Homeless Resource Finder Application for Lane County

Issue: Homeless people have crisis needs that, if not immediately addressed, can escalate, causing the person undue stress in already stressful times and costing the community more resources than if the initial problem had been addressed.

Solution: With the support and partnership of social service agencies participating in the local Homeless Management Information System (HMIS) and Lane County Health and Human Services, a website or app that directs the user to emergency shelter, hot meals, street outreach services and walk-in medical appointments will allow the person in need to help themselves. The website/app can also be used by first responders, concerned family members, and social service providers.

Inspiration: www.bigburgh.com

Assumptions and Requirements:
- Lane County will host the app/website. Data will be stored in the Lane County HHS data warehouse.
- Inventory of services and availability will be provided by the HMIS with data stored in the Lane County HHS data warehouse.
- Public transportation routes will be provided by Lane Transit District and stored in the Lane County HHS data warehouse.
- Clinical appointment availability will be provided by the LC Community Health Centers and stored in Lane County HHS data warehouse.
- Categories for program types and demographics must map back to HMIS Data Standards
- The app/website will provide availability information, eligibility filters based on simple demographics (gender, household type, veteran status). Map using device location will provide transportation routes. Potential to display LTD voucher for user seeking service.
- No identifiable client/participant/user data to be collected. De-identified data will be collected on demographics, service sought and if approved by user location data.
- Include an "I need assistance" button or icon giving the user opportunity to ask for street outreach team assistance (non-emergency crisis assistance.)
- Ability to flip between English and Spanish
- Graphics assist people with literacy challenges
- Mechanism to flag users who may inappropriately over-utilizing the tool.
- Be aware: Emergency shelter changes frequently; demographics may change if resources are developed for new target groups.

Portals anticipated:
- Website (app-like) that requires no log-in
- Agreement to turn on location that allows user to get LTD voucher (or other benefit)
- Resources hosted in LC-HHS warehouse table(s)
- Use on computers and devices especially including older model phones and developed with using the least data possible for the user.

Flow:
- User opens website through browser or app (both must be options) and agrees or does not agree to share location (if location is turned off)
- User has to share basic demographic information in order to identify available resources.
- Available shelter beds will be updated frequently (goal is every 5 minutes) in LC HHS data warehouse.
- If user identifies interest in a resource, the time the resource is available and the location will be presented along with a walking, driving and LTD map. LTD voucher may be made available if location info was shared.

Reporting: Lane County staff will analyze data locally.

Attachments:
- Example of point-in-time emergency shelter beds, eligibility, and utilization (occupied/empty)
- Demographic categories and linked resources

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66 Beds, 2 available (empty)
Table updated every 5 minutes.
Display on website/app: "2 open beds at Women's Emergency Shelter"

Bed #	Status
Bed 001	OCCUPIED
Bed 002	OCCUPIED
Bed 003	OCCUPIED
Bed 004	OCCUPIED
Bed 005	OCCUPIED
Bed 006	OCCUPIED
Bed 007	OCCUPIED
Bed 008	OCCUPIED
Bed 009	OCCUPIED
Bed 010	OCCUPIED
Bed 011	OCCUPIED
Bed 012	OCCUPIED
Bed 013	OCCUPIED
Bed 014	OCCUPIED
Bed 015	OCCUPIED
Bed 016	OCCUPIED
Bed 017 Wall	OCCUPIED
Bed 018 Wall	OCCUPIED

Bed 019 Wall	OCCUPIED
Bed 020 Wall	OCCUPIED
Bed 021	OCCUPIED
Bed 022	OCCUPIED
Bed 023	OCCUPIED
Bed 024	OCCUPIED
Bed 025	OCCUPIED
Bed 026	OCCUPIED
Bed 027	EMPTY
Bed 028	OCCUPIED
Bed 029	OCCUPIED
Bed 030	OCCUPIED
Bed 031 Wall	OCCUPIED
Bed 032 Wall	OCCUPIED
Bed 033	HELD
Bed 034	OCCUPIED
Bed 035	OCCUPIED
Bed 036	OCCUPIED
Bed 037	OCCUPIED
Bed 038	OCCUPIED
Bed 039	OCCUPIED
Bed 040	OCCUPIED

Bed 041	OCCUPIED
Bed 042	OCCUPIED
Bed 043	OCCUPIED
Bed 044	OCCUPIED
Bed 045 Wall	OCCUPIED
Bed 046 Wall	OCCUPIED
Bed 047	OCCUPIED
Bed 048	OCCUPIED
Bed 049	OCCUPIED
Bed 050	OCCUPIED
Bed 051	HELD
Bed 052	OCCUPIED
Bed 053	OCCUPIED
Bed 054	OCCUPIED
Bed 055	EMPTY
Bed 056	OCCUPIED
Bed 057	OCCUPIED
Bed 058	OCCUPIED
Bed 059 Wall	OCCUPIED
Bed 060 Wall	OCCUPIED
FLR 01	OCCUPIED
FLR 02	OCCUPIED

FLR 03	OCCUPIED
FLR 04	OCCUPIED
FLR 05	OCCUPIED
FLR 06	OCCUPIED

Age Groups

Age Groups	Range
Child	<18
Youth	<25
Adult	18+
Senior	62+

Military Service

Military Service	Picklist
Served in the United States Armed Forces (Army, Navy, Air Force, Marine Corps, or Coast Guard) or was called into active duty by National Guard or as a Reservist.	Yes, No

Household Type

Household Types	Description
Family with Child(ren)	Adult parents(s) with child(ren) <18
Adult Only	Single adult, couple both 18+, or household of all adults 18+
Child Only	Single child <18, couple both <18, parent(s) and child all <18