2020
Hawai'i Annual Code Challenge (HACC)

Challenge Title	Family Resource Directory App
Department / Organization	First Lady Dawn Amano-Ige
Subject Matter Contact	Mimari Hall, Hawaii DHS
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The Challenge	
Describe situation to be solved	The needs of family and children are often very complex; a comprehensive electronic repository of available support services, resources and benefits is necessary for those needing assistance in these areas. This repository app will incorporate programs and services from statewide government agencies and non-profit agencies in a user-friendly "one-stop-shop" directory making it easier for those needing support services and referrals.
Preconditions *(How does it work now)*	1. When a resident applies and becomes eligible for a benefit or public assistance, the chance of the person being eligible for another/other public assistance is high. Even if s/he is not eligible for another public assistance, information on helpful resources can be offered. 2. However, due to fragmented resource lists that are available on the internet or lack of a repository of all resources for the public employees to access regardless of the departments they work in, the employees are often unable to provide additional information that is helpful. 3. In addition, due to the siloed operations of the state government, the public employees often do not know what resources are available outside of their programs.
Assumptions/Issues *(list any conditions that could impact s solution)*	1. App needs to be easy to navigate to find the appropriate resources the user is seeking for (i.e. use of picture-icons and bright vivid colors; not too wordy). 2. App may include a "Wizard" (Recommendation Engine) or easy basic-guided questions to assist user in identifying their "need" in order to make the navigation easier and more effective. 3. App needs to include a referral icon option to the appropriate State agency for immediate follow-up information/guidance. 4. App needs to use account credentials/login for administrative purposes to update contents. For the end users (State employees/professionals and consumers) don't need a login unless the app has a capability to send an auto-alert for notifications.

Current Approach *(how is situation currently being handled)*	1. The public is directed to contact relevant departments/programs separately to gather information. 2. State agencies operate in silos; information on support offerings are unclear. 3. Too many resources located in different agencies makes it overwhelming for the user* especially if the user is not sure what support services he/she wants or needs. 4. Being able to effectively find needed support services by clicking on an icon in an app and being directed to the appropriate program/agency would greatly decrease user frustration and increase user confidence in the State's support services for families and children. *User is defined as below.
Users *(Who would use the application - employees or constituents or both? How many users would there be?)*	1. State employees who directly assist public (families and children) and are looking for appropriate support services/programs. 2. Expand users to general public as a self-serving "one-stop-shop" resource depository. 3. DHS/DOH/DOE/PSD/EOEL staff for administrative purposes.
Business Rules	1. Implement protocols on search engines as it relates to the specific icon. 2. Identify the websites for support services to be used in the search or icons. 3. Determine if a "Wizard" is appropriate and/or create easy basic-guided questions for the user to assist in quick navigation of the app. 4. Determine how to maintain information; cloud or State agency main frame? 5. App to be downloaded on smart phone, tablet, or computer. 6. Should add multilingual capability for non-English speakers.
Special Requirements	None.
Technical Platforms *(in use or desired to be used)*	Native App: Android or iPhone, tablet Computer/Web app with mobile view capability (Per the HACC consultants, a native app might not be the appropriate platform for this but the participating teams might come up with a mobile app prototype)
Data set to be used or collected	Support programs and services that are offered by various State agencies and non-profit agencies DOH • Sharing Our Ulu DOE Education for Homeless Children and Youth (EHCY) Resource Map • Oahu Resource Map • Neighbor Island Resource Map DHS Temporary Assistance • Temporary Public Assistance During COVID-19 Pandemic (City & County of Honolulu) • Temporary Public Assistance During COVID-19 Pandemic (County of Hawaii) • Temporary Public Assistance During COVID-19 Pandemic (County of Kauai) • Temporary Public Assistance During COVID-19 Pandemic (County of Maui) EOEL https://sites.google.com/eoel.hawaii.gov/covid-19/home

	These links are connected to existing resources/databases
Data set calculations or reporting needs	Data reporting shall include statistics on usage of website, types of searches made, and pages / links that are visited. We want to know what sites are frequently used and accessed vs. sites that were not used at all to evaluate how to better serve the consumer/state employee. Examples of reporting: Any stats we want to collect? What do we want to know? How we measure success through this website? Number of visits? Better understand the characteristics and needs of the consumers? Monthly foot traffic/visiting to understand the trends on most frequently searched Most searched topics, questions, and resources visited to identify targeted needs Survey of users for feedback including identification of the agency/agencies that the users work for to assist the public AI & machine learning to improve experience and resources – coupling of responses/resources

Solution Road Map

Basic Flow *(steps of user action/system response)*	Outcome goal: User arrives @ landing page and answers basic questions (e.g., via drop-down menu or query), then recommendation engine will ensure guidance to the appropriate site/link to include selected preferred language. To do this, 3 separate profiles should be created that will characterize/describe the user to initiate the search. On the next page, more robust questions will be posed to lead the user to the domain/search/services that the user is looking for. We want to avoid directing the user from services they don't need or overwhelm the user with too much information but are concern that app would not respond to the needs of the user/the customer served. Example 1: Maria is a Micronesian single female that arrived in Hawaii 9 months ago and is 5 months pregnant. Maria has 2 younger children and does not have medical insurance, shelter or support services. Example 2: John is an inmate at the Halawa Correctional Facility and has maxed out from his prison sentence. Although he has family support, he does not want to return to an unhealthy environment. John has medical insurance, a birth certificate but needs clean/sober housing and employment support services. See the examples in the attached/at the end. Other thoughts for the back side of the app . . . 1) Cultural or ethnicities 2) Designated funding for specific groups such as former foster child, Native Hawaiians or Native American or Alaska Native, etc. As a start, it may lead to a website of the topic area. First is to connect to other

	government programs. The second is community resources for additional support or if the customer does not qualify for the government program(s).
Goal of Solution	Reduce time, frustration and stress to a user/family/child looking for appropriate support services and programs to accommodate their needs. Easy and effective way for participating agencies to get their support services advertised in order serve the public needs to include expansion in most needed (or targeted) areas. For example, state workers know that in general, services related to children are in EOEL, DOE, DOH, or DHS. However, where the appropriate program or service on the websites are not as obvious.
Business Value *(potential financial or time savings)*	Reduce user search time, complaints, feelings of being overwhelmed with too much information, eliminate the need to retell their requests to multiple sources. Users can get their information quickly and in an efficient manner.
Success Scenario *(how you know a solution is working)*	Support services and programs are quickly assessed in a "one-stop-shop" repository improving public opinion of the effectiveness of services.
To be completed by the HACC Planning Committee	
Community/Industry Data Available	Not applicable
Potential Community/Industry Co-Sponsors	Not Applicable

Basic Flow Examples

Example 1
Malia is a 28-year-old, single mother with two children. Her daughter, Kayla, is 4 years old and her son, Kai, is 3 years old. She and her children moved to Hawaii from Micronesia 9 months ago. She was working at a hotel as a housekeeper but got laid off impacted by COVID-19. She was already struggling to make the ends meet before losing her job with two preschool-age young children. She was living with her relatives but now she is told to find a place to live/stay due to her relatives moving to the mainland. Although 3 years old, Kai doesn't talk much and Malia is worried something is wrong with Kai's development. Malia is 5-month pregnant and her friend told her about WIC. What government assistance and support services will she need and/or qualify?
Appropriate results: housing/rental assistance; Medicaid/CHIP; employment assistance; child care; access to developmental screening/early intervention assessment; food assistance.
Non-relevant results:

Malia arrives at the WIC clinic for her appointment. The worker welcomes her and starts discussing her application/qualification. The WIC worker starts taking Malia's information and enters into the database. She qualifies for WIC. Malia asked what other options and supports she might qualify.
Step 1: Based on Malia's situation, the WIC worker enters "I don't have health insurance" in the recommendation engine/wizard. The wizard replies with the DHS Med-QUEST online application website.

Step 2: Next, the worker enters "I was laid off because of COVID-19" into the wizard. The wizard replies with a couple options: 1. DLIR Unemployment Claim website; 2. DHS SNAP and Financial Assistance website that includes information about education/work programs and online SNAP and Financial Assistance application website.

Step 3: The worker then enters "I need a place to live." The wizard returns recommendations: 1. Hawaii Public Housing Authority website for the (federal/state) public housing programs and Section 8 Housing Choice Voucher Program; Aloha United Way 2-1-1.

Step 4: The worker enters "I need developmental screenings for my children and child care."
  The wizard returns results with a few options: DOH Early Intervention Services website; 2. DHS TANF/TAONF First to Work Program; DHS Child Care Connections website; 4. PATCH website

Step 5: The worker is able to save the results in Malia's case records and to print out the results for Malia.

Example 2

John is a 40-year old male who has been incarcerated at the Halawa Correctional Facility. He will be released from prison in a week. He is divorced before he was incarcerated and was paying child support. He has a 19-year-old son, Jaxson, who lives with his mother in California. John's father passed away during the time he was incarcerated. His mother lives with John's younger brother who has substance abuse issues. John himself was substance dependent and he does not want to live with his brother upon release because he doesn't want to go back to an unhealthy environment that got him in trouble. He had Medicaid before incarceration. His driver's license was confiscated upon arrest/incarceration and had expired. He worked as a cook in a restaurant. What support services does John need and/or qualify?

Appropriate returned results: Medicaid; food and financial assistance; housing assistance; employment assistance; driver's license/state ID;
Non-relevant results: child care; unemployment claim; child support;

Example 3

Leilani and Kahele are married with three children who are in 5th grade, 7th grade, and 10th grade. They live in Leilani's parents' house. Leilani's mother has Alzheimer and she needs 24/7 care. Leilani's father was taking care of the mother but he can no longer care for his wife due to his own medical issues. Leilani quit her work to take care of her parents so Kahele is the sole breadwinner. He works for the City and County of Honolulu. Through his work, he and his family have the health insurance coverage. The oldest child is going to college and relying only on one source of income is difficult to make the ends meet even without the need to pay for rent. Leilani is considering going back to work and began job search. She is also looking for a care taker to look after her parents when she starts to work. Leilani didn't know where to start so she calls DHS for help.

Appropriate returned results: Executive Office on Aging website; DOH Office of Health Care Assurance; ADRC website; food assistance
Non-relevant results: Medicaid; Unemployment Claim
Results to avoid: Leilani is directed to contact each appropriate office to tell her story repeatedly.