

Better Journey: A Community Support System built for Refugees

High Level Specifications

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Chijioke Eminike | chijioke.emenike@gmail.com | 1-617-694-3002

Anshul Vyas | amanshulvyas@gmail.com | 1-336-554-6029

Revisions:

N/A

1. Executive Summary:

“Better Journey” application is a community support platform built for engaging refugees that aims at simplifying the refugee transitions and settlements in United States. Better Journey helps caseworkers quickly set milestones and goals for refugees and provides refugees with incentives to follow their goals. With the integrated chatbot, refugees can ask questions and get immediate response to their questions and queries. Moreover, Better Journey app helps refugees to track their goals and ease their transition into the community by reminder prompts and progress updates. The caseworkers can send the messages to refugees at the right time along a refugee’s journey based on defined triggers to provide reminders, motivation and information regarding progress goals. The application works in collaboration with World Relief Foundation in Sacramento, CA (1 in 9 resettlement organizations throughout US) which defines the guidelines for goals and milestones. Better Journey app leverages the knowledge of these foundations to provide a better experience for refugees. Finally, Better Journey makes it easy for case workers to track a refugee’s progress toward defined goals, assess their capability and wellbeing through survey questions and intervene if they notice a refugee is falling behind. Above all, our organization knows that settling a refugee household is a remarkable feat, and aims at providing the best experience for case workers, while providing the simplest experience for refugees to keep them motivated and accountable.

2. Data Definitions:

- **Better Journey** : Name of the application
- **Refugee** : User that utilizes the application to track their progress and communicate with case workers
- **Integrated Chatbot** : A one stop solution for all questions asked
- **Caseworker** : The caseworker assigned to refugee(s)
- **Caseworker Dashboard** : The Caseworkers can track refugees goals and also assign them new goals, see their progress.
- **Goal/Progress View** : View tracking all refugee(s) goals and progress
- **Messaging View** : Communication with the case worker and the home for the integrated chatbot

3. Functional Specifications:

Signing up/Log in:

1. The signing up of a refugee/refugee household shall be done by the case worker.
2. Refugee shall be logged in by the link sent via text by the caseworker.

Messaging View User Specifications:

1. Refugee shall be able to reach a caseworker in a minimum number of steps
2. The integrated chatbot shall be proactive in sending snippets of information at specific times to refugees.
3. The chatbot shall be able to follow up with the users weekly for assessments.
4. Refugee shall be able to join different channels for communicating with different case workers.
5. Refugee shall receive confirmations notifications of their upcoming appointments for reaching their goals.

Goal Setting and Motivation View User Specifications:

1. Refugees shall be able to choose their goals from a drop down menu of default goals verified by the case workers
2. Refugees shall be able to track their progress of their goals
3. In case of a family, Refugees shall be able to input size and set goals for individual family members.
4. Refugees shall receive notifications on goals achieved as well as their weekly progress.

5. Refugee shall receive reminder notifications of their upcoming goals and milestones with possible steps to follow by a caseworker.

Caseworker View User Specifications (Web):

1. Caseworkers shall be able to see a graphical analysis of refugees data.
2. Caseworkers interface shall have ability to manually enter in refugees/refugee households that they are appointed to.
3. Better Journey shall manage scheduling and prevent overbooking/scheduling conflicts for different refugees

4. Non Functional Specifications:

1. App shall be compatible with Android versions 5.0+
2. Backend shall be hosted on AWS (Amazon Web Services)
3. Server shall be able to perform
4. Server shall utilize Django framework
5. Server shall store refugee data securely using PostgreSQL.
6. Server shall utilize text messages to authenticate refugees for the Android application
7. First iteration shall be viewable in English

5. Competitive Analysis:

Features	Better Journey	Refugee Focused Mobile Apps (EU)	CRMs	Text Reminder Applications
Goal Setting and Motivation	++	-	-	-
Refugee First	+	+	-	+
Govt. advocated Resources and Plans	++	-	-	-
Building Community	+	+	-	-

++ = **Implemented Well**

+ = **Implemented**

- = **Not Implemented**

6. System Architecture:

1. Better Journey shall employ the Android Architecture Components
2. Better Journey shall be compatible with Android versions 5.0+
3. Better Journey shall be front end centered
4. Better Journey shall have a fast, simple, and reliable back end API
5. Better Journey shall employ Dialog Flow API for messaging communication