**Indiana 211 Resource Data Platform**

**Student Project Overview**

***Project Background***

As Indiana 211 has integrated as a part of the State of Indiana, the division has caught much attention by other state agencies and many community organizations. Indiana 211 has the most robust, comprehensive list of community programs and resources in the State, with a dedicated resource curation team responsible for updating and adding resources daily. It is important to have a dynamic resource list available as resource sites often change information (location, hours of operation, point of contact, etc.) while static resource lists pose the risk of disseminating incorrect resource information. Indiana 211 houses ~6,000 Agencies, 23,000 site locations offering over 13,000 programs and services.

Recently, Indiana 211 has had many requests for lists of resources not only by community organizations such as Indiana CURE for those involved in the justice system, but also by state agencies such as the Indiana Department of Health. Whether the request for a resource list spur from a community organization in a certain county or by a state agency, the need for a dynamic tool providing Indiana 211 resources is necessary.

**Project Objective**

To create a public facing web application to be hosted on the FSSA website that’ll provide end-users the ability to export/engage/observe resource data for other organizations and agencies based on location, service type, and eligibility. The platform must be dynamic to allow the user the ability to search resource categories using multiple high-level selections. The web application must meet the approval of Indiana 211 Executive Director, Tara Morse. FSSA staff will provide feedback and guidance on what is expected to be included to maximize the end-user experience.

**Requirements**

Solution Must:

* Have the ability to allow selection of resources based on the following order, must select one to move to the next
  + Zip Code OR County (one or the other)
    - Physically located in a specific county (must be able to select more than one county)
    - Resources serving a specific county (must be able to select more than one county)
  + Type of Service (Taxonomy Driven) which allows for
    - Food
    - Housing
    - Utilities
    - Tax Assistance
    - Transportation
    - Legal Assistance
    - Education
    - Employment
    - Family & Self Care
    - Healthcare
* be configured to meet the needs of multiple types of users and use cases, such as but not limited to:
  + County Health Department (94 statewide) who wants resources beyond health related needs they meet
  + Township trustees (1,002 statewide) who want resources beyond needs they are required to meet or those which surpass their spending budgets
  + Case Managers for those who are:
    - Justice involved
    - Seeking services at an FQHC
    - Working on hospital release plans
  + Clinical Social Workers/School Social Workers
* Use refreshed data
  + It is acceptable to leverage the same data that populates the data used for the Public Facing dashboard
* Always have at the top on every page of the document “Indiana 211 resource data as of <<date on which the document is created/printed>>”.
* Always have at the bottom of every page of the document a very clear statement such as: “As of <<<insert print date>>> the list provided is the most up to date information available to Indiana 211 for the types and locations of resources selected. Note that resource information updates are made regularly and it always best to go back to the source of truth for updated information”

**Deliverables**

* Some form of a web app. Does not have to be a dashboard, but a way to easily filter on county/zip, resource type, etc. and be able to see and export a list. Excel, csv./Word/PDF format?
* Includes in export what criteria was searched for
* Ability to display onto FSSA website

**Assumptions**

* Public facing application hosted on the web
* Indiana 211 resource data source is refreshed weekly

**Risks**

* If the tool can export a list, an organization may export the list once and never go back to refresh it, resulting in outdated information branded by IN211.
  + Mitigated by included a printed as of date on every page and a disclaimer at the bottom of every page
* If the project is completed through academic course-work involvement, unknown project maintenance and sustainability poses a risk
  + Mitigated by continued commitment from academic faculty and collaboration with FSSA

**FSSA Staff**

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| **Name** | **Role** | **Team** |
| Tara Morse | Executive Sponsor | IN211 |
| Jaimie Ferren | Deputy Director | IN211 |
| Amy Wyse | Business Analyst | Data & Analytics and IN211 |
| Cristian Guandique | Technical Supervisor | Data & Analytics |
| Matt Kirby | Business Supervisor | Data & Analytics |