

ServiceSPOTTER App

Presentation to City of Austin, Homeless Division

Connecting Homeless and Low-Income Communities
with Services

By Arushi Sharma

Senior at James Bowie High School, Austin

September 9, 2021



Available on the
App Store

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Introduction

▪ What do I do?:

- 16 years old, Senior at James Bowie High School, Austin

▪ Key Interests:

Technology and Volunteering – *“Use Technology for Solutions”*

App Developer:

- In use (3): ServiceSPOTTER and School Clubs (2)
- Under development (2): Volunteer ship and Religious Institution

Research Assistant with University Professors:

- Uncertainty Quantification (UQ) to analyze COVID 19, and Software Obfuscation

Trainer of Software Languages and Technology Topics:

- Code Ninja, Techgirlz, and GirlStart

▪ Recognition:

- National Award from National Center for Women in Technology (NCWIT)
- National Gold Award from the US President for Exemplary Volunteer Services



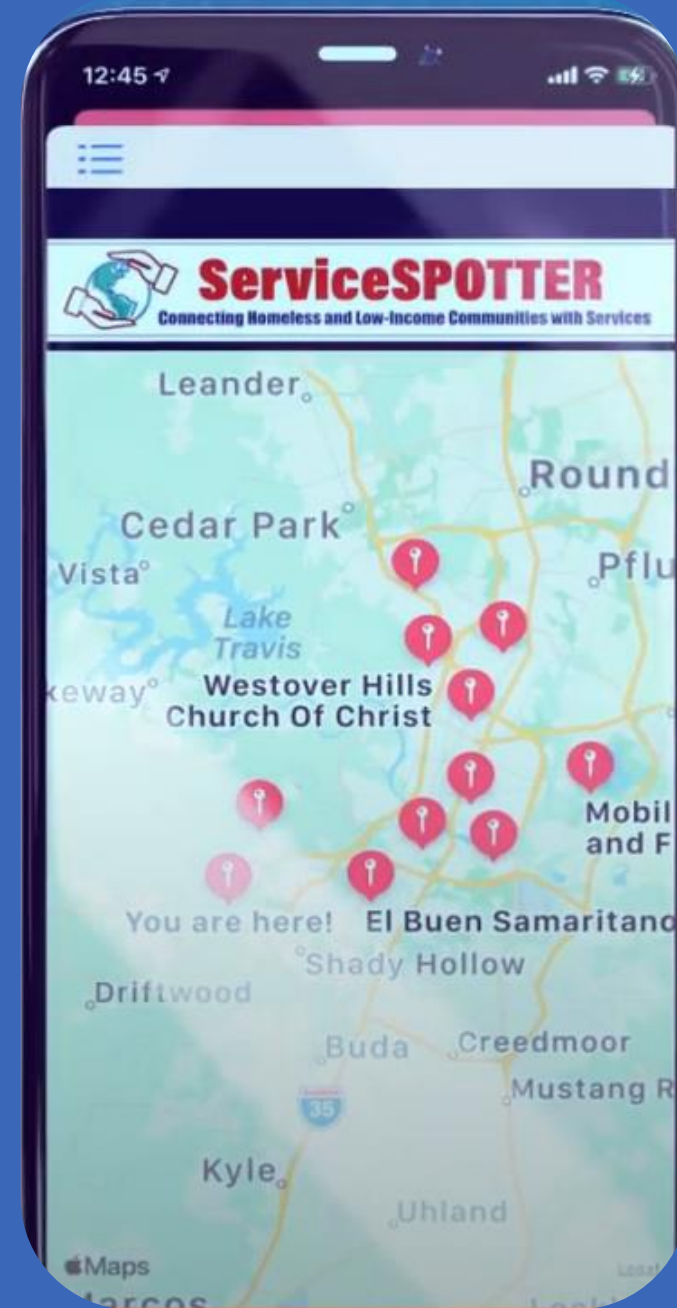
Arushi Sharma

Founder & Developer
ServiceSPOTTER App



Agenda

- Welcome to ServiceSPOTTER
- About ServiceSPOTTER
- Who Can Use ServiceSPOTTER?
- How does ServiceSPOTTER Work?
- Testimonials and Ratings
- More to Come....
- Support Needed from City of Austin
- What can I do?



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Welcome to ServiceSPOTTER

- Free App available on iOS Apple App Store:

[Click to Download](#) Or



- Using Technology to Support a Social Cause:

- App independently developed by Arushi Sharma
- Over 1 year of effort
- ~8000+ lines of Code

- Video of Features:
[YouTube](#)

- Website:
www.serviceSPOTTER.org



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About ServiceSPOTTER

■ Mission:

- Assist the homeless and low-income community to connect with the service providers for food, clothing, shelter, and health care

■ Why ServiceSPOTTER?

- **Survey of Homeless and Low-Income Communities**
 - Reflected inability to connect with Service providers
 - Lack of awareness, Non-availability of One Resource, and Connectivity issues
- **Volunteers unable to connect with Service Providers**
 - Critical shortage of volunteers

■ What does ServiceSPOTTER Provide?

- **Find:** Details of Service Providers (*including hours, contact details etc..*)
- **Connect:** Get directions to Service Providers (*Map location from where you are*)
- **Assist:** Community Volunteers, Service Providers, and Users can assist



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Who can Use ServiceSPOTTER?

- Homeless and Low-Income Communities
- Local service providers who support the homeless and low-income*
- Community volunteers who can assist to help the people in need to access the resources by using the App*
- Local City departments could help the users to access the services through the App*

** Some members of the homeless and low-income communities may not have access to technology and can't access the app themselves.*

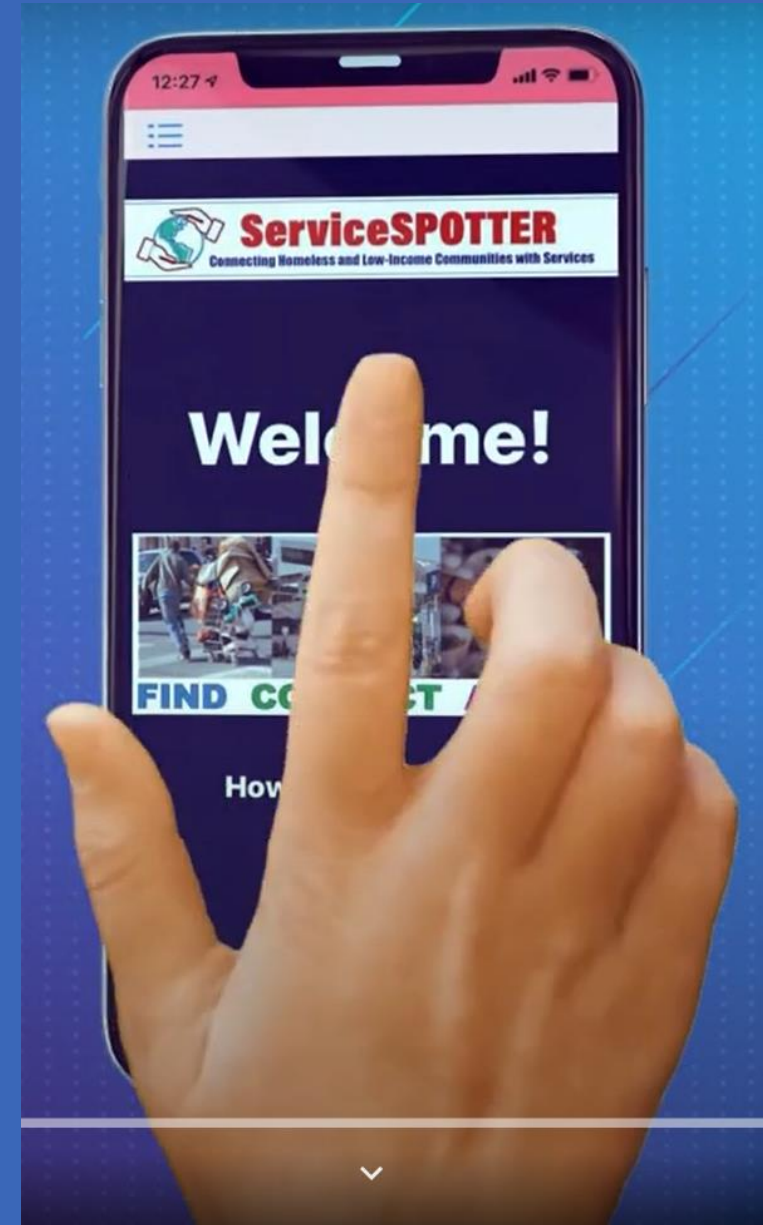
Note: Signup/Login options exist; Guest Users can also access



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How does ServiceSPOTTER work?

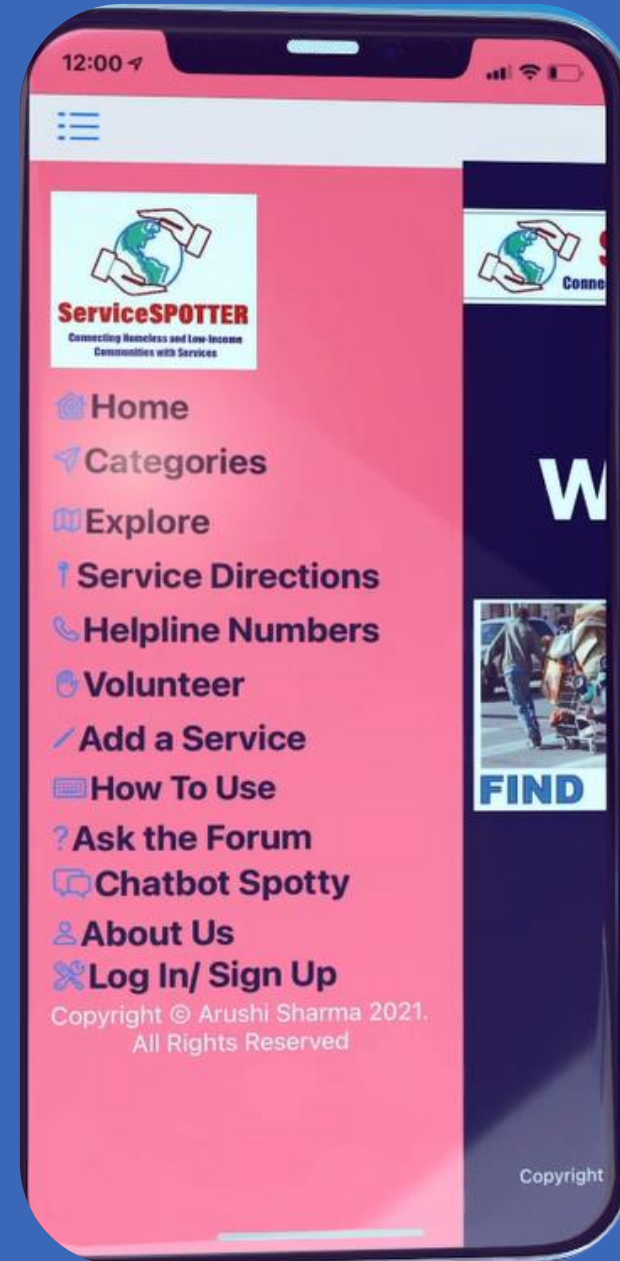
- Menu
- Categories of Service
- Find Service Providers
- Explore Directions to
- Helpline
- AI Based Interactive ChatBot “Spotty”
- Volunteer Opportunities
- Ask the Forum



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Categories of Service

- Choose your Desired Category of Service
 - Food
 - Clothing
 - Shelter
 - Healthcare

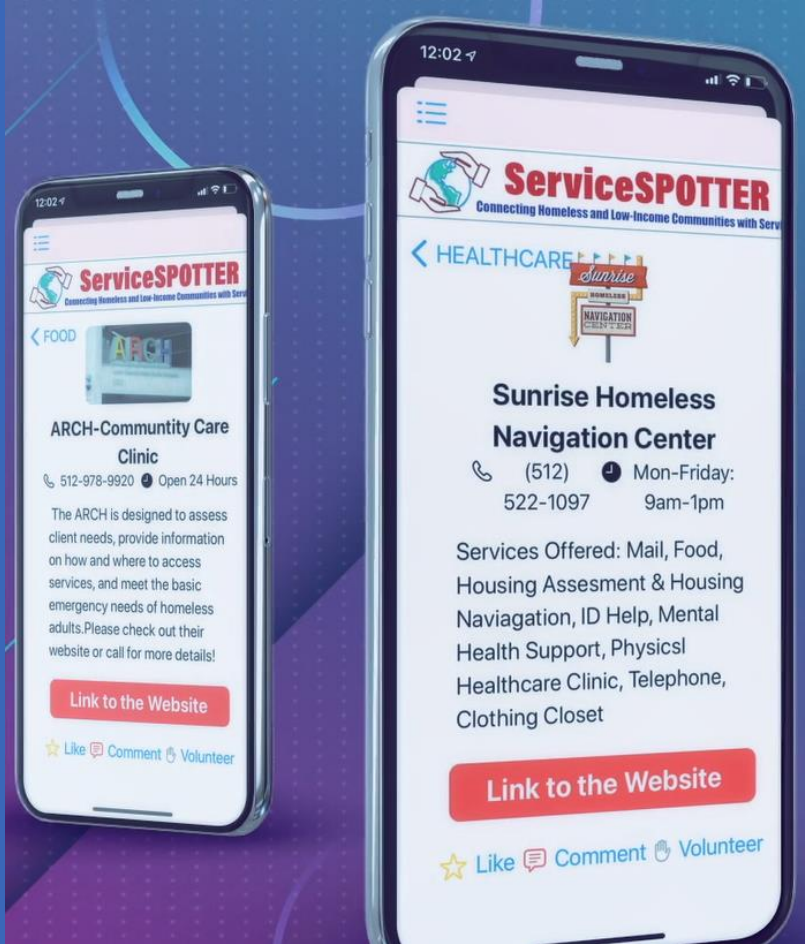


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Find Service Providers



- **Access Details of 60+ Service Providers in Austin**
 - Overview of Services Provided
 - Contact Details
 - Hours of Operations
 - Website
 - Other related details
- **Like, Comment, or Volunteer**



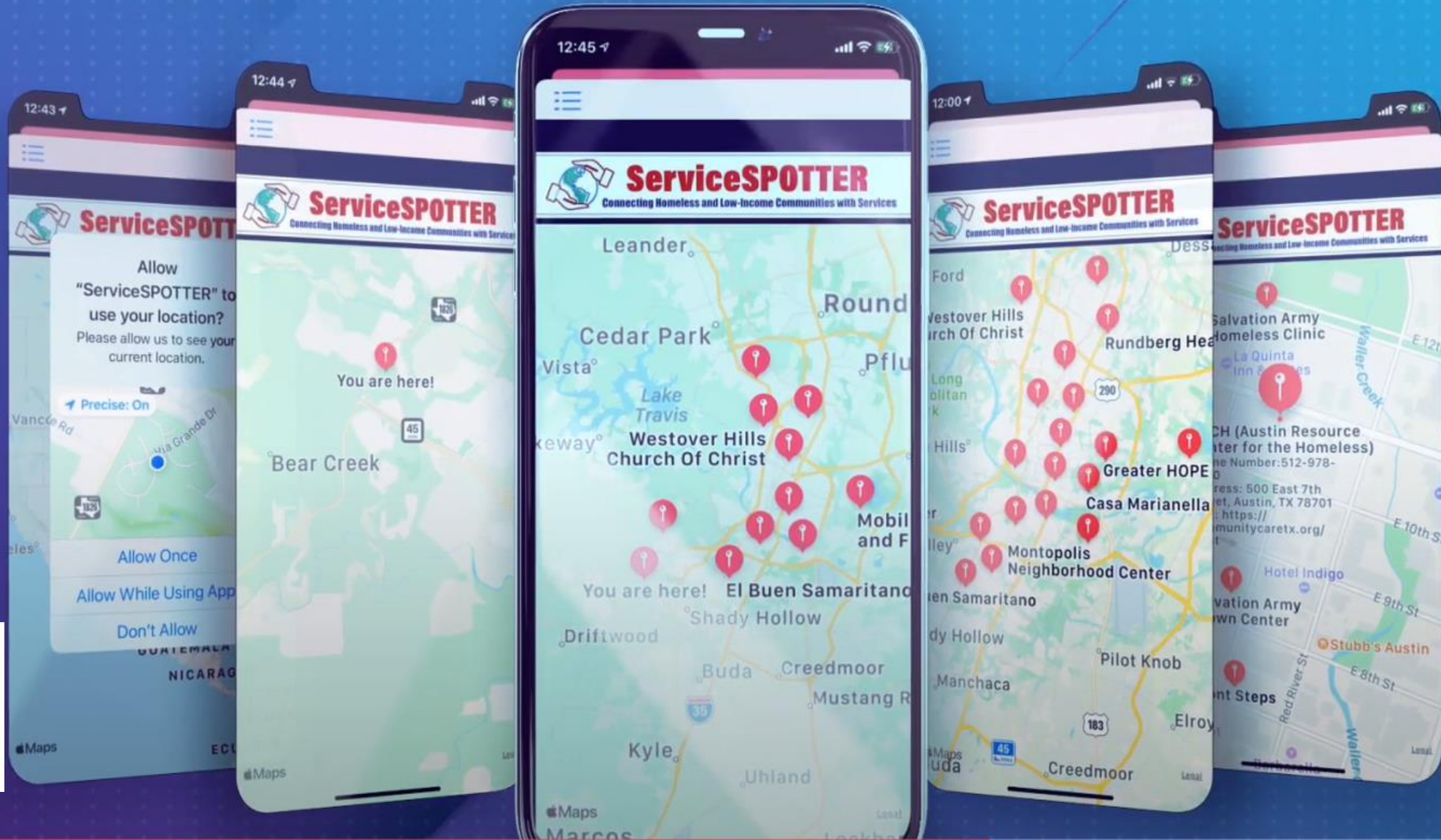
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EXPLORE SERVICES NEAR YOU

Map The Directions To The Service Provider You Want To Go To



Call Helpline # In Case Of Need

**CALL HELP LINE
FOR SUPPORT**



**CITY OF AUSTIN
HOMELESS HELP
LINE**



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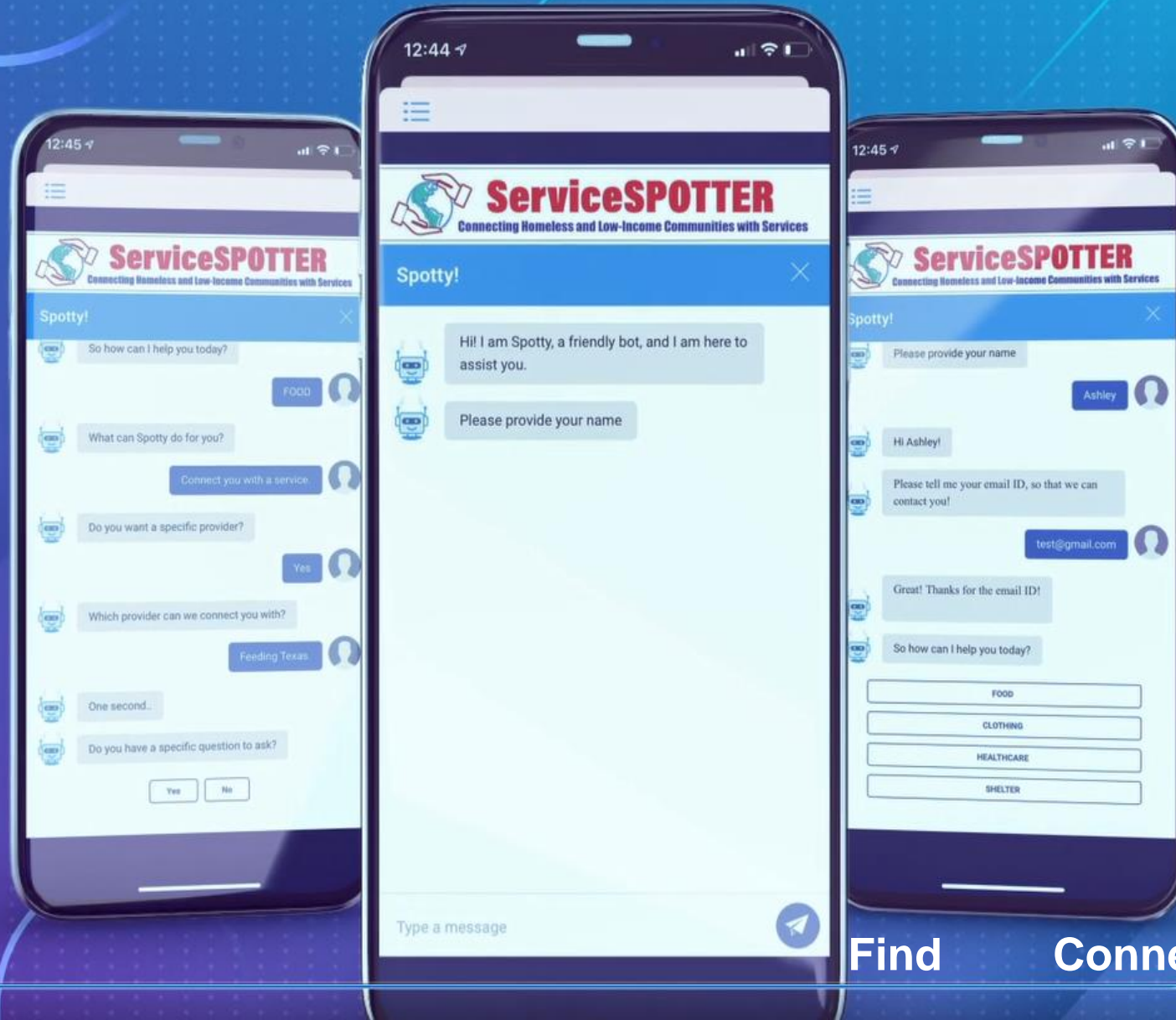
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CHAT WITH OUR PERSONALIZED CHAT BOT, SPOTTY



Interactive Chat
with AI Based
ChatBot

“Spotty”



Users Can Ask
Any Questions
About The
Services



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ASK THE FORUM

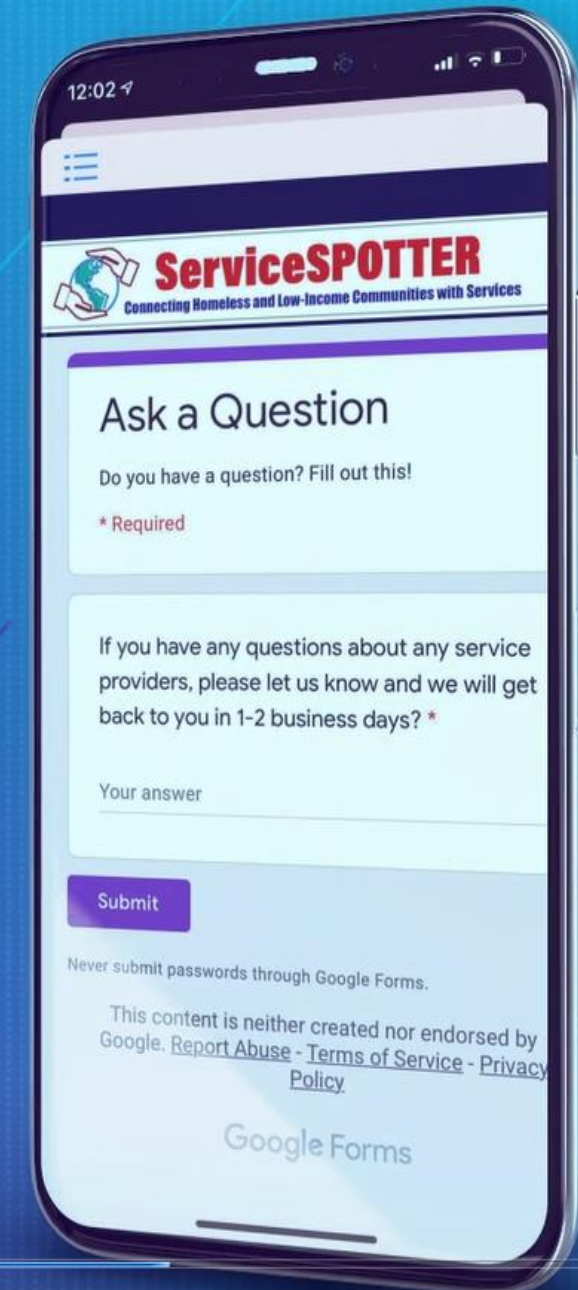
PLEASE FILL OUT THE FORM AND
SOMEONE WILL CONTACT YOU!



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12:02

ServiceSPOTTER
Connecting Homeless and Low-Income Communities with Services

Ask a Question

Do you have a question? Fill out this!

* Required

If you have any questions about any service providers, please let us know and we will get back to you in 1-2 business days? *

Your answer

Submit

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Google Forms

INTERESTED IN VOLUNTEERING?

PLEASE FILL OUT THE FORM AND
SOMEONE WILL CONTACT YOU!



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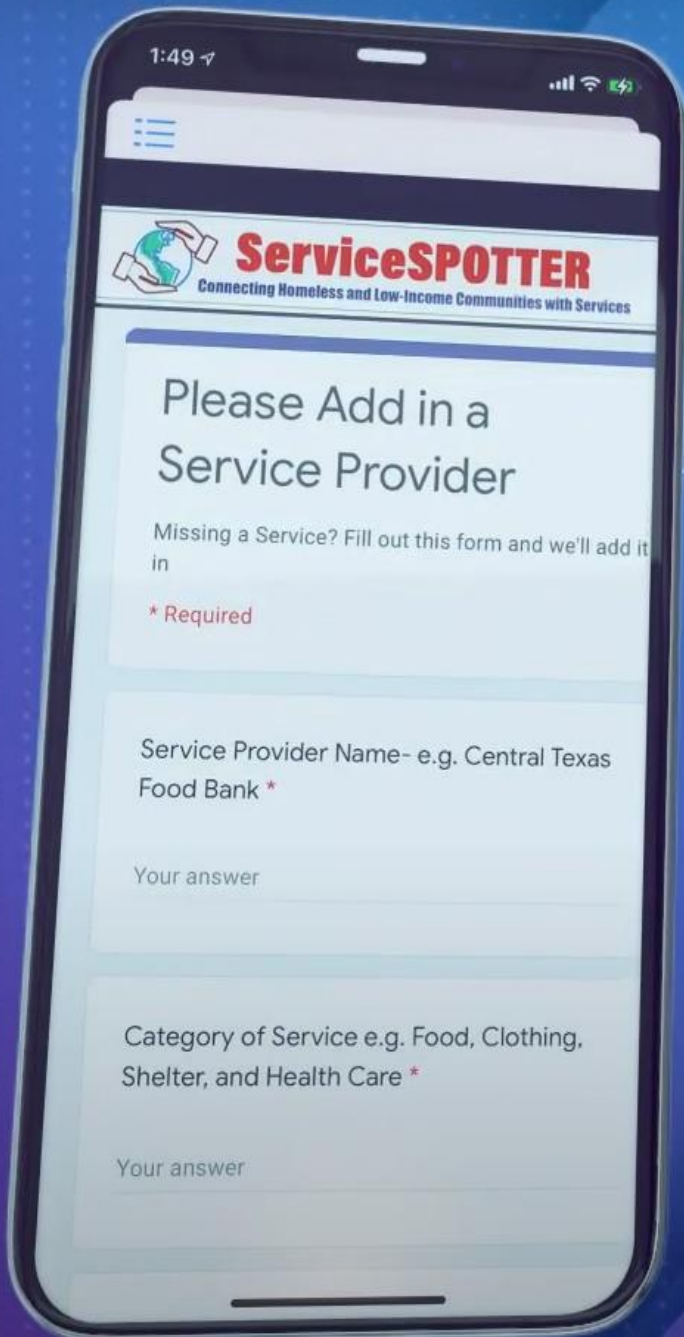
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A smartphone screen displaying the ServiceSPOTTER volunteer form. The form is titled "Would You Like To Volunteer?" and includes a subtext: "Please fill out this form and a service provider will contact you!". Below this, there are three input fields, each marked with a red asterisk to indicate they are required:

- Name: *** (Input field with placeholder text "Your answer")
- Email Address/Phone Number *** (Input field with placeholder text "Your answer")
- Your City, State, and ZipCode *** (Input field)

The ServiceSPOTTER logo is visible at the top of the form, with the tagline "Connecting Homeless and Low-Income Communities with Services".



MISSING A SERVICE?

PLEASE FILL OUT THIS FORM AND WE WILL ADD IT!



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Testimonials and Ratings

- Homeless Community:

“You nailed it. This is what was needed.”

“This is a great app. I am going to use it.”

“Thanks for making this app.”

- Vanessa Fuentes, Austin City Council Member, District 2, City of Austin :

“Thanks for reaching out. I just watched the video and this app looks incredible! Thank you for developing such an innovative AND vital resource to help our unhoused neighbors. Our future is looking bright with young leaders like you!”

- iOS Users

“5 Star” Rating for ServiceSPOTTER App on Apple iOS App Store

“I love spotty so much, he’s so cute and so polite. The app just makes me want to go and do so much community service”

“So Amazing! Love it”



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More to Come

- **Provide Details of Specific Programs:**

- Work with providers to add specific programs/events like free breakfast, free clinics, etc.

- **Add New Service Categories:**

- Currently 4 categories are covered-Food, Clothing, Healthcare, and Shelter
- Possible new categories of Services, which could be added:

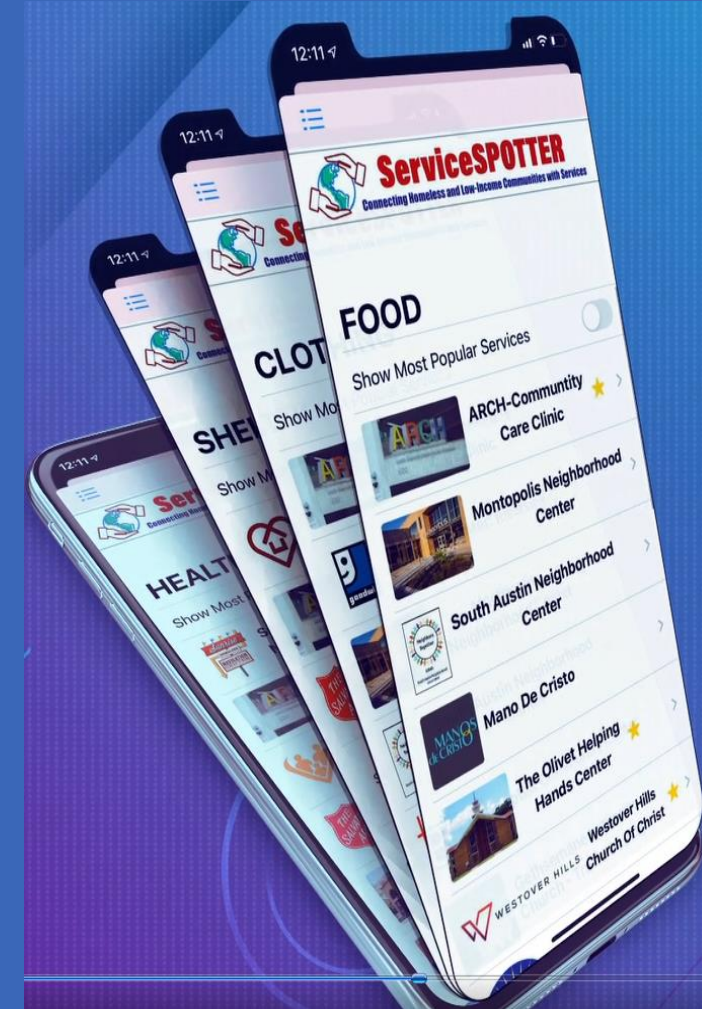
Jobs	Rehab Center	Free Wi-fi
Affordable and Transitory Housing	Library	Showers
Rehab Center	Worship	Bathrooms

- **Expand Search Services:**

- Currently ServiceSPOTTER covers 60+ service providers based in Austin
- Add any missing service providers
- Expand this app to cover the service providers in Texas State and later nation-wide

- **Make App Available On Other Platforms:**

- Google Play/Android phones
- Website



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Support Needed from City of Austin

■ Help in Promotion of App:

- Share the app with relevant City departments, Service providers and Community
- Circulate in local media
- Include the app link at City's website

■ Provide Suggestions to Improve:

- Make modifications to features
- Include any additional functionality



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What can I do?

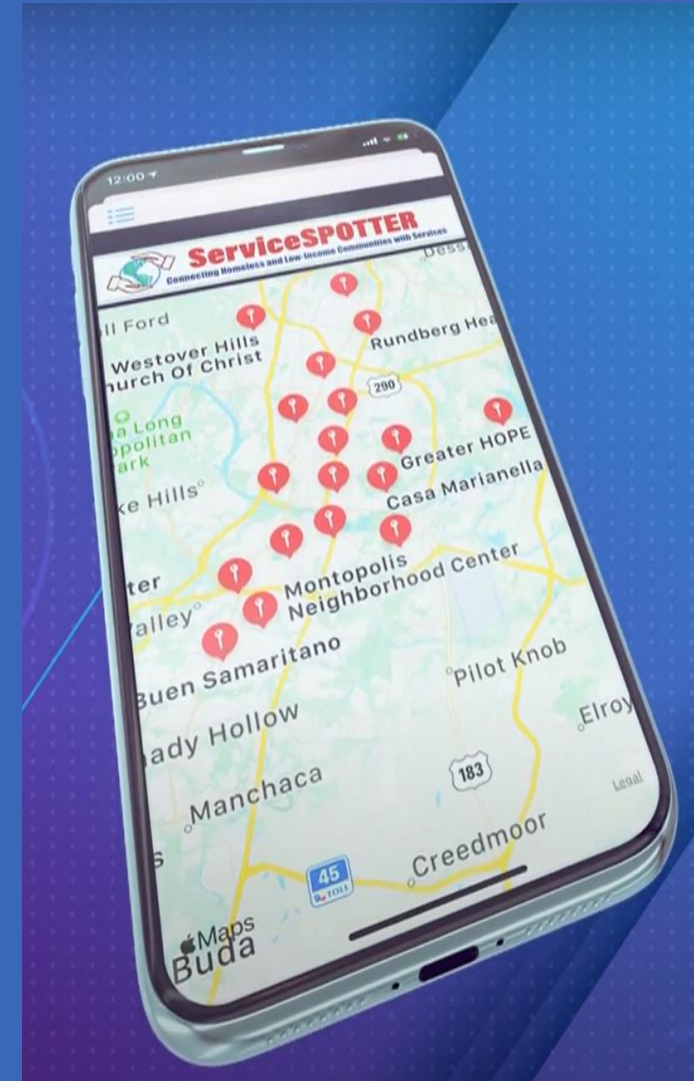
- **Promote the App:**
 - External Media
 - Service Providers
- **Continue to Improve the App:**
 - Provide details of specific programs
 - Expand the service categories
 - Make app available on other platforms
- **Volunteer to act as Consultant (Unpaid) to City of Austin**
 - Modify the ServiceSPOTTER app based on suggestions of City's staff
 - Provide technology solutions to support City's initiatives to address:
 - Homelessness or
 - Any other community initiative



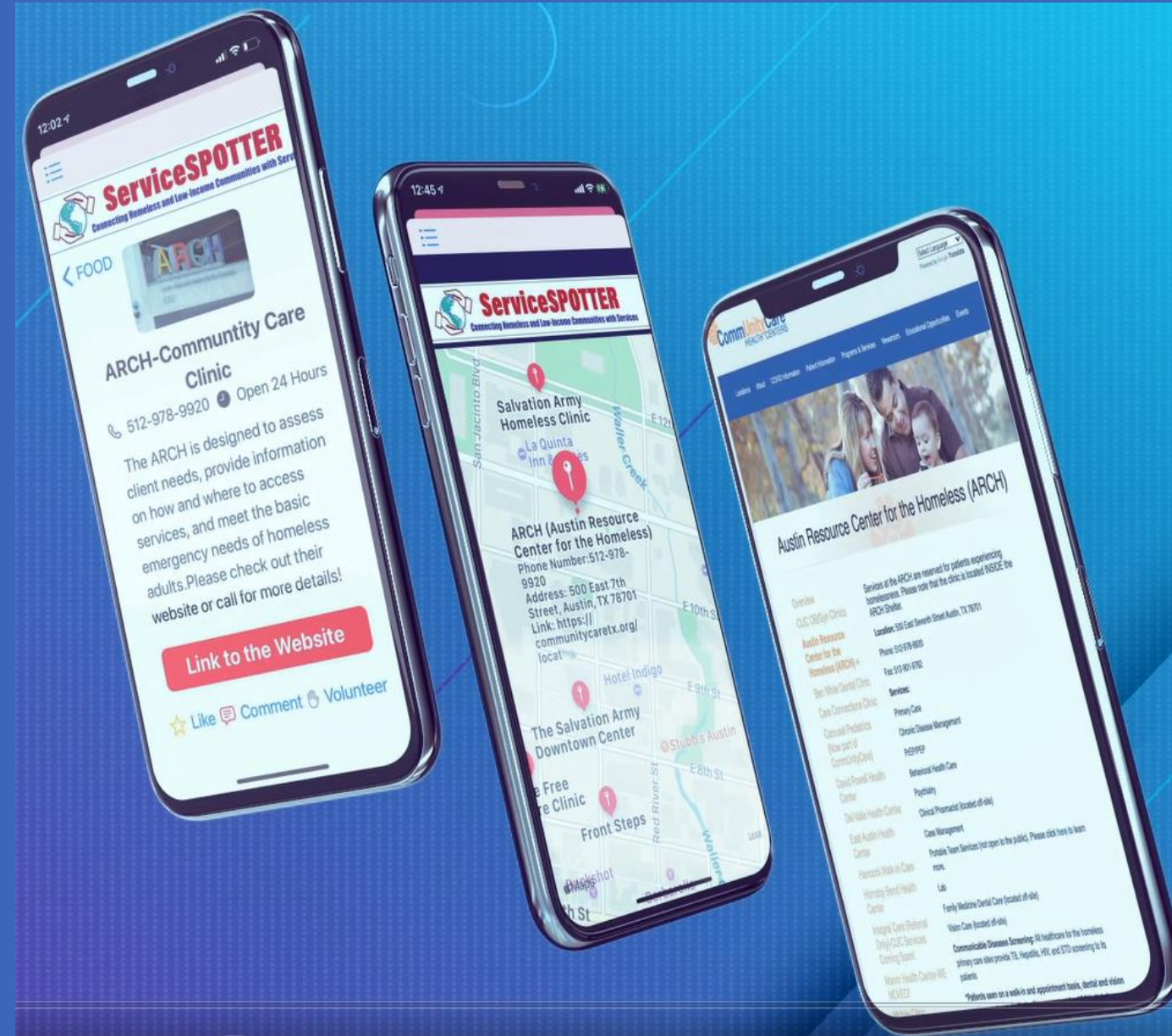
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Q&A



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Contact Us

servicespotteraustin@gmail.com



ServiceSPOTTER

Connecting Homeless and Low-Income
Communities with Services



Available on the
App Store

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THANK YOU

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