

I'm looking for food assistance programs



"Mother"
Kimberly Dibson
Age: 34
From Cherry Hill NJ
Single Mother
3 children
Yearly Income: \$23,000
Education Level: High School

Personal Information

Living Situation: Rents

Children Ages: 8, 12, 14

Transportation: Car

Computer: 7 year old HP Desktop

Values: Hard worker, does not want a handout, has no support system

Concerns: Paying for food, making rent, and heat in the winter

Scenario

Looking for Food programs in her area. Has called 211 operators after seeing information at her local library. Received food program information, but did not write it down. Remembered that there is a website. Does not remember that what the program she is looking for is called CHIP

I'm worried about being able to pay my bills and provide for my children.



"Professional"
John Lear
Age: 47
From Bloomfield NJ
Married
2 kids
Yearly Income: \$58,000
Education Level: Trade School

Personal Information

Living Situation: Owns Home

Children Ages: 15, 19

Transportation: Car

Computer: Dell laptop

Values: Right leaning politics.

Concerns: Needs to know that if accepting assistance does not affect his taxes and paycheck

Scenario

Veteran with one child in college and another going in a few years. Needs to save as much money as he can for tuition. Looking for veterans assistance programs.

*Information
to help at
the scene
of a
response*



"First Responder"
Kevin Riley
Age: 25
From Middletown NJ
Single
EMs Worker
Yearly Income: \$33,000
Education Level: 2 year degree

Personal Information

Living Situation: Rents

Transportation: Ambulance Truck

Computer: Smartphone

Values: Wants to help people in emergencies and tragic situations.

Concerns: Providing information to accident victims, counseling services.

Scenario

45 year-old man had fatally shot himself while his wife and two young children were sleeping in the house. The EMS worker recognizes the need for immediate trauma intervention and provides case details to Referral Specialist. In addition to the immediate, on-scene response to the tragedy, provides crisis care management, counseling information to the family. Getting them the help they require in an on-going, hands on approach.

*Help getting
out of a bad
situation*



"Senior"
Lisa Price
Age: 77
From Vienna NJ
Widow- Lives Alone
Children live far away
Yearly Income: \$20,000

Personal Information

Living Situation: Owns Home

Transportation: Bus

Computer: Library

Values: Fair treatment for people of all ages.

Concerns: Needs advisement from finances to shopping.

Scenario

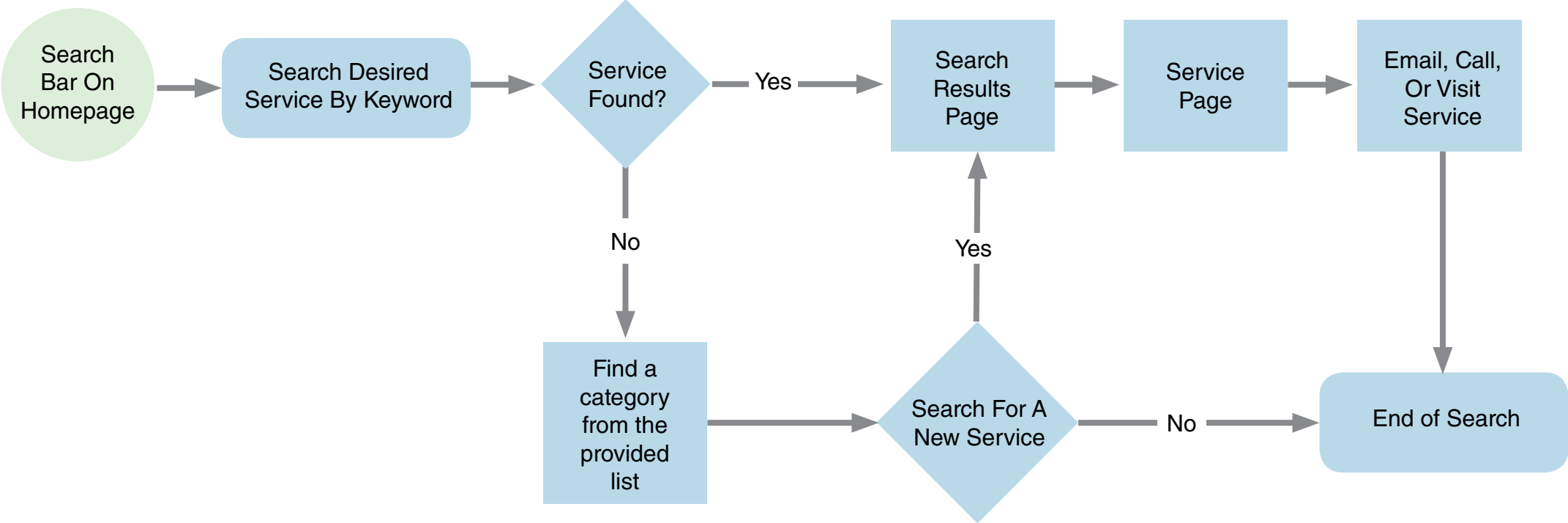
Was being physically abused by her care giver, including severe burns to her arm. Librarian showed her the 2-1-1 website once and find it helpful. Lisa found APS, made the report, and learned that an investigation would commence immediately. When she was contacted as followup, Lisa said she very much appreciated the help.

Task Analysis

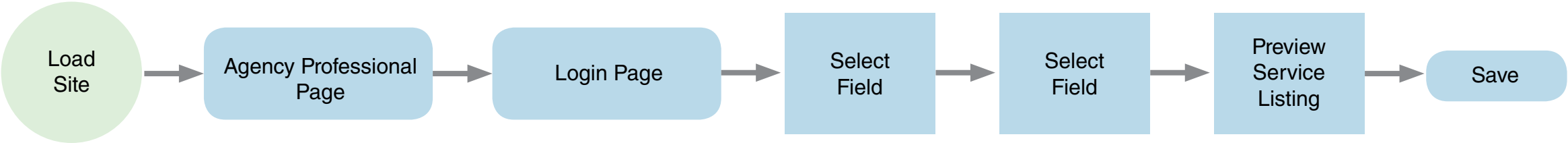
	Admin	Users	Professional Agencies
Search	Reviews pro agencies services added to database.	Searches for services that they will use.	Submits agency programs to database.
Articles	Publish and edit articles.	Reads articles on assistance they need.	Reads articles on how to work with 2-1-1 and offer assistance.
Lists	Activates/deactivates lists. Approves services.	Reads seasonal list offerings in their area.	Submits information for inclusion on lists.
PDF	Created from site articles.	Assistance information downloaded for offline use.	

User Flows

Search



Edit Database Listing



Articles

As an admin I need a way to link to areas of page text because there are so many important sections to highlight.

As an admin I need a way to add pictures to articles to visually enhance subject matter.

As an admin I need a way to unpublish articles because content can become outdated.

As an admin who edits articles I need a way to preview it before publishing to ensure consistency.

As an admin I need to set articles on the site so users can read them.

As a user I do not want to click on programs with dead links because I trust the information being given to me is up to date.

As a user I want to download content to reference later so I don't have to remember it.

As a user who just learned about ebola. I need a quick way to get to that information because I work at a hospital.

As a user to a state run website I should see news affecting NJ so I don't have to go some where else.

Lists

As an agency I need a way to enter all of our information so the public knows what we offer.

As an admin I need a way to control list information so that it is up to date.

PDF

As an agency I need a way to see information from multiple pages in one place because there is information all over the place that is relevant to us.

As an admin I need a way to control PDFs because I update them constantly.

Search

As a user I want to see a list of services because I need help.

As a user who is searching for services that I don't know the name of, visuals would be helpful.

As a user I would like to see all services in my county to know what is available locally.

As a user who is searching services through categories I need to see them together in order to understand the connection.

As an agency offering services we need a way for the public to find us.

As a user I would like to know distance to services to see how far I have to walk.

As a user who is looking for food programs, I want a way to see how many there are. So I know if I need to start over.

As a user browsing services I need to see a brief description of them all together so I don't spend time clicking.

As a user browsing services I need reference the list because I don't want to go back to the website every time.

As a user who has submitted a search looking for services I want a way to recall them in case I need the information again.

As a non-english speaking user I need to be able to search for services to help me when I'm in need.

As a blind user I want to search for health and human services so that I can seek assistance like anyone else.