

Resource List



DESIGN, TECHNOLOGY
AND INNOVATION
FELLOWS

/ Overview

1. Existing Platforms
2. Information Needs and Potential Users
3. Prototyping
4. Findings
5. Going forward

1

Platform Types

Existing Platforms

Access NYC

NYC Official website of the City of New York

Español Русский 한국어 العربية Kreyol 繁體中文

ACCESS NYC

Am I eligible? Programs

Find help in NYC with food, money, housing, work and more on ACCESS NYC

What am I eligible for?

There are over 30 programs you or your family may be eligible for regardless of immigration status and even if you're already receiving benefits or have a job.

Apply now for benefits

Apply directly for SNAP, Cash Assistance and Medicaid renewals. Log into your HRA account.

[Am I eligible?](#)

[Go to ACCESS HRA ▶](#)

Aunt Bertha

Aunt BERTHA | Connecting People and Programs

Search for free or reduced cost services like medical care, food, job training, housing, transit, money, care, and education.

Open enrollment for health insurance has extended deadlines in some states. Learn more.

1892 programs serve people in Austin, TX (78751)

Type a search term, or pick a category

[Browse Programs](#) | [Suggested Programs](#) | [Claim Programs](#)

2-1-1 Texas

Call 2-1-1, or (877) 541-7905

TEXAS Health and Human Services 2-1-1 Connecting People and Services

Find Help food, health, housing, and more

Enter search term

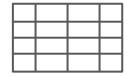
Enter zip code

Not seeing what you are looking for? Try our Guided Search

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**Client
Centered**



**Service
Centered**

Python.scrape

Automatic



Individual



Crowd sourced

1

Information Needs and Potential Users

Information exists but...

"I don't know what to do except refer them to the ARCH" - APD

"Landlord outreach program. The problem with those databases - how are they updated? Are they user friendly?" - Service Provider

"Sometime people are greedy," (not sharing resources for those with challenging backgrounds, like sex offenders). - Service Provider

I need...

- Centralized list of agencies/programs/resources with points of contact - VA
- Housing resources in South Austin – APD
- Like to have a master list of service providers with description of service providers with description of services
- Possible resources for Church groups – PET 3
- Other funding sources for housing – VA

2

Potential Users

Personas

CITY PROVIDER

Henry

Mindset:

I want to do more, but the system is overwhelming and I don't know where to start.

"I don't know what to do except refer them to the ARCH."



HIGH VULNERABILITY

Brian

Mindset:

Service are inconsistent and don't permanently help me.

"I've been homeless for 34 years... The first microhouse move in, the last microhouse move out."

LOW VULNERABILITY

Jo & Kaitlyn

Mindset:

Service aren't made for people like us.

"If you're younger or disabled, you don't get services to help you get out."

"Homelessness doesn't discriminate against age."

Both experienced housing instability as youths but have "aged" out of services. They have to learn how to navigate a new system. They are tech savvy, but unable to find useful info online. Neither scored high enough on the C.A. to get immediate housing, which they need to get their son back from CPS. He can't find work because of a criminal background.

Has been a Police Officer for a year and begun to see an uptick in homelessness during his patrols. Tells people to move along, but sees them in the same spot the next day or week. Is starting to feel discouraged because he wants to be able to do more, but is unclear about how to connect people to services.

PERSONA METRICS

Service Access

Digital Access

Literacy

BARRIERS

- Limited connections with service providers
- No standardized wayfinding process
- Lack of training on homelessness
- Burnout
- Family
- Friends
- Other police officers
- Religious community
- Other city providers
- Be able to connect people to up to date and relevant resources
- To be a reliable place to turn to when stuck

COMMUNITY

- Other

GOALS

- To be able to connect people to up to date and relevant resources
- To be a reliable place to turn to when stuck

PERSONA METRICS

Service Access

Digital Access

Literacy

BARRIERS

- Criminal background
- Mental health co-occurrences
- Substance use
- Bad credit
- Strained relationship with some providers
- People on the street
- Case workers
- Former drug dealer
- To survive another day
- To build meaningful relationships
- To give back to the community

COMMUNITY

- Other

GOALS

- Lifeworks case manager
- CPS
- Didn't finish high school
- History of drug use
- Depression
- Low C.A. score
- To be productive members of society and take care of their son
- To find affordable housing as a couple, so they can stay together

PERSONA METRICS

Service Access

Digital Access

Literacy

BARRIERS

- Graduated from CPS
- Didn't finish high school
- History of drug use
- Depression
- Low C.A. score
- LifeWorks case manager
- Adopted Mother
- High school friends
- Grandmother
- Teachers
- Employer

COMMUNITY

- To be productive members of society and take care of their son
- To find affordable housing as a couple, so they can stay together

GOALS

These personas are based on interviews conducted by the Bloomberg team.

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Personas

OFF THE GRID

Ximena

Mindset:

I don't know what resources are out there, and I'm afraid to ask for help because of my resident status.

"Dios concedeme la serenidad para aceptar las cosas que no puedo cambiar; valor para cambiar las cosas que puedo; y sabiduría para conocer la diferencia."



Not connecting with services and living hidden, or sometimes with a partner, is perceived as the optimal strategy for survival. Only interacts with the system in emergencies. Legal status and limited English make it hard to trust the system and there is no support in place.

PERSONA METRICS

Service Access



Digital Access



Literacy



BARRIERS

- Limited English proficiency
- Sexually assaulted
- Trafficked as a teen
- PTSD
- No direct family
- Lack of trust in the system

COMMUNITY

- Cousin in Mexico
- Niece in New York
- Church off Manchaca

GOALS

- Find housing for her and her partner
- Safely access resources

SERVICE PROVIDER

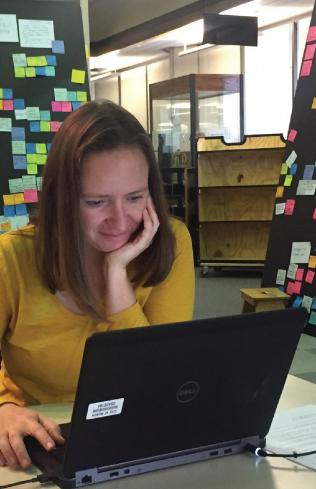
Hailey

Mindset:

I can't rely on databases and people aren't permanent.

"Landlord outreach program. The problem with those databases - how are they updated? Are they user friendly?"

"Looking for providers who stick, stay, and follow through. You have to invest in those relationships."



Committed several years to providing services to individuals experiencing homelessness. Working at a non-profit organization that has contracts and connections with other major service providers. Is familiar with general services, but has a hard time finding resources for those with unique needs.

PERSONA METRICS

Service Access



Digital Access



Literacy



BARRIERS

- Outdated resources
- Getting providers to collaborate
- Info hogging
- Finding new services
- Second - hand trauma

COMMUNITY

- Family
- Friends
- Other caseworkers
- Fellow board game enthusiasts
- Volunteers

GOALS

- Be able to help all of her clients, even the most difficult cases
- Support clients to make sure they stay housed

3

Prototyping

Iteration 1

Homelessness Community Resource List

File Edit View Insert Format Data Tools Add-ons Help Last edit was made 4 hours ago by anonymous

SHARE S

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A	B	C	D	E	F	G	H	I
Program	Description	Category	Previous Category	Address	City	State	Zipcode	
Integral Care	Dove Springs Clinic _ND South Austin	Also known as ATCIC or MHMR. Provides Mental Health Case Management that includes psychiatric care and emotional support. Call 512-472-HELP (4357) to make an appointment.	Case Management	Serving Adults, Children and Families	5015 South IH 35 Suite 200	Austin	TX	7874
Any Baby Can	FSS Program	We provide housing stability services to our enrolled clients only. Services include case management, financial assistance and resource navigation for children and families who are homeless or are at risk of losing their housing	Case Management		6207 Sheridan Avenue	Austin	TX	7872
Austin Independent School District	Family Resource Centers at Reagan HS and LBJ	Provides case management. Provide food, clothing, hygiene products. Assist with looking for housing and enrolling in housing programs. Assist with finding employment. Plus 1 site.	Case Management		7104 Berkman Dr. and 7309 Lazy Creek Dr	Austin	TX	7875
Casa Marianella			Case Management		821 Gunter Street	Austin	TX	7870
Downtown Austin Community Court		Provides Intensive Case Management that	Case Management		719 East 6th Street	Austin	TX	7870

+ Resource List Explore

Results

- Largely continuous interaction with the document from January 11 through February 13
- Over 40 different changes made in January. Google recorded additional “changes,” but they appear to be some selecting the documenting or a cell.
- Over 25 different unique viewers during peak viewing
- 14 new, unique entries

Findings

- **Majority of these changes were adding information such as descriptions, services, etc.**
- **Only one of the entries appeared to be out of date**
- **After a certain amount of time individuals stopped interacting and updating the list**
- **Information was overwhelming**
- **Standardization was an issue**

3

Prototyping

Findings

Lite Center	se
s They have canceled the Family Promise IHN Program	Fa
s Family Rehousing Program	For Inc
s	Ca

Travis County HHS Social Work Services	Community Center Social Work and Case Management Services at 7 community centers through out Travis County	Any Travis County resident can fill out an application requesting social work services. Homeless or at risk for homelessness clients are prioritized for services	case management
SAFE (a merger of SafePlace and Austin Children's Shelter)	Programs include: SAFEline -provides crisis intervention, safety planning and information and referral to all SAFE and other community resources. SAFEline hotline 512.267.7233, SAFEline chatline www.safeaustin.org/chat , SAFEline textline	For people who have experienced domestic violence, sexual assault, child abuse or human trafficking. Provides counseling, emotional support, and emergency shelter. Call 512-267-SAFE (7233) for information about services.	Case Management, Emergency Shelter, Counseling, Hotline, Legal, Supervised visitation and safe exchange, Medical Care, Parenting, Support groups, Disability

Exclusively walk ins

Call for information

3

Going forward

Considerations

- Determining use function: client centered versus service centered
- Have a mechanism to ensure that information is updated
- Ensuring resource information translates into service access
- Creating a tool accessible to individuals with different levels of literacy