

Feature Set:-

- ☑ Reduced data redundancy
- ☑ Optimized search results
- ☑ Access level for users
- ☑ Moderated discussion forum
- ☑ Advanced search
- ☑ Categorized hearing decisions
- ☑ Subscription management
- ☑ Email newsletters
- ☑ Determine applicant eligibility
- ☑ One-time consultation request

Demo Agenda :-

- ◆ Problem Overview
- ◆ Project Objective
- ◆ Our Proposal
- ◆ Discussion Forum
- ◆ Advanced Search UI
- ◆ Future Expandability



WNYLC

FAIR HEARING ONLINE RESOURCE CENTER



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Problem Overview

The Office of Temporary and Disability Assistance has put the fair hearings online, and there are now 203,000 cases, which increase by about 10,000 cases a month. OTDA will only keep the hearings online for three years, and will start deleting older hearings in October 2013; but the WNYLC will keep all of the hearings on one of their servers because the older hearings are still useful to advocates.

Most of the hearings are worthless to users and advocates because they often contain just a general discussion of the rules for obtaining benefits, and a brief conclusion indicating that the person who applied was not eligible. So a general search of the hearings may take hours to yield a useful hearing.

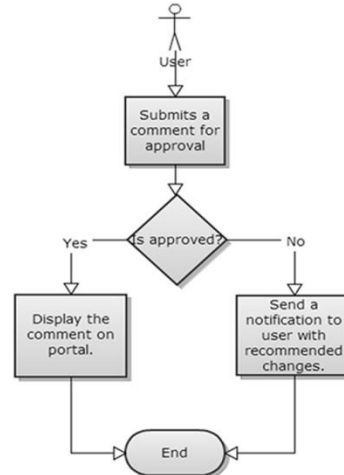
Project Objective

- To devise techniques to identify useful hearings and thus reduce data redundancy.
- Define different levels of access for different types of users.
- Introduce a email subscription process for users to receive updates.

Our Proposal

- Categorize the hearings into a broad group of topics, in a way to make browsing through them easier.
- Advanced Search, allow users to use filters in the the search query in order to retrieve more accurate results.
- Levels of access for different types of users. Level 1, regular user who can view a hearing decision. Level 2, advocates who can participate in a discussion. Level 3, Administrator and level 4, a Super-Administrator.
- A discussion forum where level 2 or above users can participate.
- Allow users to subscribe to a particular category of hearing decisions.

Discussion Forum



- Users at level 2 or above can participate in discussion forum by posting their views for each hearing..
- Level 3 or 4 users act as a moderator for the forum, Super-Administrator has additional rights over a level 3 user.

Advanced Search UI

Following is a wireframe sketch of the 'advanced search' webpage.

The wireframe shows a web browser window with the title 'WNYLC'. The navigation bar includes links for Home, Search, Advanced, Log out, Messages, Notifications, and Your Profile. The main content area is divided into several sections: 1. Browse Archives (with a dropdown for October 2011 and a Go button), 2. Recent Posts (listing 'Some ad-hoc case 1' and 'Some ad-hoc case 2'), 3. Browse by Category (a list of categories 1 through 10), 4. Search (with fields for 'Exact word or phrase', 'All these words', 'Any of these words', 'Region' (set to Erie), 'From Date' and 'To' (both set to April 2008), 'Category' (set to Medical Assistance), 'Show only' (radio buttons for Positive, Negative, All), 'Exclude words', and 'Results per page' (set to 20)), and 5. Quick Signup form (with fields for Email address, a checkbox for 'I have read Terms and Conditions', and a checkbox for 'Subscribe to Newsletter', plus a Sign Up button).

- 1- Monthly archives
- 2- Recently uploaded cases
- 3- Category listing
- 4- Filter cases by result
- 5- Quick email subscription form

Future Expandability

- Based on the user profile, applicant eligibility for a trial can be determined.
- A platform for a client to directly approach an advocate for a one-time consultation or a representation.