Refugee Welcome (RW) Personal Project

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Statement of Work

A. **Introduction/Background**

The project is to create an app for the website https://migrantservicemap.com/. The purpose of the app is to have the MSM (Migrant Service Map) as a way for service providers to stay connected and to be able to provide better recommendations or resources to their clients that are a part of refugee and immigrant communities.

-Talk to refugees, immigrants, SPs about what they need in an app (doing lots of UX research, & then dive into the design aspect)

**Phases of the Project:**

- Phase 1: Look at the website https://migrantservicemap.com/, and see the features on there that are there and think about what features can be incorporated into the app; it's for me to get an overview and understanding of MSM's tools and goals. This should be done next week by 4/07/2021.

- Phase 2: Gain resources and service providers to interview (talk to other individuals who use MSM). This may take close to 2 weeks or so for this phase.
  - Come up with interview questions done by 4/14/2021
  - Have a list of who to interview
    - Figure out who & why interview them?
      - Their role, have they used MSM, think of the value that they will bring, etc,
      - Interview people in our network, service providers from organizations (if possible), refugees & immigrants within our

network of RW! (must talk to people who have trouble finding service providers)

- Language barrier

- Tech access

- Cell phone access

- If something were to happen in terms of their living-- visa status, undocumented people

- Jobs if we connect to employers?

- Limited amount of time

  - Talk with Denise to go with the process of doing this work ethically

- Set up an outreach email & contact them done by 4/14/2021

- Phase 3: Conduct User research interviews with service providers about the MSM website to get more insight about their services.

  - Set up a meeting to interview service providers

  - Inform them about the purpose of the project

  - Use the interview questions that have been created & take notes on their responses to MSM website

- Phase 4: Analyze data from interviews

- Phase 5: Create a sketch and wireframe of the app (a mockup to see the flow and interactions of the app).

- Phase 6: Start building the app

- Phase 7: Begin creating the user interface of the app

- Phase 8: Start the testing process of the app to see what needs to be improved, modified, and/or adjusted

- Phase 9: Test the app again to see if there must be any changes and modifications before releasing the app

**Goals**

- To provide an MSM app that gives service providers recommendations and resources that are accessible and helps refugees and immigrants

- Create an MSM app accessible to asylum seekers, refugees, migrants, and immigrants, and will let them get the service and resources that they need

- The MSM app is to be created in a simple format/layout that users are able to understand, use, s as snap navigate around the app

- The MSM app is created to meet the needs of service providers, asylum seekers, refugees, migrants, and immigrants

- Gain skills in UX research, wireframing, app design

- Improve coding skills

**B. Objectives (go back to the introduction)**

The objective of an app for the website **msm** is to be able to have the MSM provide service providers better recommendations and resources that are accessible and helps refugees and immigrants. The creation of a mobile app of MSM can provide this service straight to asylum seekers, refugees, migrants, and immigrants. By doing this, the app will be accessible to asylum seekers, refugees, migrants, and immigrants, and will let them get the service and resources that they need. In order to go about this project, I must get approved. If the project is

approved, the project is going to need multiple resources which include specific software for each phase of the project. In addition, this consists of having interviews with service providers in order to gain insight about the services they use from MSM.

**C.Scope of Work**

      The key mission of MSM is to provide service providers better recommendations and resources that are accessible to refugees and immigrants. A mobile app of MSM can provide this service straight to asylum seekers, refugees, migrants, and immigrants. By doing this, the app will be accessible to asylum seekers, refugees, migrants, and immigrants, and will let them get the service and resources that they need. wants to provide service providers and asylum seekers, In addition, giving the resources and services that are needed can promote self-sufficiency and social justice among immigrant and refugee communities. With this app, we can accomplish 1.) building MSM network and connections with service providers and asylum seekers, refugee, and immigrant communities, 2.) collaborate with service providers in order to gain insight on their overview of MSM, and figure out what can be created/provided in order to give a voice to asylum seekers, immigrants, and refugees.

- Better to interview service providers, and over the summer will lead to interviewing refugees & immigrants
- Interview time is 30 minutes

**Script with Interview Questions**

- **Introduction**:

     Hello my name is Alexie Roy. As I mentioned over the email, I am an intern for Refugees

Welcome (RW!) and doing this interview for the purpose of gaining insight about your

experience (if you have any) with the Migrant Service Map (MSM) and more broadly about

service provision. I would like to thank you for taking your time to speak with me. Your

feedback is valuable and will be used to inform our future design decisions.

     The duration of the interview is 30 minutes. Does that still work for you?

Great. Please let me know if you need a break or to stop at any time.

     Please be aware that there are no wrong answers for this interview. I'm doing these

interviews to hear things from your perspective. Also, please don't worry that you're going to

hurt our feelings. We're doing this to gain insight about MSM and see what needs to be

improved, so we need to hear your honest reactions.

     With your permission, I would like to take notes and/or record this call. The notes and

recording will only be used to help us in research, and it will not be shared with anyone except

those who are members of RW. Is that okay with you?

     Furthermore, I would like to confirm if you received the consent form? Have you reviewed

it? Do you have any questions or concerns? If you haven't already, please sign the consent form

and send it back as soon as possible?

     Wonderful. Do you have any questions to ask me before we move forward with the

interview?

- **Warm Up**:

     ○  What is your role at X organization?

- ○ Can you walk me through an average day? Interactions with clients?

    - ■ What tasks are you trying to get done?

    - ■ Do your clients use a phone? Any other technological device?

- ○ Who do you interact with on a regular basis? Is there anyone you wish you interacted with more (or less?)?

- ○ What are the responsibilities that you have for this role?

- **Questions about Migrant Service Map (MSM)**

    - ○ Have you used the Migrant Service Map (MSM) before?

        - ■ -If so, please tell me about your experience with it and what you have used MSM for?

            - ● What are the features you like about MSM?

            - ● Did you have any negative experiences with the MSM? If so, can you please tell me what they are?

            - ● What do you think about MSM?

            - ● What features would you like to see be enhanced or added to MSM?

            - ● Do you have a phone?

            - ● Do your clients have a phone?

        - ■ For individuals who haven't heard or used MSM:

            - ● MSM is a website that is used to recommend resources and organizations to service providers in order to make better suggestions to their clients.

- Are there other resources you use to provide recommendations/referrals for your clients? Can you talk to me about the process of recommending different resources/organizations to your clients?

  - What is the process like? How do you go about finding resources or organizations to refer your clients to? How do you feel about the process you go through in terms of recommending resources to your clients?

  - If you had the ability to change anything, how would the process look differently?

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  - Pull up the MSM and ask the person I interview who is not familiar with MSM to explore msm and have them give their feedback.

    - What feature(s) do you like about the MSM?

    - Do you have any negative thoughts about MSM? If so, what are they?

    - Would you recommend MSM to your clients?

- **Ending of the interview**:

  Thank you so much for your time doing this interview. Before we finish,  Is there anything you were hoping we would talk about today, but didn't get the chance to? Would you be open to speaking with us again in the future? Is there anyone else should we talk to?

List of Potential Interviewers

- Teddy (the person Denise mentioned that works with refugees & immigrants)

- JVS

    - Mandy Townsend (vice president of employer engagement)

    - Kelly Tessitore (vice president of advancement)

    - Sher Omerovic (vice president of career path programming)

    - Mirjana Kulenovic (vice president of refugee & disability services)

- Refugee & Immigrant Assistance Center

    - Moira Lucy (Programs Director)

    - Nihad Alshaheri (Community Case manager)

    - Fadumo Egal (Community Case manager)

    - Meg Gallo (Match Grant & Preferred Community Specialist)

    - Stellah Gichuki (Program Coordinator Preferred Community)

    - Fred Mbuga (Resettlement Lead Case Manager)

    - Naima Agalab (director of social services)

- Mayor Office for Immigrant Advancement

    - Renato Castello

    - Yusufi Vali

    - Carol Leon