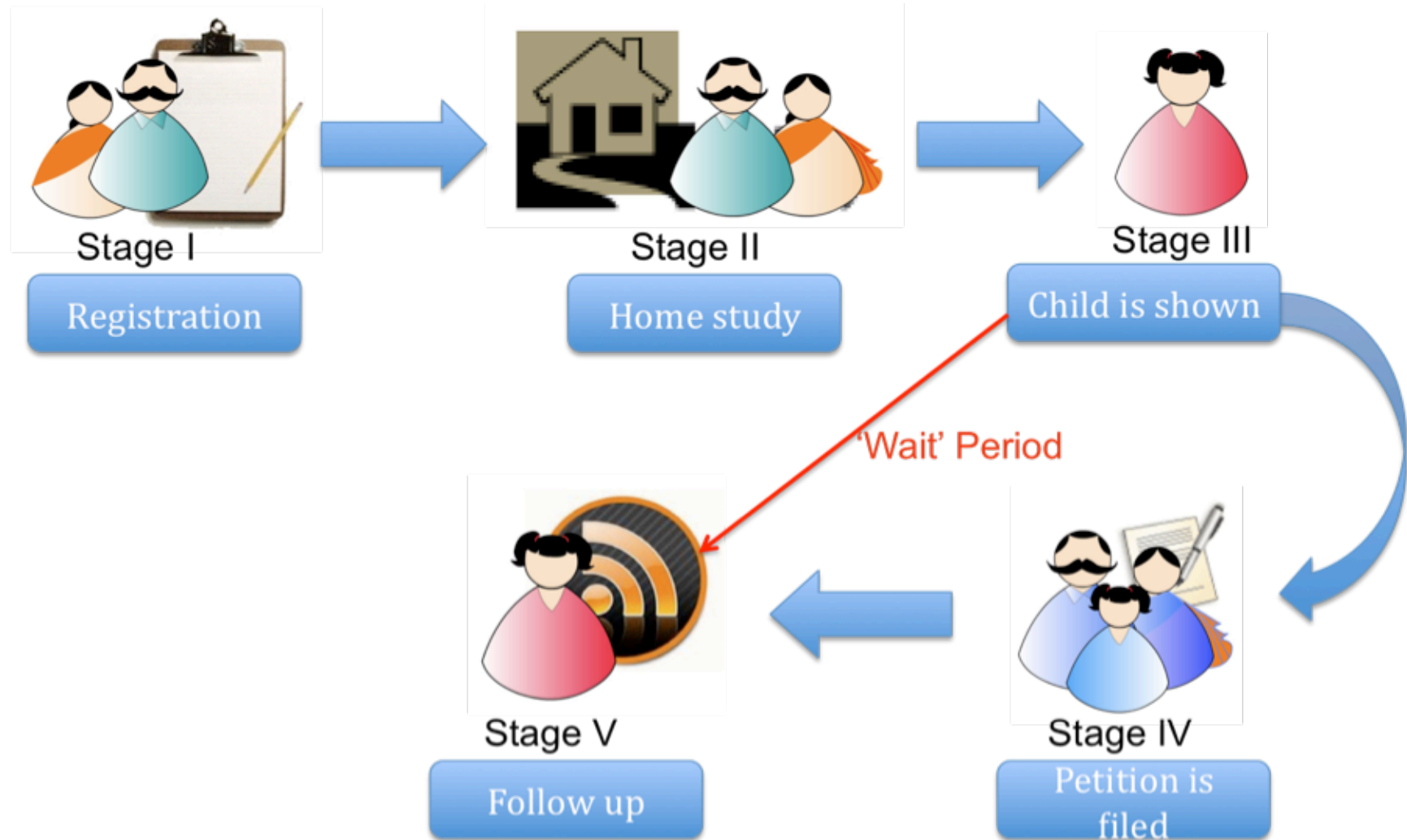
Personal laws of Muslims, Christians, Parsis and Jews do not recognise complete adoption. As non-Hindus do not have an enabling law to adopt a child legally, the people belonging to these religions who are desirous of adopting a child can only take the child in 'guardianship' under the provisions of The

Guardians and Wards Act, 1890. The statute does not deal with adoption as such but mainly with guardianship. The process makes the child a ward, not an adopted child. Under this law, when children turn 21 years of age, they no longer remain wards and assume individual identities. They do not have an automatic right of inheritance. Adoptive parents have to leave whatever they wish to bequeath to their children through a will, which can be contested by any 'blood' relative.

The aforesaid enactments remain silent about the orphan, abandoned and surrendered children. There was no codified legislation dealing with the adoption of the children of these categories. As a result, several misconceptions or irregularities appeared in respect of the custody, guardianship or adoption of these types of children, which were prejudicial to the interest of the children.

Considering all the aspects mentioned above laudable attempt were undertaken by the legislature by the stipulations, which have been made in Chapter IV of the Juvenile Justice (Care and Protection of Children) Act, 2000. This enactment shows that the legislature may be found to have accepted the concept of secular adoption whereby without any reference to the community or religious persuasions of the parents or the child concerned, a right appears to have been granted to all citizens to adopt and all children to be adopted.

## 2.8 Stages of Adoption



### **STAGE I -**

#### **Registration**

The couple comes and registers with the adoption agency when they have decided they want to opt for child adoption.

### **STAGE II-**

#### **Home study**

This is conducted by the social worker, of the agency, so as to collect utmost information of the couple, and to find if the environment where the kid is going to stay is conducive.

#### **Pre- adoptive counseling**

This is done so as to know if the couple is really willing to adopt a kid on its own, or is forced to take this decision, etc. This is important to be known as the kid is going to stay with the couple for the lifetime.

#### **Eligibility of parents**

The eligibility of the parents is tested so as to know if they are physically , emotionally, mentally and also financially fit to adopt a kid. According to these eligibility criteria's the couple is denied or granted the permission to adopt a kid.

#### **Finding Suitable child**

The social worker finds a suitable child for the couple depending upon their criteria's/ expectations about the kid.



**STAGE III-****Child is shown**

The suitable child is shown to the couple. Mostly three kids are shown. In some orphan homes all three are shown together while at some places they show them one at a time.

In older children – written & verbal consent is obtained when the adoption is going to take place.

**STAGE IV-**

On matching Petition is filed in the court by the social worker.

All the Acts those are applicable are informed (6 -8 weeks) to the couple and they are made aware of all the rules and regulations for the same.

**STAGE V-****Follow up visits**

This process is expected to take place for a period of one year but it hardly happens. Follow up visits are conducted by the social worker of the agency.

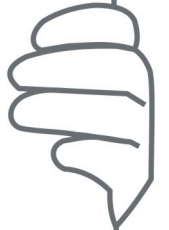
Post Adoption counseling (at least 1 year) is also the same as a follow up visit.

Copies of follow up reports are sent to various people, ie the court, district in charge of the process of adoption, etc.

## 3.0 Sponsorship Process

3.1 Rules & Regulations for Sponsorship

3.2 Existing Examples



## 3.1 Rules & Regulations for Sponsorship

A sponsorship is a financial contribution made regularly by an individual donor or an organisation/company so as to support a child on long term basis.

Through regular contributions, one ensures to help the organisation's financial stability and the children's well-being, education and integration into their local community.

Child sponsorship allows an individual, typically in a developed country, to sponsor, or fund a child in a developing country until the child becomes self sufficient. This could mean financially supporting the education, health or security of the sponsored child, or in some cases all of these. This could also mean contributing more widely to the child's community developing without directly helping an individual child.

### **Process**

After choosing a child to sponsor, the charitable organization that manages the sponsorship typically sends information about the child to the sponsor. These organizations direct money to, and manage communication between sponsored children and their sponsors, including translating letters, and in some cases ensuring that the communications are appropriate. Some organizations pay school fees and other

educational needs for the sponsored children and hold a weekly club which includes a supplemental meal, educational and health topics, counseling, and sometimes inspirational teaching.

Many organizations run child sponsorship programs all over the world in 3rd world countries, including 35 based in the UK alone. Some of the more notable ones are:

World Vision

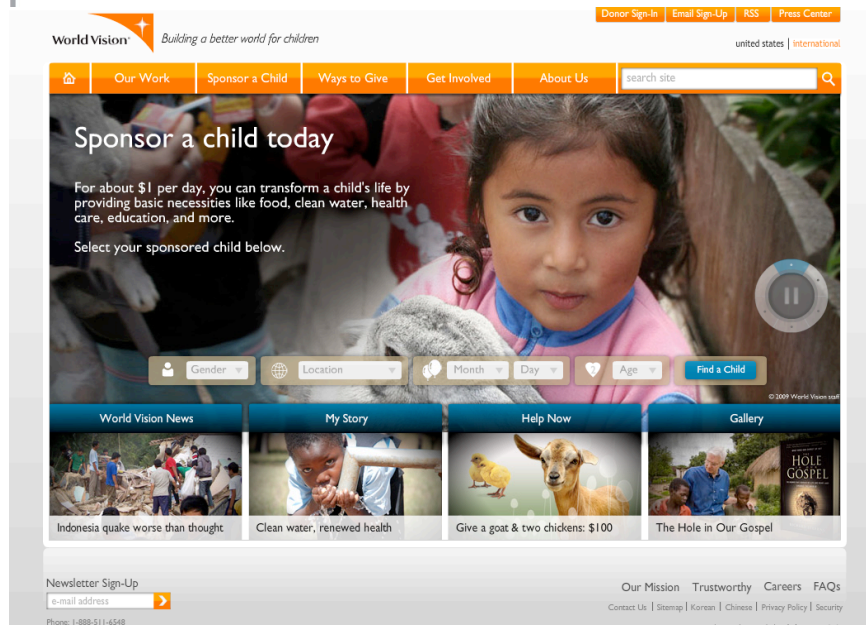
SOS children

One has to typically –

- Sign up as a Sponsor through the website.
- Create an account.
- Select a child with criteria's of age, area, health, grade details
- Can keep contact through letters
- Meet the kid personally
- Other features available -sending greeting cards, gifts, clothes, etc.

Organization claims to provide the following things:

- Clean water
- Nutritious Food
- Health care
- Educational opportunities
- Spiritual Nurture



## 3.2 Existing Examples

Lets consider the examples of websites those have child sponsorship. Typically these websites instruct the users to log in by creating a user id, which is followed by kid selection. They display the kids photographs on the website.

On selection one can decide the payment mode, and thus can become a sponsor and start funding a kid.

Further they get a chance to interact and meet the kid personally, once the identification is known and also after learning that the sponsor has a good motive, to help the kid. Typically these websites don't disclose how the funds are used for the individual kid who is being funded. So the sponsor is never aware how his money is being utilized and is his kid, whom he is sponsoring getting all the luxuries that he/she desires.

## 4.0 Initial Research

4.1 Brainstorming & Mind mapping

4.2 Parallel resources



## 4.1 Brainstorming & Mind mapping

The brainstorming and mind mapping conducted was with the word 'Adoption' and how it is affecting and is relating to different aspects of individual's life. This process helped me to generate more ideas, and to come up with effective solutions according to the need of the subject and also keeping in mind the target user.

### **Keywords**

Guide / Friend

Support

Loneliness

Quick

Information sharing

Attachment

Documentation

(See the image on the side)







## 4.2 Parallel resources

Parallel resources those were studied consisted of going through various related websites and papers regarding adoption. It included studying how adoption is carried out in various other places/ countries, for example USA, where they have open adoption, where families who want to give their kids for adoption due to economic crises approach the prospective parents.

There are open adoption websites created by the couple where they can interact with the couple willing to give their kid for adoption. The existing websites for the adoption process were also studied, considering the need to change and build upon a very nice and interactive system for adoption. Thus I tried to analyze and find out the exact need for developing a system.

Let us consider some examples for the same. As given in the pictures the open adoption websites provided lot many information but it couldn't be used by any other agency, so it could be accessed by a stipulated number of masses. There was lack of any support provided by that system, as for example specific alerts, which is very important in an Indian context. They typically looked very complicated, to find information.



## 5.0 User studies

5.1 Target user

5.2 User study

5.3 Contextual enquiry



## 5.1 Target user

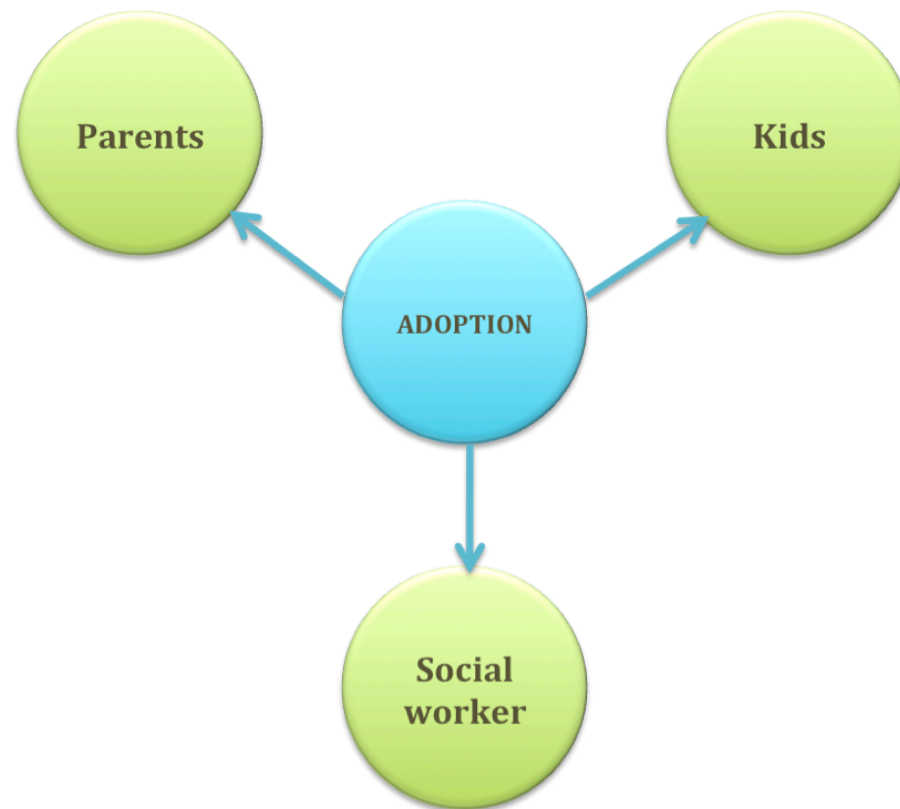
The initial process of data collection included finding out and brainstorming on who all are included in the process of adoption.

This process was interlinked between four set of users:

- Kids who are being adopted
- Prospective parents who want to adopt
- Social workers &
- People involved in judicial matters

Kids were the one who were being adopted, social workers needed to mediate and work as a communicator who would help the kids and parents and prospective parents were the one who had the motivation or willingness to adopt the kid, and were seeking utmost help from various agencies people.

After doing a good brainstorming I found out that there was a need to develop a system that would actually guide and help these “Parents” to reach these kids. There was a tremendous competition increasing today amongst these parents and so my target user was focused on these parents.



The types of users and the issues related to that particular user segment in order of their importance are as follows:

User 1 – social workers facing problem of database management

User 2 - Parents who are facing problems finding the right orphan home and kids, seeking and sharing of this information was scattered across websites but was never given at one place

User 3 – Kids, who are not aware of the family and land up in the new atmosphere for the lifetime.

So I tried to focus on the User 2 – Parents so as to guide them for this process of adoption to build a better system.

## 5.2 User study

User studies consisted of doing contextual enquiries in various orphan homes, conducting interviews of social workers, Parents and observing kids behavior. As it was a social issue, certain problems related to data sharing did occur at certain instances.

The types of studies conducted during the project can be listed as:

- User interviews in form of contextual enquiries
- User observation and field study
- Literature review
- Product/prototype and other similar systems

## 5.3 Contextual enquiry

During the process I visited various orphan homes, and had a discussion with social workers about the psychological impact of the process on kids, how it is handled by them. Whereas with the parents I tried to gather their experiences about the adoption and tried to find out any difficulties that they faced during the whole process.

For this study 12 users were interviewed, and their experiences and problems were identified, so as to come up with effective design ideas and solutions. Documents those were maintained by the social workers were studied, so as to understand how the records are kept. Information about the number of stages and people involved in the adoption process was studied about.

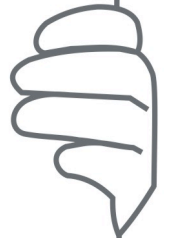
The Contextual enquiry strongly suggested how the need to develop an overall system was very important considering the lack of information amongst the users (Parents)

## 6.0 Scope for Design

6.1 Observations

6.2 Insights

6.3 Problems & Scope for Design





## 6.1 Observations

### **Adoption Process**

Selection of Orphan homes is a very important factor.

Sharing of experiences, info helps new adoptive parents in the process

Preference to physically fit and good looking kids is given

Education & Medical assistance are the basic needs of the kid

'Wait' period requires one-one interaction

Security issues evolve if the parents show interest in taking out the kid

New Adoptive parents have issues handling/ interacting with kids.

People visits orphan home, as an acknowledgement, once the kids are adopted, but at times are not able to keep in touch with the orphan homes.

**Sponsorship Process**

Rules are not specified as to how much a sponsor can interact with the kid.

Maintaining the privacy/security is the important aspect

Utilization of funds is not known

For assurance people need to go and meet the kid personally

Need for establishing an effective & interactive method for communication.

Anyone can extend his or her hands to help for sponsorship.

## 6.2 Insights

Strong community inclination or preference in the process.

Choice for selection of a kid like features etc, depends on the financial status

There is a strong cultural impact when a child is considered to be adopted.

Looks of the kids is still considered a main aspect in India, when the selection of the adoptive kids is concerned. Kids who are physically fit, and good looking are preferred, so a trend of comparison amongst the kids is seen.

Extensive home study is done so as to understand the background, of the adoptive couple.

Kids feel lonely in the orphan homes and resume to drawing, this helps them to express their ownself and connect with others.

Security becomes an issue when the kid has to be taken out by the parents.

Kids tend to be lonely in nature, as they are isolated because of the social deprivation.

People rely on the close acquaintances for a support, as a second opinion – Guide

People consider adoption some kind of taboo, and give an ill-treatment to the people who resume to adoption.

People try to take up adoption, but to avoid legal process, don't follow it through the adoption centre.

Parents don't try and keep in touch with the orphan homes, from where they have adopted the kids

Being of a certain profession is also considered as a strong moral support - for example: being a doctor

Assurity of a organisation by mouth-to-mouth communication.

People have certain set criterias/ expectations of the kid which they want to follow, while having a child

## 6.3 Problems & Scope for Design

Developing a 'quick' process or less time consuming.

Finding information about nearest orphan homes, and the most popular ones.

Need for sharing of information about adoption to the prospective adoptive parents.

Organisation needs to keep records/ files of individual kid.

During the selection there is comparison

In the 'Wait' period there is a need for establishing interactions.

Help or assistance for the prospective kids is needed

Keeping contacts with the orphan homes, after the child is adopted.

Though there is automation done there are no interactions developed for the Sponsor and Kid.

No lively communication of the kid and sponsor.

Details of the kids, likings & needs are not specified, which would help for building up a relationship.

No other factors and needs are considered, which could be supported by the sponsor.

There are no details of how the kid is being benefitted and how the funds are used.

## 7.0 Ideation

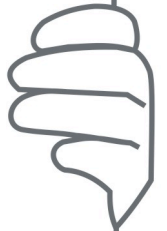
7.1 Design Idea 1

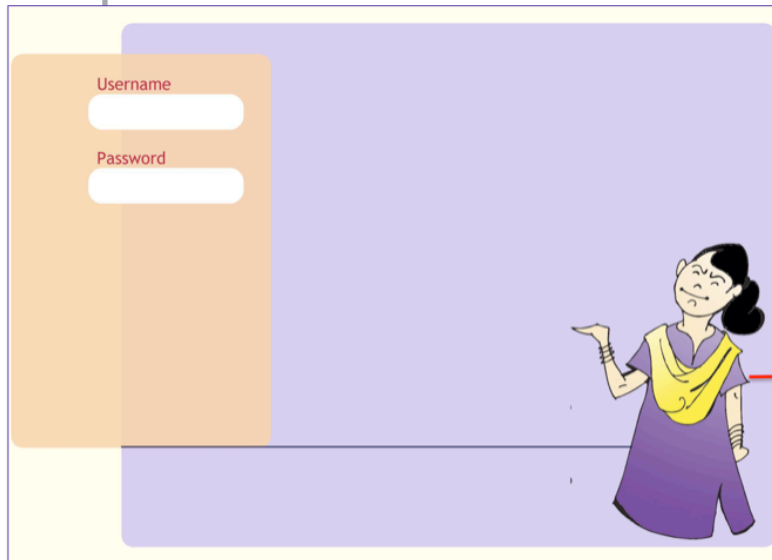
7.2 Design Idea 2

7.3 Design Idea 3

7.4 Design Idea 4

7.5 Design Idea 5





User logs in with an id & a password

Using Metaphor of a 'Guide'

## 7.1 Design Idea 1

### Facts:

- People find it difficult to finalize which orphan home to opt.
- Need a 'Guide' or assistance of someone in the process
- Kids get a complex when they are physically shown and get rejected
- Tracking or follow up of a kid, process is never done.

### Ideation:

As the adoption process is being followed , Time versus stages representation can be shown graphically which would give feedback about the deadlines to be met, important dates etc.

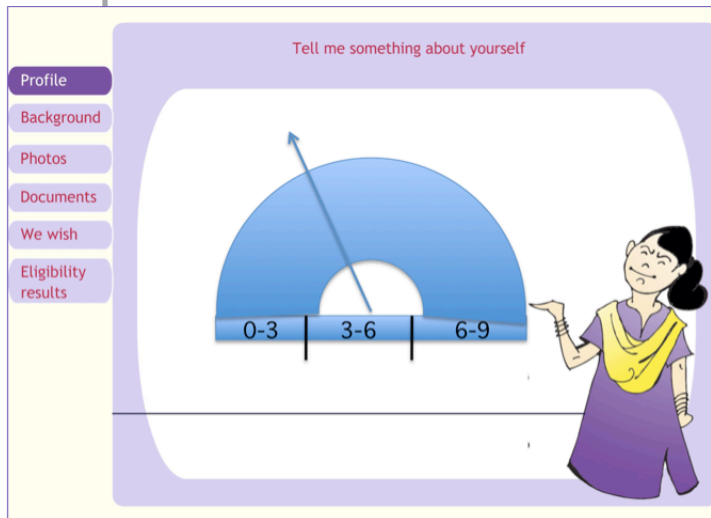
Reminders/ Alerts/ Mandatory rules can appear as Pop ups.

'Networking' section can be utilised for FAQ's, doubts, sharing experiences as a blog

Scheduled visits to orphan home, can be formulated as an alert

Orphan homes tabs would always show updates & progress of the home, annual reports etc.

Ratings given by the parents to the orphan home would help the new adoptive parents the selection process much easier.

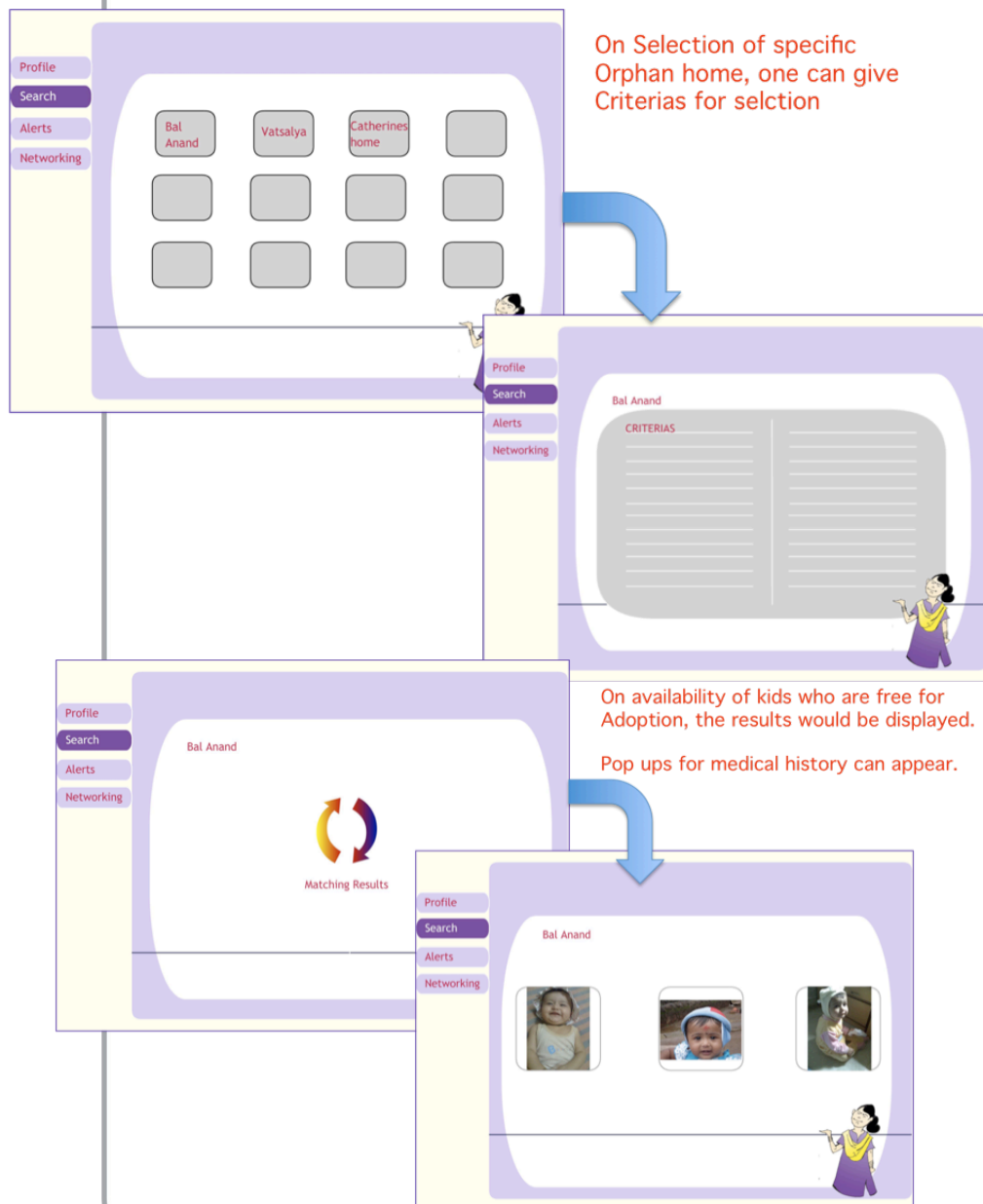


Details about the couple

They can upload Photos

Depending on this data  
Given the chances of  
Selection / eligibility of  
Selection can be  
Represented on a scale  
Format.





### Advantages:

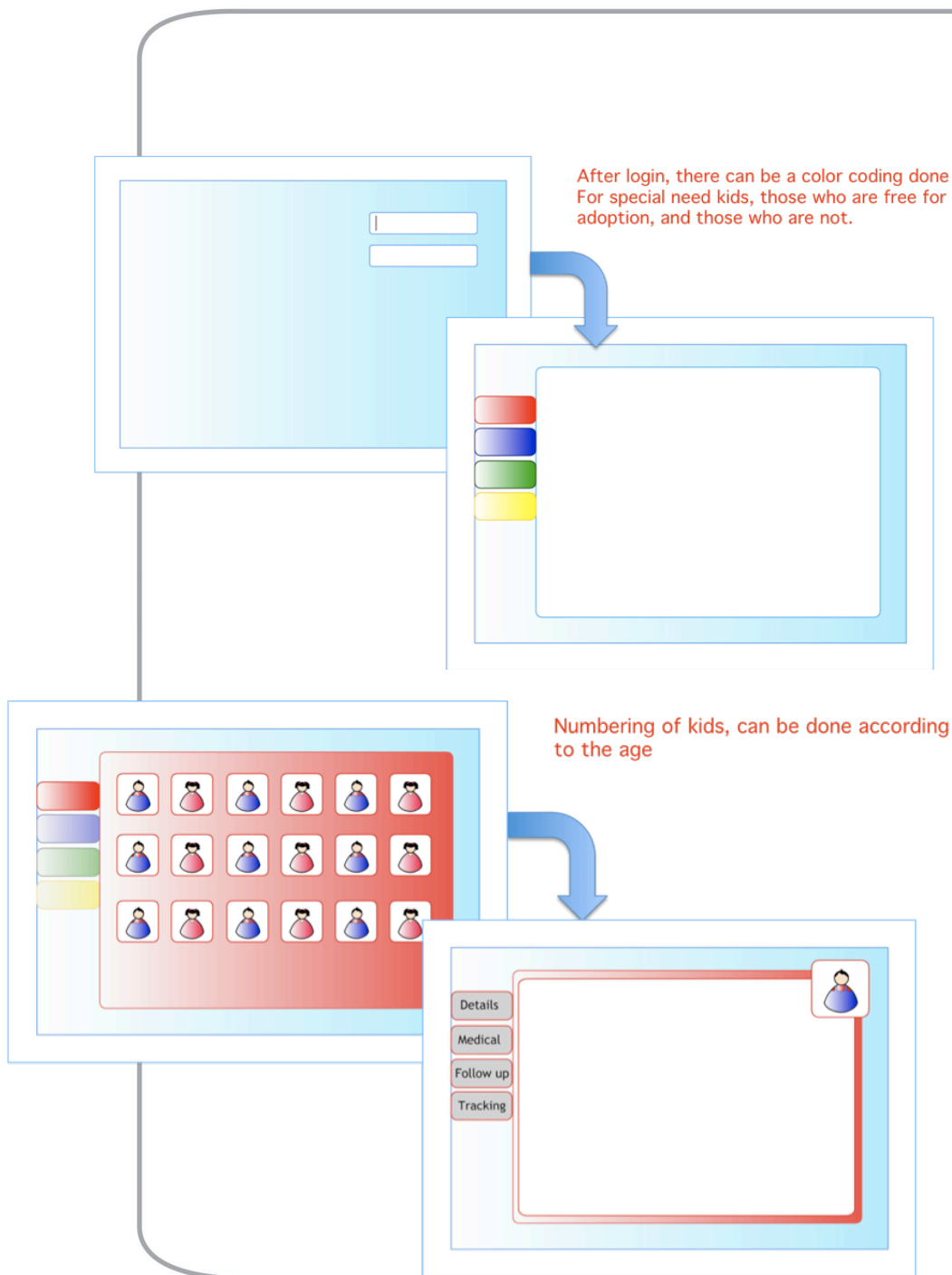
The user can find information clearly and easily but many factors are overlooked.

Search options that would help immediate help finding the nearest orphan homes, and the availability of kids.

### Problems:

The graphical visualization could be discouraging in certain aspects. There was no clarity in that concept.

Certain features were overlooked which were needed in the process as for examples info about documents and feedback relating the same.



## 7.2 Design Idea 2

### Facts:

- Social workers of the orphan homes faced a tough time managing the records.
- Need to keep the adoption related and the Medical files separately which was a big task
- It would create problem when the documents would get misplaced.

### Ideation:

Details would include, Family background and other information

Time versus stages would help to follow the deadlines and the important dates can be displayed.

Medical history would be stored and updated timely.

Tracking would include application tracking of the court.

Follow up will include details that would be further entered by the feedback of the parents

Details

Medical

Follow up

Tracking

Name

Age  Gender

DOB  Place

Background

Father

Mother

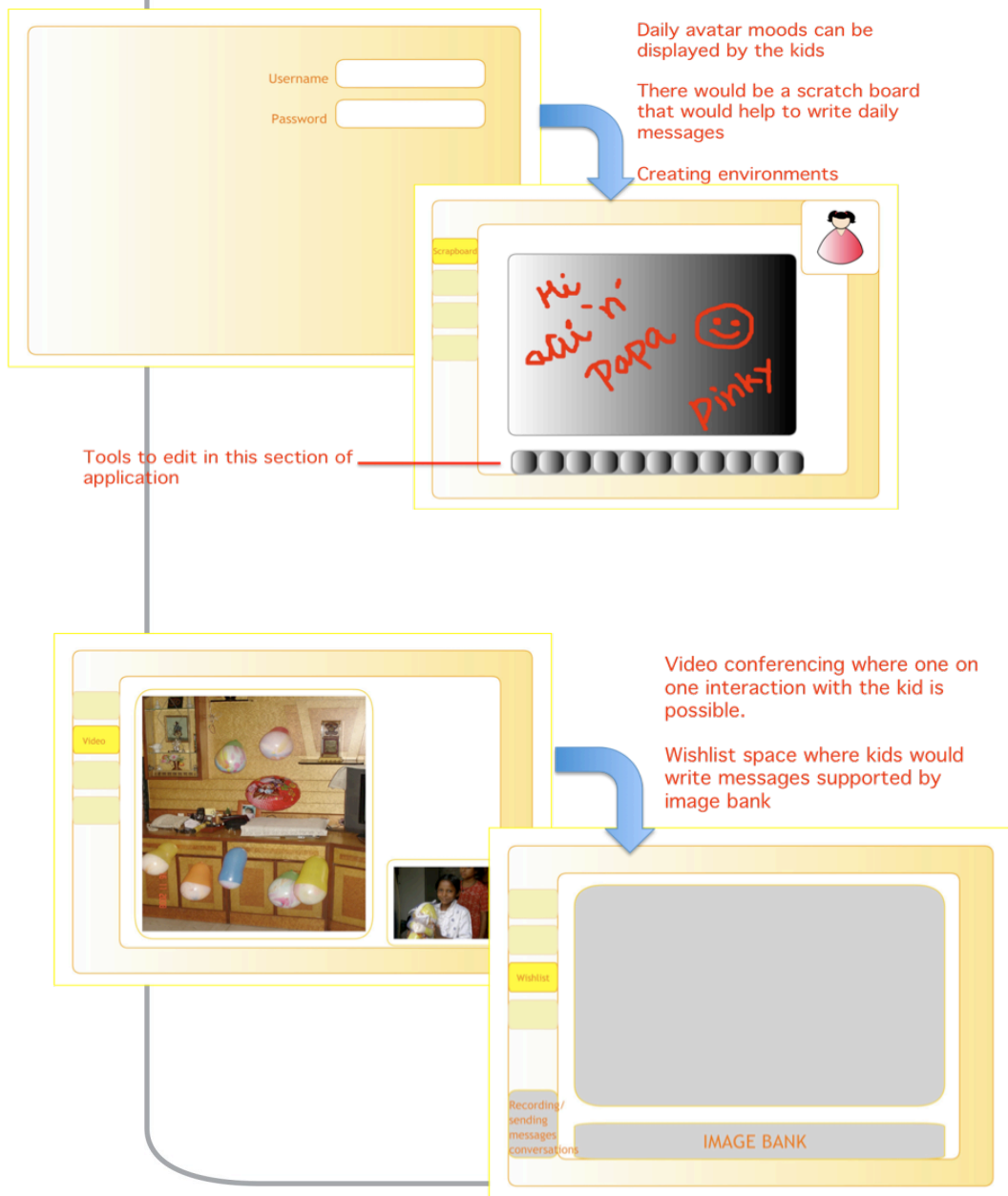
Other

**Advantages:**

Due to this application and because of the color coding the social workers managing the records would find it easier to take care of all the details of the kid, and it would be easier to find information quickly too.

**Problems:**

This application would be useful for the social workers but then the parents and kids both would not be benefitted and there problems would remain unsolved.



## 7.3 Design Idea 3

### Facts:

There are couples that are very busy, in their daily life, but get motivated to help a kid and plan to adopt. During the foster care period they at times are not able to go and meet their kids in orphan home, so there was a need for an application that would help them interact with their kids even when they are at home.

### Ideation:

This application was targeted to design a one on one interaction of the kids and parents. It included video conferencing, scheduler for next meet up and scribbling pad that would help the kids to express their moods better rather than speaking it out.



Reminder/ scheduler that  
Would help you  
remember the next meet  
up or any important  
dates.

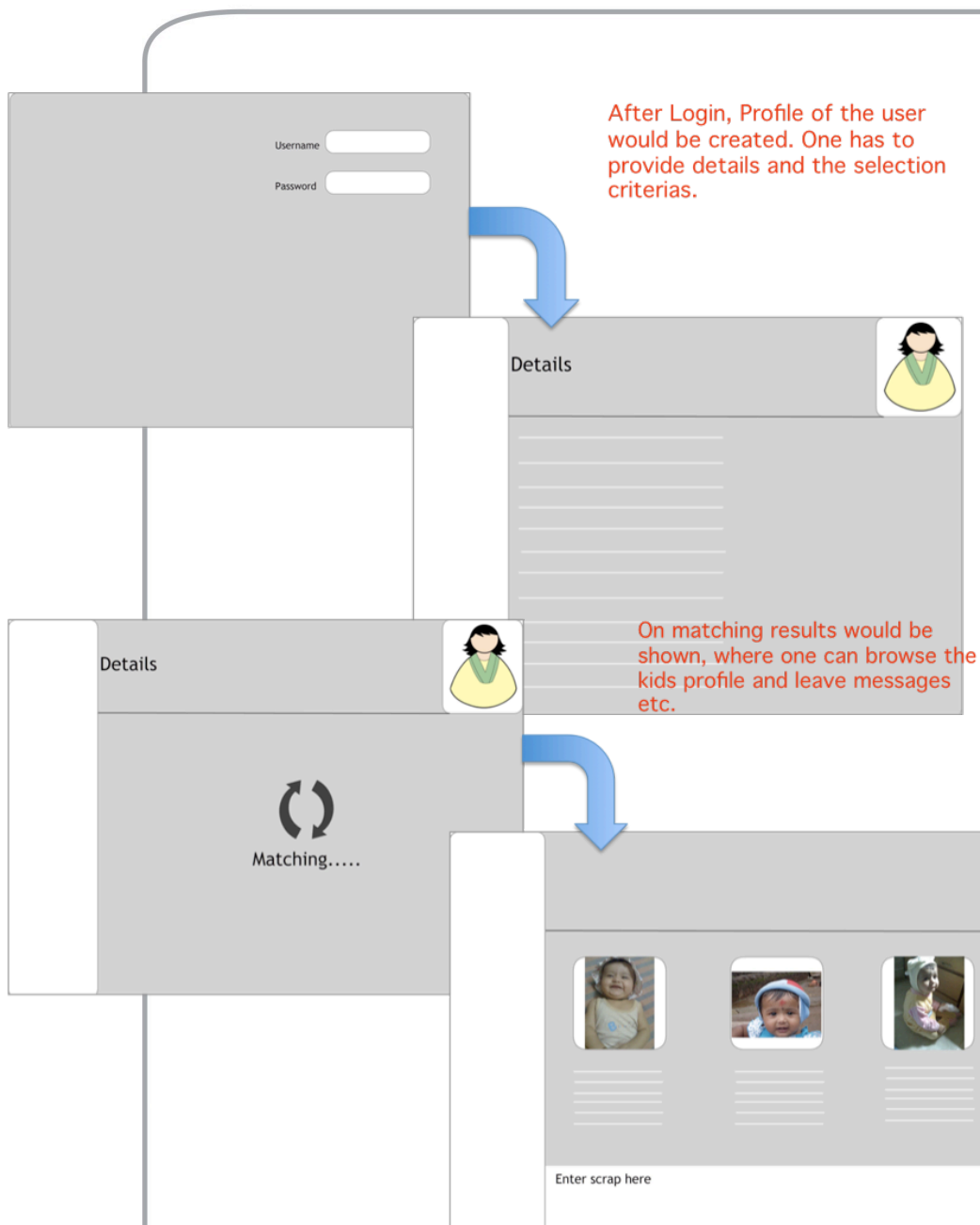
It would include history  
of interactions.

### Advantages:

It was effective as a communication tool, but lack the feature of providing information relating to the orphan home or child search for the parents.

### Problems:

It was effective as a communication tool, for better interaction but it did not have any information-providing feature with it. It did not have any help that would be provided for the parents regarding the preparation of documents. Specific alerts that would guide them to make preparations of the important documents.



## 7.4 Design Idea 4

### Facts:

There are people who are rejected for the adoption process, so they are not able to have them at home, but they desire to have a kid

It's the same, where in sponsorship too parents get in touch with the kids who they are sponsoring virtually.

Thus most of the kids would be benefitted by this system.

### Ideation:

Kids profile can have their hobbies, things they would like to do, learn etc.

Further on exchanging pics/ Gifts it can be done virtually or, their can be a system where one can gift their child by online payment.

The monthly expenditures can be mentioned by the child, pictorially by representing what they bought with its price.

Needs/ Hobbies can be further discussed.

Real meetups can be decided by a map application that would help in scheduling where one would meet the kid.

**Advantages:**

This application would be a best mediatory state where sponsorship and adoption can have a perfect blend so as to capture the important factors of both the processes.

**Problems:**

This application would only encourage and solve issues related to the sponsorship process but would not prove to be effective for the process of adoption, or help the parents to find kids and let them bring kids home in real life situation.

## 7.5 Design Idea 5

### Facts:

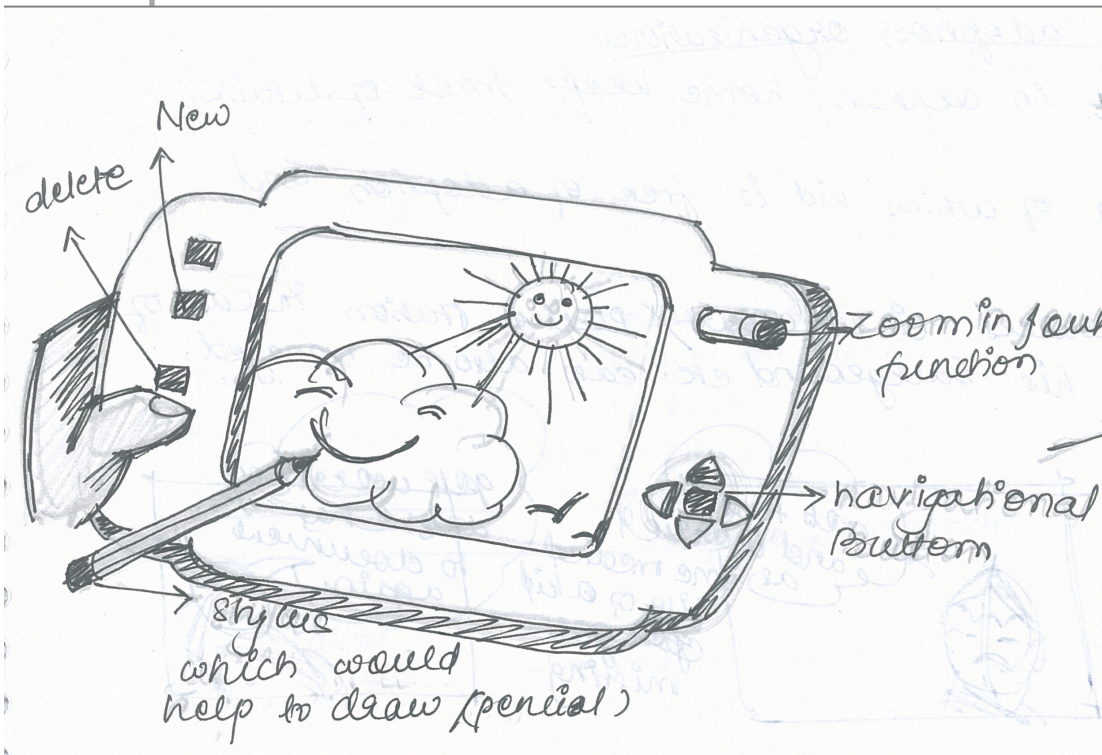
The last idea was just a concept of handheld device that would help kids fight their loneliness, while they spend their life in orphan home.

They were becoming social deprived and so less talkative which would create doubts in the minds of prospective adoptive parents who would feel that kids are not able to speak.

### Ideation:

The concept was that there would be two such devices present on a floor, with a big screen mounted on each floor of the orphan home. The kids would start interacting through the handheld drawing pad and this interaction would be shown on screen, so that other kids would give reviews about the drawing and this would encourage communication between the kids.

This was a very interactive device to facilitate communication between the kids and make them talk and express their feelings in front of each other.





**Advantages:**

It would encourage kids to forget their loneliness and would create bonding between each other, facilitating them to express.

**Problems:**

The factors lacking was that it was not covering the adoption process but just targeting the issue of loneliness which was one factor affecting the kids.

Adoption

### Sign In

Email:

Password:

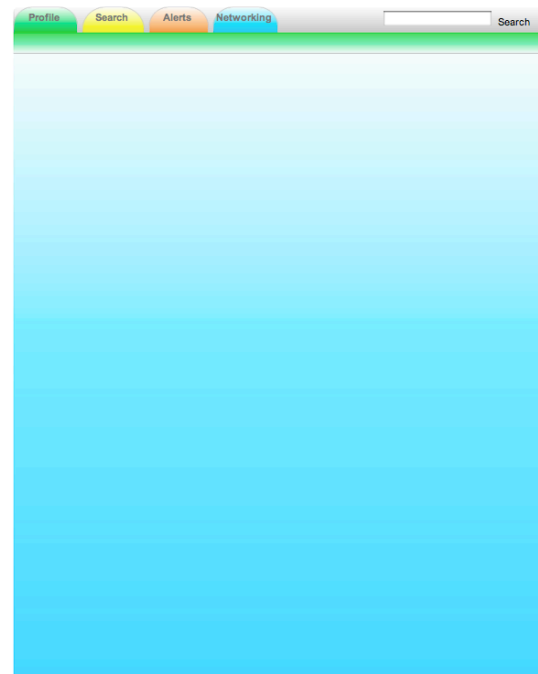
☒ Remember me

[Sign in](#) [Forgot password?](#)

### Not a member yet?

Join now to interact and adopt the kids worldwide. Network, share ideas & help the people whom you care.

[Sign up now](#)



## 8.0 Final Design

Further an effort was made to create a prototype and design that would be a summation of all problems and not just targeting just one aspect of the process.

For this axure prototype was prepared .

The design was made with respect to all needs and problems of users and a solution was a web based application/ portal that would help and guide the users to get acquainted with the adoption process and also had other features those were necessary for a prospective adoptive parent.

Thus the concept was such that a user ie 'Parents' would create a profile and sign up on this website.

Further he would land on his page which would typically have, Profile, Search , Alerts & Networking.

Further in Profile option he would have sub sections like - About Us, Our Home, Family & Friends, Scrapbook, Documents.

Here the couple would get a chance to get themselves introduced to the kid/ orphan home / and social worker. This data would work as a Home study report.

It would be nicely displayed in a scrapbook format, to show it visually appealing.

It would give the identity of the couple in the first look. There likes / differences/ hobbies everything would be displayed here. Earlier the metaphor of 'Guide' was thought of, but apparently, that would not be shown on the website as an identity. Documents page would have feature of uploading the documents which would be stored in the database, where as

Profile Search Alerts Networking

About Us Our Home Family & Friends Scrapbook Documents

Fill in the information below to create 'Scrapbook' information. After you finish please go to [Documents](#)  
This space would help us know you better, your liking/ hobbies/ passion etc.

**About you:**

**Passion:**

**Travel / Adventure:**

**Sports:**

**Activities:**

**Books:**

**Music:**

**TV shows / Movies:**

**Cuisines:**

**Hobbies:**

**Upload Pictures:**

Profile Search Alerts Networking

About Us Our Home Family & Friends Scrapbook Documents

Fill in the information below to create 'Our Home' information. After you finish please go to [Family & Friends](#)

**City:**

**State:**

**Address:**

**Zip/postal code:**

**Country:**

**Write about your house:**

**Write about your Locality:**

**Places nearby:**

**Neighbours:**

**Upload Pictures:**    
( House pictures with you)

even the alerts can be set, on the mobile phone, that would help one remember the deadlines when the documents have to be submitted and also, the alerts can be customized.

Profile Search Alerts Networking

About Us Our Home Family & Friends Scrapbook Documents

Below given are results of the documents that need correction and the documents those are not uploaded. Please set alerts for the documents that need to be upload urgently

**Application for Adoption** ☒

**4 x 6 size photographs**

**Marriage Certificate** ☒

**Proof of Age**

**Medical Certificate from M.B.B.S. doctor**

**Reason for Adoption** ☐

**Latest HIV & Hep B reports of both Husband & wife** ☒

**Income Certificate - Salary slip / Tax returns** ☒

**Bank letter**

**Proof of Residence**

**Investment details** ☒

**Undertaking from the relative** ☒

**Reference letters from 3 people** ☐





Further 'Search' option includes, finding the nearest possible orphan homes, it even shows alerts about the critical orphan homes those are not explored and need attention. One can even search kids, according to ones criteria's. There would be color-coding for stating the critical state of an orphan home. It would include detailed information of the same.

In kids section one would have options of "Sending gifts " to a kid, these would be the basic necessities, which would be given with the prices. One can 'Gift something to kids' or even click on 'Adopt a child' so that they would try to get in touch and meet the kid.

Kids would have there own profile and scrapbook, where the likings, dreams of kids, would be mentioned.

This would help kids, to present how they are and where they would like to be, as adoption is a question of lifetime.

Observational facts and medical alerts can be shown with the kids pictures those would be displayed. This would help parents to know about there specific behavioral traits and likings on first hand, and certain important facts like "Seen quite", has a habit of looking at the wall, given so that parents would know them better.

Here you can see the profiles of the kids who are selected according to your criterias for selection and according to your profile. Please have a look. Click on the image to know about the kid more



Meet Meghana, she is a very cheerful and bubbly girl. Apart from being handicapped she is very enthusiastic to learn

#### Observational facts



Meet Purna, she is a very cute but quite girl. She is very shy and hardly talks, but is very intelligent



Gift a child option is so that parents would understand the needs, liking/ choices of kids and gift accordingly. Their is online payment facility for the things you purchase and that would be delivered directly to the kid. Here we allow parents to gift the kids all the necessary and basic items those are needed by the kids. So start gifting now!



Online Payment



#### Scrapbook Medical history Observations Habits



enjoys

### Listening to Music

She likes her toy that is her doll "Dolly" a lot!!! She never keeps her aside.

My favourite colour is **BLUE**

Meghana likes to watch and learn with her friends in her home



I want to become a SINGER

She knows all the shlokas and recites them everyday!!!  
She likes to sing marathi songs and she sings really well!!!



#### FRIENDS

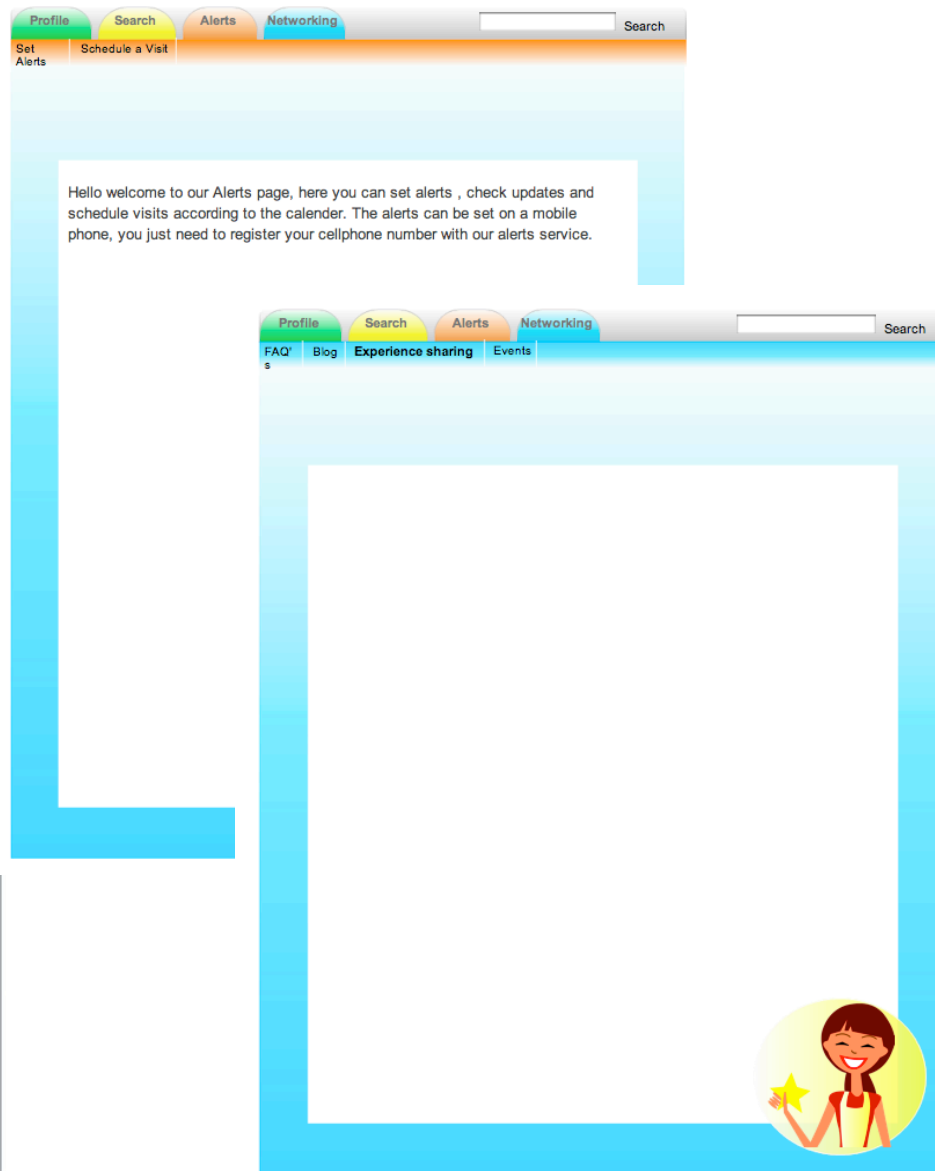
Divya is her best friend and she likes to chat with her and learn from her everyday sitting besides the window.

best friend Divya

Gift a Child

Adopt a Child





Alerts would help them set various reminders for documents or even when they want to plan up a meet up in orphan homes. It would guide them for when they can schedule a visit in orphan homes and 'Networking' would be used to collect information as FAQ's / Blogs and letting the parents know about the upcoming events about adoption. This space would help them for sharing experiences/ views about adoption etc.

Thus this web portal would actual work as a complete helper that would virtually help one in the process of adoption and make the tedious, and lengthy process worth the wait and quick. It would develop more ways for one-on-one interaction solving all barriers that the users currently face. Further development of this design would include collaborating with the court, proceedings web portal that would help the process become more faster.

Anubandha

Adoption

FAQ's

Sign In



Anubandha has just begun for your service. We connect to you and open doors to enormous orphan homes throughout the country and help you find your child.

Just like the 'Pearls' are connected through the thread to make a 'Necklace', so also these kids come in your family, to make a complete family. Its a very emotional bond that you share. So we are here to facilitate and enhance this bond of love, and emotional connection.

We introduce you to the child of your choice, likings and the one who would be of your own. This process of selecting a kid, is done through the choice of your Orphan home or by giving your criterias for the kid. Anubandha surely helps you and guides you through the process of selection of your kid, and gives you complete assurance of help and assistance in the process. Adoption is one very good deed that you do, and a decision to make for a lifetime, so we help you with all the counselling, for this process. This guidance is just like the pre and post counselling that the socialworker in the nearest orphan home would do. So why wait, just go through our website and achieve complete assistance to go and adopt the kid.

Home

Profile

About Us

Our Home

Familyn  
Frens

Scrap  
book



Nikita and me love going to art exhibits too!!!

EXHIBITIONS  
enjoys

**Listening to Music**

My favourite colour is **BLUE**

My favourite book is "The Prophet" by Khalil Gibran and "The Illusions" by Richard Barch

My Passion is my Work



Nikita loves to draw Rangoli.

we like travelling and we have been to many places across globe. We like Hiking, trekking, and adventure sports



**FRIENDS**

We have real good friends neha and shankar who are our neighbours too and they are also very excited to know that we are going to expand our family.

I love nature and so have planted lot many trees around our house.



Welcome, Kirti!

Thank you for having Anubandha account.



Profile

Documents

Alerts

Search

Networking





## Anubandha

Home

Set Alerts

History

July 2007							August 2007						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7				1	2	3	4
8	9	10	11	12	13	14	5	6	7	8	9	10	11
15	16	17	18	19	20	21	12	13	14	15	16	17	18
22	23	24	25	26	27	28	19	20	21	22	23	24	25
29	30	31					26	27	28	29	30	31	

Note:

Write a note to set Alert.

Set Alert

Save

Cancel

Alerts

Set Alerts

Schedule a Visit

## Anubandha

Home

Here you can see the profiles of the kids who are shortlisted according to your criterias for selection and according to your profile. Please have a look. Click on the image to know more about the kid and also to get the full preview of the image, click the link given below.

Medical History



Meghana

Meet Meghana, she is a very cheerful and bubbly girl. Apart from being handicapped she is very enthusiastic to learn

Observational facts



Prerna

Meet Prerna, she is a very cute but quite girl. She is very shy and hardly talks, but is very intelligent



Anagha

Meet anagha, she is a favourite one in our orphan home and is adored by all.

Search

Orphan Home

Kids

## Anubandha

Home

Here you can see the profiles of the kids who are shortlisted according to your criterias for selection and according to your profile. Please have a look. Click on the image to know more about the kid and also to get the full preview of the image, click the link given below.



Close

Search

Orphan Home

Kids

## Anubandha

Home

### Upcoming events

Vatsalya trust has organised a interacting session of all the parents who have adopted kids from the trust. Others can even be a part of this event and share experiences. This event would take place on 23rd of October at Vatsalya Trust, Kanjurmarg.

Set Alert

Balanand trust has organised a sharing session for all the parents who have adopted kids from the trust. Others can even be a part of this event and share experiences. This event would take place on 23rd of October at Balanand Trust, Bandra.

Set Alert

Shraddha Mahilashram & Anathashram has invited all the adopted kids of trust for completing 25 years of successfully giving kids for adoption. All the parents and kids are invited for this celebration. Others can come and attend this occasion too and interact with the kids in orphan home.

Set Alert

Networking

Blog

Experience Sharing

Events



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[5] <http://www.adoptionindia.nic.in/>

[6]<http://nitawriter.wordpress.com/2007/05/16/adoptions-in-india/>

[7]<http://images.google.com/images?hl=en&client=safari&rls=en&um=1&sa=1&q=krishna+and+yashoda&aq=f&oq=&aqi=g1&start=0>  
(Images of krishna & yashoda)