

# Requirements Document for NJ211.org Website

## 1. Introduction

NJ 2-1-1 Partnership maintains a database of non-profit and government health and social service resources. The public can access those services by phone or through a search bar on nj211.org. NJ 2-1-1 Partnership staff maintains and publishes articles and lists of seasonal services on a variety of subjects relevant to public and professional users of the site. The content is manually created and exists on the site as HTML pages and downloadable PDFs. NJ 2-1-1 Partnership also maintains a mental health portal that provides the number of beds available at hospitals throughout the state.

The web content currently resides on the NJ211.org website which is maintained by NJ 2-1-1 Partnership. The search of services is started by entering a search term in a box on the main NJ211.org web page. The database can be searched by agency name, program name or general phrase. Once the “Search Now” button is clicked, control is passed to search.NJ211.org. This second URL is managed by Revation Systems. The NJ 2-1-1 Partnership database resides on their servers. On this web site, the search of the database can be refined. A user can create an account, save searches and save search results.

Since the NJ 2-1-1 Partnership web content resides on one web site and the search results reside on another, users of the web site cannot view relevant web content side by side with the database search results. NJ 2-1-1 Partnership wishes to develop a new website where a search of the NJ211.org site content is done at the same time the Revation Systems database content is searched and both sets of search results displayed on one NJ211.org web page.

NJ 2-1-1 Partnership has hired IGM Creative Group to build this new site that combines the database search and NJ211.org site content in a way that makes accessing them one action. IGM Creative Group will also build a custom Content Management System (CMS) to publish and control the NJ211.org site content.

This document contains the detailed requirements for the new NJ211.org that is being developed for NJ 2-1-1 Partnership. The document should serve as the official basis for any further development of the NJ211.org website.

### **The document contains the following sections**

- Executive Summary
- Application Context
- Functional Requirements
- Environmental Requirements
- Software Qualities for API
- Screenshots of approved designs

**\*Please Note**

IGM Creative Group is not responsible for the misinterpretation of the following document. It is the responsibility of the NJ 2-1-1 and their vendor Revation Systems to modify or approve this document and generate a work order used for API development.

**2. Executive Summary**

NJ 2-1-1 is looking to create a new website that will connect a user to services and page content with as few steps as possible. The new website search will return service search results from the Revation Systems database along with relevant nj211.org web content and display them on the same page. NJ 2-1-1 strongly believes that this new search will better serve the public.

NJ 2-1-1 also wants a publishing platform that enables their staff to maintain and publish web content.

NJ 2-1-1 Partnership also maintains a mental health portal that provides the number of beds available at hospitals throughout the state. Hospitals and Mental Health Professionals must be able to access a password protected page where they will be able to view and/or update information.

A Kinship Portal is also accessible from the site. This portal is password-protected and used by NJ 2-1-1 staff to register applicants for the Kinship Navigator Program. State officials and agency professionals who administer the program work within this portal to document client activity as it relates to the program.

Most important risks posed by the development of the new NJ211.org

- Integrating search for services, My NJ 2-1-1 account access , and portal pages into the new nj211.org
- Content stays **visually** consistent throughout site

**3. Application Context**

The new NJ211.org will have four user levels accessing different parts of the website completing specific tasks.

- Public
  - Submit Searches
  - Create/Access their profile
  - Log in to Save/Retrieve Searches
  - Log in to Save/Retrieve Resources

- Read Articles
- Download PDFs
- Agency Professional
  - Submit Searches
  - Create/Access their profile
  - Log in to Save/Retrieve Searches
  - Log in to Save/Retrieve Resources
  - Log in to Create Directories as PDFs
  - Log in to access Power User Search
  - Form Submission to Seasonal Lists
  - Read Articles
  - Download PDFs
- Professionals using password-protected portals
  - Mental Health Professional
    - Log into Mental Health Portal to see available beds
  - Hospital
    - Log into Mental Health Portal to update bed availability
  - Kinship NJ 2-1-1 Staff
    - log into the Kinship Portal to register applicants and transmit records to agency professionals working within the Kinship Navigator Program
  - Kinship Agency Staff and State Officials
    - Log into the Kinship Portal to receive information on new applicants and access new and existing records, using this platform to document activities taken to provide services
- Administrator
  - Edit/Publish/Archive articles
  - Maintain Seasonal Lists
  - Publish PDFs

## 4. Functional Requirements

### 4.1 HOME Page

- 4.1.1 All links in the header navigation menu will load a page with its child elements listed out. The header navigation menu will include:
  - Home
  - Get help With
  - Agency Professionals
  - About
  - Media Center

- Contact Us
- Translate
- 4.1.2 There will be an alert window notifying a user to a state wide emergency. The alert window will be under the main navigation menu and be collapsible
- 4.1.3 There will be a hero area containing four slides
  - Food
  - Housing
  - Financial Assistance
  - Need Help, Start Here
- 4.1.4 The search interface will sit above the slides in the hero area on the homepage
  - 4.1.4.1 The search can be by phrase, agency name or service name
  - 4.1.4.2 The phrase entered will be checked against the taxonomy terms and the taxonomy used for terms.
  - 4.1.4.3 The search field will have an autocomplete feature in order to lead a user to the appropriate assistance program
- 4.1.5 There will be a series of options to commit a quick search
- 4.1.6 There will be an area for Agency Professionals
- 4.1.7 There will be a latest news area

## 4.2 Search

Initially the search parameters will be entered into fields on the Home page.

- 4.2.1 To perform an initial search, the user must first enter values for the following four parameters:
  - 4.2.1.1 Search by: Users can select to search by agency name, service name or topic.
  - 4.2.1.2 Search value: Users then enter the agency name, service name or a word or phrase.
  - 4.2.1.3 Zip Code: Distance to the service locations will be based on this zip code.
  - 4.2.1.4 Show Results Within Distance: Only service locations within this distance from the entered zip code will be returned by the query. Users will be able to select a value ranging from 0 to 100 miles.
  - 4.2.1.5 There will be a HELP button that will link to <http://search.nj211.org/help.aspx>, however the url will not allow a user to commit a search or sign into NJ 2-1-1 account.
  - 4.2.1.6 From the search results page there will be a link explaining power search.
  - 4.2.1.7 From the search results page there will be a link to advanced search.

- 4.2.2 In addition to quick search, the user will have access to an advanced search where they can enter the following parameters:
- 4.2.2.1 Search by: Users can select to search by agency name, service name or topic.
  - 4.2.2.2 Search value: Users then enter the agency name, service name or a word or phrase.
  - 4.2.2.3 Location Parameters: The user must be able to search by the following:
    - All of NJ
    - Address by the following parameters
      - Street
      - House/apt number
      - City
      - Zip Code
      - State parameter will automatically be NJ
  - 4.2.2.4 Show Results Within Distance: Only service locations within this distance from the entered street address will be returned by the query. Users will be able to select a value ranging from 0 to 100 miles.
- 4.2.3 Power users have access to an expanded advanced search. They can search by:
- 4.2.3.1 All words entered, any words entered or an exact phrase. Forms of the words can be selected  
The following fields can be searched:
    - Agency Name
    - Service Name
    - Service Description
    - Service Features
    - Taxonomy Terms including “Used For” termsThe search can be performed for up to 3 of these words or phrases. The 3 words or phrases are joined by the following Boolean operators:
    - And
    - Or
    - But Not
  - 4.2.3.2 Location Parameters: The user must be able to search by the following:
    - All Locations (default value?)
    - County
    - City
    - Address
    - Zip Code (Distance to the service locations will be based on this zip code?)
  - 4.2.3.3 A Target Group can be selected.
  - 4.2.3.4 Power users will access the service through [powersearch.nj211.org](http://powersearch.nj211.org).

4.2.3.4.1 Through the url users will have links to Home, Search by Keyword, Search by Topics, and My NJ 2-1-1.

- 4.2.4 After entering the parameters and submitting the query, a search results page containing two areas will be launched.
  - 4.2.4.1 The main area will contain the services returned by querying the database.
  - 4.2.4.2 Links to relevant web site content pages and associated PDFs will be displayed along the right side. The link to PDFs and Pages on the results page should launch in a new window or tab

### 4.3 Search Results Page Experience

Currently all search functions are carried out by the search.nj211.org web site.

- 4.3.1 Brief instructions will describe how to view the results
- 4.3.2 A total count of the amount of services being returned will be shown
- 4.3.3 The user will be able to sort the results by zip code, alphabetically by city, or alphabetically by name through a drop down element that appears on the search results page
- 4.3.4 The user will be able to email and print the search results page
- 4.3.5 There will be a button on the search results page to save searches and services. The save button will launch a page within the website that asks the user to login to their account or create one.
  - 4.3.5.1 The user has the option to save searches and services to an existing account.
  - 4.3.5.2 The user will access saved searches and services through the login.
  - 4.3.5.3 For saves, the system should detect if the data being saved is checked services or the entire search.
- 4.3.6 The user will control how many results per page they can see
- 4.3.7 Searches of taxonomy terms may return higher level taxonomy terms rather than or in addition to services. In that case, the taxonomy terms returned will be displayed along with the number of services associated with each.
- 4.3.8 For each service returned the following database fields will be displayed:
  - 4.3.8.1 Initially
    - Agency name
    - Service name
    - Short description
    - Web site URL
    - Address
    - Phone Number
    - Last date data updated
    - Checkbox to save
  - 4.3.8.2 When clicked on to expand (service profile page)

- Agency name
  - Service name
  - Eligibility criteria
  - Long description
  - Hours
  - Phone numbers with type and description
  - Web site URL
  - Email
  - Address
  - Application instructions
  - Fees
  - Area served
  - Features
  - Last date data updated
  - Consumer Reviews
  - Save Service Button
  - Additional Addresses from this agency
- 4.3.9 There will be a checkbox for each service that allows for inclusion in a saved search. This checkbox appears on the search results page as well as the service profile page.
- 4.3.10 When a user accesses their saved searches they should see it within the new websites search results page.
- 4.3.11 There will be a maximum of 10 categories above the results with a see more button that will launch a modal window with all categories associated with this search. These categories will be the taxonomy terms that are returned including any “See Also” terms.
- 4.3.12 A ‘map it’ symbol will launch Google Maps in a separate window and drop a pin to show the service location .
- 4.3.13 If a service has a website the link will launch in a separate window or tab.
- 4.3.14 Search results can be printed or a link to the search emailed.
- 4.3.15 There will be a ‘report data problem button that launches this url:  
[http://search.nj211.org/report\\_problem.aspx?AgencyID=900050&LinkID=7CEA374A-8D76-4015-A51D-6F66DC482EA7](http://search.nj211.org/report_problem.aspx?AgencyID=900050&LinkID=7CEA374A-8D76-4015-A51D-6F66DC482EA7)
- 4.3.16 There will be a link to submit consumer reviews:  
[http://search.nj211.org/consumer\\_reviews.aspx?step=guidelines&AgencyID=900050&LinkID=7CEA374A-8D76-4015-A51D-6F66DC482EA7](http://search.nj211.org/consumer_reviews.aspx?step=guidelines&AgencyID=900050&LinkID=7CEA374A-8D76-4015-A51D-6F66DC482EA7)
- 4.3.17 There will be a button to return to results page.
- 4.3.18 There will be a button to view the next service.

#### 4.4 Login Experience

- 4.4.1 Users can create accounts on the website. They are asked to create an ID and a password. They are required to enter a valid email address.
- 4.4.2 When logged in, the user will be able to do the following as is currently available at search.nj211.org :
- 4.4.2.1 Save a search
  - 4.4.2.2 Save a set of services

- 4.4.2.3 Add services from a new search to an existing set of services
- 4.4.2.4 Delete services from an existing set of services
- 4.4.2.5 Print results
- 4.4.2.6 Email a link to a search or list of selected services.
- 4.4.2.7 Ability to change password
- 4.4.3 Power Users can create accounts on the web site. When logged in, the power user will be able to do the following as is currently available at [powersearch.nj211.org](http://powersearch.nj211.org):
  - 4.4.3.1 Save a search
  - 4.4.3.2 Save a set of services
  - 4.4.3.3 Create a directory as a PDF file from a saved set of services. This directory can be saved or printed. It can be edited to remove services. A link to the directory can be emailed.
  - 4.4.3.4 Add services from a new search to an existing set of services
  - 4.4.3.5 Delete services from an existing set of services
  - 4.4.3.6 Print services shown by a search
  - 4.4.3.7 Email a link to a search or list of selected services.
  - 4.4.3.8 Ability to change password

## 5. Environmental Requirements

### 5.1 Browser Requirements

Users will be accessing the new website from a variety of machines and browsers. To ensure the widest set of users will be serviced the site will work optimally in Internet Explorer 8 and above, as well as the most recent versions of Safari and Chrome. Due to the necessity of targeting IE 8 the new website will not have a mobile/phone specific experience created.

### 5.2 Programming language

The search will be built with Ruby on Rails.

## 6. Software Qualities for API

In order for the search to function the way it is described in section 4 Revation Systems must provide the following in their API

- 6.1 The API from Revation Systems should return database query results in JSON.
- 6.2 The API from Revation Systems should include a distance parameter from zip code to zip code.
- 6.3 The API from Revation Systems should include a distance parameter by lat/long.
- 6.4 The API from Revation Systems should include the following web services:
  - 6.4.1 Taxonomy Definition
  - 6.4.2 Taxonomy Browser
  - 6.4.3 Topic Search
  - 6.4.4 Program Search



- 6.5 Revation Systems API should return the following fields for all results
  - 6.5.1 Agency Name
  - 6.5.2 Service Name
  - 6.5.3 Eligibility criteria
  - 6.5.4 Short description
  - 6.5.5 Long description
  - 6.5.6 Hours
  - 6.5.7 Phone numbers with type and description
  - 6.5.8 Web site URL
  - 6.5.9 Email
  - 6.5.10 Address
  - 6.5.11 Application instructions
  - 6.5.12 Fees
  - 6.5.13 Area served
  - 6.5.14 Features
  - 6.5.15 Last date data updated
  - 6.5.16 Consumer reviews
  - 6.5.17 Save service function
  - 6.5.18 Additional Address Locations
- 6.6 Revation Systems API should provide access to My NJ 2-1-1 Account page for purpose of saving searches and services to an account.
- 6.7 Revation Systems API should provide the ability to create a new user account.
- 6.8 Revation Systems API should provide sign in and sign out to the My Account page through its authentication system.
- 6.9 When a user signs in to the My Account page with their User ID and password, Revation Systems should provide API access to
  - 6.9.1 Save selected searches and services.
  - 6.9.2 Access existing saved searches and services
  - 6.9.3 See the create date, update date, name and description of existing stored searches or services.
  - 6.9.4 Delete saved searches or services.
  - 6.9.5 Change their password.