# White Bird HELP Book

Lane County needs a thorough, accurate, accessible resource website. With access to the Internet, most people can use Google to search for information. However, finding the right resource isn’t so simple. Let’s say Jane wants to find a counselor. White Bird Clinic has published a comprehensive resource guide called the HELP book since the 1980s. Many agencies use this guide, **but the printed format means information is updated only once a year.**

## Details:

**Bunch of resources from the white bird site**

<https://hackforacause.io/challenges-2018/>

<http://whitebirdclinic.org/>

<https://whitebirdclinic.org/helpbook>

**These PDF’s are available on the site and contain details which are in the book but the book is MORE.**

**Social services**: <http://www.eugene-or.gov/socialserviceslist>

**Veteren services**: <http://www.eugene-or.gov/DocumentCenter/View/19515>

**housing and shelters:** <http://www.todschneider.com/homelessness>

**211**:  <http://www.211info.org/>

**bilingual**: <http://www.lesd.k12.or.us/mep/documents/directoryofservices.pdf>

**food resources:** <https://foodforlanecounty.org/get-help/foodboxes-meals/>

<http://www.todschneider.com/homelessness/>

## Current pain points of their current system?

There are some inherent problems in publishing a resource guide on paper. The top issue with the HELP book and all other resource databases is keeping them up to date. We want our website to encourage people to update data (**having a comment field, having user logins for agencies to update themselves, pulling information automatically from social media feeds or Google, anything that works)**. Other issues include **accessibility**- not everyone can buy multiple copies of the HELP book. Last I’d say **searchability**- we take indexing very seriously but it’s not the same as a search feature.

* several pdf’s which users have to download separately
* searching the general web is not sufficient since the resources suggested are specific
* updated only once a year since it is a printed resource
* Acquiring information from various organizations is time consuming
* Organizations’ information is updated often

## Current solution details

This system works great IMO- although I think a comprehensive search algorithm to account for mispellings would be great this system is something that people are used to.  The main section expands on these services, so the main section could just be a component of each listing — expandable, readmore etc.

* **ALPHABETICAL INDEX** provides addresses and phone numbers for simple referral.
* **SUBJECT INDEX** allows you to locate a resource by problem, type of service or special population.
* Incentives needed to keep it useful so that it can be used.

## Analytics

* 5000 page views

Unfortunately, I don’t have a lot of historical data about HELP book sales, but I could get you some analytics on the current edition’s sales. I don’t have data on users. I can tell you that **social service agencies and some government offices buy many copies.** Our current users tend toward social workers and information and referral workers. **We want the website to be more accessible to people looking up information for themselves**, in addition to social workers making referrals.

## How do they want users to feel when they visit their website?

I would like users to feel like they **can search any resource question on our site**. I’d like them to feel **welcome to give feedback (maybe this is an easy feedback form available at the top level)**  and **recommend updates**. **Mostly the site should be easy to navigate.**

* allowing people to update is a common theme, they would like feedback to be comment-able and suggest-able. I like the idea of comments, how do we handle suggested edits.  Maybe it’s as simple as reporting an issue that flags the item as out of date?

## Why do they exist? what is their mission?

White Bird Clinic is a collective environment organized to enable people to gain control of their social, emotional, and physical well-being through direct service, education, and community.

White Bird is also a member of Community Organizations Active in Disaster. In the event of a disaster where the electrical grid still stands, we may be activated as an agency to provide information, rumor control and crisis counseling. It would be awesome to have the ability to have a way to display alerts during activations.

## Based on needs/obstacles to overcome solution should offer:

* update-able immediately or daily.
* accepts comments on each post/listing.
* searchable.
* easy to navigate
* empowering experience
* update-able by more than one organization/individual
* comprehensive, all printed materials being available.
* accessible offline?  there was a suggestion to have some sort of pdf creation — which seams like a bad idea.  Maybe I’m wrong?  What if they have a ‘card creation’ which they then download to their phone as a text / pdf/ img file of some sort. It automatically goes to their phone somewhere handy ?  For me, I would just screen shot it,

**Tools:**

* Pug - html
* scss -
* node.js -
* express - templating

information is handled this way

* call everyone confirm it’s correct
* process takes 300 - 400 hours
* information needs to be accurate

## Navigation Bar

* donate button
* login button
  + contributor
  + organization

## Contact Page

* + emergency
  + suicide hotline
  + crisis hotline
  + other stuff

## Home screen

* + 1. **Looking to contribute**
       1. update record
       2. add record
       3. volunteer
       4. donate

2. **2. Seeking services**
3. a. sort by subject
   * + - * subject alphabetical
         * item alphabetical
4. b. sort alphabet
   * + - * item alphabetical
5. c. search (typy typy)
   * + - * typing entry
         * lists likely entries below (determine search algo)
6. c. contact
   * + - * → top level contact page
7. d. common services
   * + - * mental health services
         * medical services
         * dental services
         * food, shelter, basic needs
         * emergency
9. **3. An organization / service provider**
10. a. download a copy
11. b. update a record
12. c. search services

* No one needs to sign in to access content
* Small fee to download
* Contributor (download for free)

**Backend needs:**

* email service service
* database

**Phase II**

* egan activation
* showing short waitlists first
* activity information, look into google maps, how do businesses show busy hours etc , maybe we can use location services to show potentially capped services.