# Youth Services Application Notes.

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## Issues:

1) The app does not work effectively in IE 9 due to unavailability of "pushstate" and "blob" problems generating PDFs. Do not use IE9 for evaluation purposes.

2) The Ethno-Cultural selection box is not implemented. I still need to obtain the mapping of "etho-cultural" values to languages. There is some confusion on this point. We cannot search the data for 211 based on the ethno values of 'Black Communities', 'Chinese Community etc'. We are given 85 topics to use and those indicators are not in the data. I was under the impression that there was a "culture" to "language" mapping.

3) To save favorites in the current functionality, you 'bookmark' the URL in your browser and use that bookmarked URL to come back to the page. This is not ideal and we plan to improve on this functionality.

4) The topic dropdown contains the 85 topics defined by 211. There is some desire to have this split into a 3 level dropdown but where some of the higher level don't exist. In the example below, "Education" is not a "YAPxxx" Topic as defined by 211. Building "false" Topics in the ETL and building and maintaining relationships between Topics in order to facility this grouping was deemed too much maintenance for the initial launch as per my recollection during the last conference call meeting. There is a tiny bit of potential maintenance in the current release (see below), that we could build this piece if it is absolutely necessary.

* Education
  + Adult upgrading and literacy
    - GED
    - Academic and Career Entrance (ACE) Certificate
    - Academic Upgrading and Literacy and Basic Skills (LBS) programs
  + Schools/educational institutions 4b
    - Colleges and universities
    - School boards
  + Educational support
    - Bridging programs
    - Financial support

5) Some of the Icons are expected to change..

## Features:

1. When you load the page, the browser asks if you want to share your location. If the answer is yes, the map is then centered on it. (We can remove this feature if desired).
2. Each filter/multi-select is limited to 5 values. (these can be adjusted a little bit if desired)
3. The Map and listing are updated instantaneously as filtering data is changed.
4. The application is single page design.
5. The List View show 10 records initially. As the user scrolls down, 10 more records are added until the selected number are eventually shown (a-la twitter). There is no paging.
   1. If you use the browser print function, any missing listing rows are appending before printing so that the full number of rows are printed. (this needs full browser testing)
6. The app uses push state functionality to facilitate bookmarking and sharing on social media.
   1. The URL changes as filtering options and favourites and when the page reloads, if takes in account the URL parameters.
7. A "favorites" function is implemented (currently at most 5) to be used with bookmarking. (this can be adjusted if desired). Favorites has a special "red" icon. This method can also be used to limit what is printed but using the 'show favorites only' button.
8. Implements a "multi" icon for those markers/organizations that reside in the same building or near each other (ie. same lat/long)
9. Uses Overlapping Marker Spiderfier to manage data points close in proximity. Once you zoom into a multi-organization marker, it will 'spread or spider' out to show the related markers.

 Becomes 

1. Each item in the topic dropdown can have a tooltip to display more description text, but I need a listing of proper values=. These will be maintained as a google spreadsheet. (see below)
2. Accessibility is defined as follows:
   * If the accessibility property contains the value "Fully Accessible" then accessibility is "Full Accessibility".
   * If the accessibility property contains "Not Accessible", "Unknown", "Not Applicable" or is not defined, then accessibility is deemed to be "No Accessibility".
   * For all other scenarios, Accessibility is deemed to be "Partially Accessible".
3. The PDF function generates a PDF of the currently shown organizations. For large values this can be very slow. We may want to limit the number that can be included in the pdf.
   1. The bottom of the PDF lists the search criteria and also provides a link so the user can go back to the website with same selection.

13. The ETL process produces a file of approx. 500K to be used for searching. This data is used and reported in the "List View". This is done to limit the initial data load which is especially important for mobile devices. The generated PDF also uses this same data to avoid the overhead of selecting each of the individual records

## Maintenance Issues

There is no algorithmic method to determine the 85 topics defined for us by 211 and as such a list must be maintained in some manner either in the programming or in an external source. Since we need to maintain this list, it also allows us the opportunity to include better descriptive texts as 'tooltips' on the topic dropdown list to present a more information to the user. A google spreadsheet will be used to maintain this data.

### Google Spreadsheet:

<https://docs.google.com/spreadsheets/d/1z2MnSQj2eb9PgJb45nqPFLzpSjgNNgo8mtaoo2ywFUI/edit?usp=sharing>

Updates to the spreadsheet are seen in the application after the ETL process is run.

## Data Issues / Notes

* The 85 Topic defined by 211 can be considered as a "predefined" queries, each defining a set of organization.
* These 85 "topics" references approx.: 2577 Organizations
* Of these 2577 organization, 1131 are unique. [i.e.: An organization is referenced in multi topics]

## Breakdown of the properties found on the 1131 Organization detail records.

The detail information for each Organization varies and seemed to be optional in many cases. Each listing is maintained by the individual organization themselves.

The listing below shows "fees: 836. This means that of the 1131 organizations, 836 have some value for "fees".

accessibility: 1129

accessibilityNotes: 669

address: 1064

application: 921

eligibilityNotes: 964

email: 845

fax: 894

fees: 836

fid: 1131

hours: 1068

intersection: 1061

language: 1131

lastFullUpdate: 1131

lastModified: 1131

latitude: 1060

legalStatus: 1126

location: 1131

longitude: 1060

orgId: 1131

orgName: 1131

phone: 1087

serviceAreaCommunities: 1131

serviceContact1: 554

serviceLanguages: 1131

serviceLevel: 1126

services: 1131

web: 1107

acc: 1131 --ETL Added

topics: 1131 -- ETL Added

serviceAreaBoundaries: 651

executiveContact1: 620

freePhone: 238

executiveContact2: 110

serviceContact2: 171

afterHoursPhone: 17

mailAddress: 105

crisisPhone: 59

serviceLanguagesNotes: 292

tty: 149

publicComments: 114

eligibilityMaxAge: 8

eligibilityMinAge: 8

## 

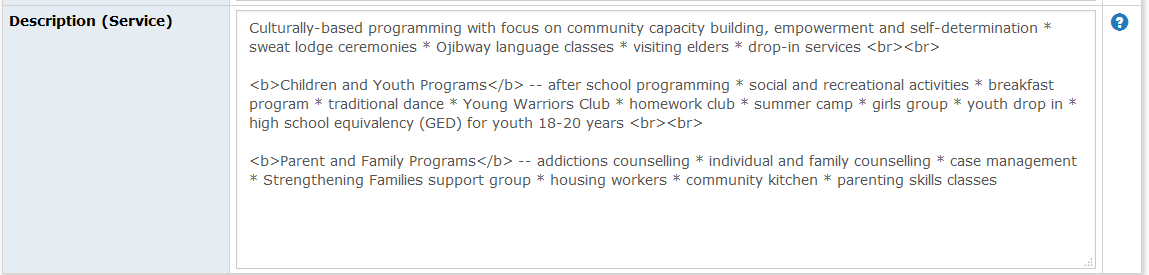
## Data Implications

a) Not all records have lat/long. Those without cannot be plotted on the map.

b) Some of the data at 211 contains HTML. 211 seems to use the "\*" notation as an indicator to put a line break in the generated HTML. However, they don't seem to do it for all fields. (Perhaps just the services field)

Example:

"services":"Culturally-based programming with focus on community capacity building, empowerment and self-determination \* sweat lodge ceremonies \* Ojibway language classes \* visiting elders \* drop-in services <br><br>\n\n<b>Children and Youth Programs</b> -- after school programming \* social and recreational activities \* breakfast program \* traditional dance \* Young Warriors Club \* homework club \* summer camp \* girls group \* youth drop in \* high school equivalency (GED) for youth 18-20 years <br><br>\n\n<b>Parent and Family Programs</b> -- addictions counselling \* individual and family counselling \* case management \* Strengthening Families support group \* housing workers \* community kitchen \* parenting skills classes"



See how the data is displayed at 211: <http://www.211toronto.ca/detail/en/119752>

Notice how the service field does seem to break on "\*", yet the "Hours" field does not.

**This will affect the data displayed in the Youth services display.**

c) The data entered into the system is done by the users themselves and thus can be inconsistent.

Go to any 211 organization pages. Example: <http://www.211toronto.ca/detail/en/80715>

And click on the update listing link. Near the bottom.

Notice under the language options there are 22 possible values with the ability to add notes.

A breakdown of the actual values are below.

Notice values such as: Balochi, Azerbaijani which are not in our language dropdown and as such will not be retrieval able via the language filter. However, you can still get to them via the keyword search.

|  |  |
| --- | --- |
| Adaptive American Sign Language | 1 |
| Afar | 1 |
| Afrikaans | 2 |
| Akan | 3 |
| Albanian | 13 |
| American Sign Language (ASL) | 19 |
| American Sign Language (ASL) - (interpreters by appointment) | 1 |
| Amharic | 16 |
| Arabic | 69 |
| Arabic - call ahead | 1 |
| Arabic - may be available | 1 |
| Armenian | 5 |
| Assyrian | 3 |
| Azerbaijani | 4 |
| Balochi | 1 |
| Belorussian | 2 |
| Bengali | 27 |
| Bhojpuri | 1 |
| Bliss Symbols | 1 |
| Bosnian | 5 |
| Bulgarian | 7 |
| Burmese | 2 |
| Chinese | 1 |
| Chinese (Cantonese) | 102 |
| Chinese (Cantonese) - Saturday-Sunday | 1 |
| Chinese (Fujian) | 1 |
| Chinese (Mandarin) | 109 |
| Chinese (Mandarin) - Monday-Friday 1 pm-5 pm, Saturday-Sunday | 1 |
| Chinese (Mandarin) - Tuesdays | 1 |
| Chinese (Taiwanese) | 1 |
| Cree | 3 |
| Croatian | 13 |
| Czech | 5 |
| Dari | 39 |
| Dinka | 1 |
| Dutch | 4 |
| Edo | 3 |
| English | 1100 |
| English - intake | 1 |
| English - written | 1 |
| Ewe | 3 |
| Farsi | 74 |
| Farsi - by appointment | 1 |
| Farsi - settlement worker | 1 |
| Filipino | 33 |
| Filipino - appointment required | 1 |
| Finnish | 1 |
| French | 190 |
| French - (interpreter) | 2 |
| French - (interpreters by appointment) | 1 |
| French - (interpreters) | 1 |
| French - (limited services) | 1 |
| French - (many programs available) | 1 |
| French - (one counsellor) | 2 |
| French - (primarily) | 1 |
| French - (school programs) | 1 |
| French - (volunteer interpreter by appointment) | 1 |
| French - (website only) | 1 |
| French - (website) | 1 |
| French - appointment required | 1 |
| French - by appointment | 1 |
| French - counselling services in partnership with Centre Francophone (see separate entry) | 1 |
| French - dependent on staff availability during office hours | 1 |
| French - Designated Agency under the French Language Services Act | 8 |
| French - ext 226 | 1 |
| French - Family Duty Counsel | 1 |
| French - Information Centre | 1 |
| French - interpretation available | 1 |
| French - interpreter | 1 |
| French - interpreter available | 1 |
| French - limited | 2 |
| French - officially designated | 7 |
| French - sometimes available | 1 |
| French - Tue 2 pm-5 pm | 1 |
| French - varies by location | 1 |
| Ga | 3 |
| German | 13 |
| Greek | 14 |
| Gujarati | 23 |
| Gujarati - by appointment | 1 |
| Hand over Hand Sign Language | 1 |
| Hausa | 3 |
| Hebrew | 16 |
| Hindi | 71 |
| Hungarian | 15 |
| Ibo | 2 |
| Indonesian | 2 |
| Interpretive Services | 9 |
| Interpretive Services - AT&T Language Line | 2 |
| Italian | 74 |
| Japanese | 10 |
| Kachi | 1 |
| Kannada | 1 |
| Kashmiri | 1 |
| Khmer | 3 |
| Konkani | 2 |
| Korean | 20 |
| Krio | 1 |
| Kurdish | 3 |
| Lao | 2 |
| Latvian | 2 |
| Limba | 1 |
| Lithuanian | 2 |
| Luo | 1 |
| Macedonian | 3 |
| Malay | 4 |
| Malayalam | 2 |
| Marathi | 6 |
| Micmac | 2 |
| Ndebele | 2 |
| Nepali | 3 |
| Ojibway | 12 |
| Oneida | 2 |
| Oromo | 3 |
| Pashto | 25 |
| Picture Boards | 1 |
| Polish | 28 |
| Polish - appointment required | 1 |
| Portuguese | 65 |
| Portuguese - appointment required | 1 |
| Portuguese - limited service | 1 |
| Punjabi | 56 |
| Quebec Sign Language (LSQ) | 1 |
| Romani | 1 |
| Romanian | 16 |
| Russian | 55 |
| Serbian | 15 |
| Shona | 2 |
| Sindhi | 3 |
| Sinhala | 11 |
| Slovak | 3 |
| Somali | 37 |
| Spanish | 142 |
| Spanish - appointment required | 1 |
| Spanish - call ahead | 1 |
| Spanish - FAPS program only | 1 |
| Spanish - Mon-Fri 12 noon-5 pm, 3rd Fl, Latinos Positivos | 1 |
| Spanish - sometimes available | 1 |
| Swahili | 18 |
| Swedish | 1 |
| Tagalog | 3 |
| Tamil | 64 |
| Tamil - FAPS program only | 1 |
| Temne | 1 |
| Thai | 3 |
| Tibetan | 10 |
| Tibetan - Newcomer Youth Program | 1 |
| Tigre | 2 |
| Tigrinya | 13 |
| Turkish | 16 |
| Twi | 15 |
| Two-Hand Manual | 1 |
| Ukrainian | 18 |
| Urdu | 74 |
| Urdu - appointment required | 1 |
| Uzbek | 3 |
| Vietnamese | 34 |
| West Indian dialects | 10 |
| Yiddish | 9 |
| Yoruba | 3 |
| Zulu | 2 |