

CLIENT PROJECT

This resource guide package was created for DSHS of Spokane as a team project. Deliverables included a resource guidebook for social workers, mailable brochures for community members, and usability testing on all materials. Challenges included thorough research of target neighborhoods and attracting enough volunteers to the two usability tests to achieve the most meaningful results.

Skills Used

- ~ Community research
- ~ Usability Testing
- ~ Document design

Software Tools Used

- ~ Microsoft Word

Resource Guide, Brochure, Usability Test Script

Family Assessment Response

Community Resource Guide
99207 - 99217


Table of Contents

Childcare.....
Computers – Public Access.....
Food.....
Housing/Shelter
Legal Assistance
Medical/Vision/Dental
Mental & Behavioral Health.....
Parenting.....
Substance Abuse.....
Support Groups.....
Transportation.....
Utility Assistance.....
Hotlines.....
Resources.....

Family Assessment Response

Family Assessment Response, a Child Protective Services alternative to investigations of low to moderate risk screened-in reports of child maltreatment. This creates a different pathway for Children's Administration and an advancement in our work with families.

Transportation


Community Services

**Adventist Community Center
Better Living Center Food Bank**
25 E. North Foothills Dr.
Spokane, WA 99207
(509) 325-1258
betterlivingcenter.org

- Tuesdays 9:00a.m.-Noon & 1:00p.m.-6:00p.m.
- Thursdays 9:00a.m.-Noon & 1:00p.m.-2:00p.m.
- Bring a photo ID and proof of current address

**Adventist Community Center
Better Living Center Food Bank**
2524 E. Queen Ave.
Spokane, WA 99217
(509) 954-5145

- Food Bank-Mon & Wed Noon to 2:00 p.m.
- Soup Kitchen-Mon & Wed 5:00p.m - 6:30p.m.
- Bring a photo ID to receive assistance

Northeast Community Center
4001 N. Cook St.
Spokane, WA 99207
(509) 487-1603
Fax: (509) 474-1027
nwconnect.org

- Emergency Food Bank Northwest Connect: (509) 203-4131
- Monday – Thursday: 9:00 a.m. – Noon
- Call to make an appointment

Saint Peter's Lutheran Church Food Bank
4620 N. Regal St.
Spokane, WA 99207
(509) 487-4843

- Food Pantry: 2nd and 4th Fridays of each month from 9:00 a.m.-11:00 a.m.
- Bring a photo ID and proof of current address

Salvation Army Food Bank Family Resource Center
204 E. Indiana Ave.
Spokane, WA 99207
(509) 325-6821
salvationarmy.usawest.org

Usability Test 2 Script

[Introductions]

Thank you for attending! I will explain what we are doing here today and walk you through this session.

Before we begin, I will give you some background information. Our Professional Writing class is creating easy to use guidebooks for DSHS (Department of Social and Health Services) workers and clients to help them locate resources in their neighborhood quickly. The session should take no longer than 20 to 30 minutes. I'll give you one or two scenarios or tasks to do while using the guidebook or brochures. As you do so, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

I want to make clear right away: there are no right or wrong answers. We are testing our product, not you. Also, please don't worry that you're going to hurt our feelings. We're doing this to improve reference materials, so we need to hear your honest reactions.

If you have any questions as we go, don't hesitate to ask them, and we'll do our best to answer them. When we're finished, we'd love to hear any suggestions you have for us.

Given Circumstance #1: You are the single parent of an autistic child.

1. Scenario: One day while you are sleeping, your child "breaks" out of the house and is found wandering the neighborhood.
2. Scenario: Your car broke down and you need to find transportation immediately to get to work and to your child's school.

Given Circumstance #2: You are taking care of an elderly parent who is showing early signs of dementia. So far, you have enough income to pay the bills, but not enough to hire outside help for your parent.

1. Scenario: Your medical and medication bills suddenly spike, and your utility bills are past due.
2. Scenario: While you were out, your elderly parent started a fire while cooking, and most of the kitchen (and your food supply) was destroyed.

Given Circumstance #3: You are a single resident of Hillyard.

1. Your car broke down on the freeway and you need immediate transportation.
2. You've just been served with papers: your estranged spouse is suing you.
3. Your roommate has a gambling problem and hasn't been paying the bills.