

As a community member seeking help, I want to learn more about the Outreach, so that I know what they do.

Acceptance criteria:

Given a community member interested in learning more, when I view the website, then I should see the following description:

The Outreach provides low-income Kent residents and the homeless with food, water, clothing, utility shut-off assistance, drivers licenses and IDs, and referral information. We also provide school supplies and household furnishings, when they are available. Those seeking help must live within the Kent school district, be disabled, have children living with them, or are senior citizens. We always help the homeless.

The Outreach began almost 30 years ago when St. James saw the need arise. During these desperate times, our office is a lifeline for those in need. It has evolved into a place that gives hope to those in need.

As a person in need, I want to know where the Outreach office is located and when the office is open, so that I can get assistance.

Given a community member is interested in visiting the Outreach, when I view the website, then I should see the hours:

- Monday: **1:00 pm to 4:00 pm**
- Tuesday: **9 a.m. to 12:00 noon**
- Wednesday: **1:00 pm to 4:00 pm**

Given a community member is interested in visiting the Outreach, when I view the website, then I should see the address and a Google map.

- 24447 94th Ave. S
Kent, WA 98030

As a person in need, I want to know how to reach the Outreach office, so that I can get assistance.

Acceptance criteria:

Given a community member is interested in getting help, when I view the website, then I should see that I need to make an appointment during business hours:

Appointments are made first come first served. Online form is only accessible during business hours. If you cannot access form it is either outside of business hours or we have filled our appointments for the week. Please try again next Monday beginning at 1pm.

Given a community member is interested in visiting the Outreach, when I view the website, then I should see that I have two options for making an appointment:

- Call 253-852-4100
- Complete an intake form

As a community member, I want to know what services are available through the Outreach, and what the requirements are for each service, so that I can determine if they can help with my needs.

Acceptance criteria:

Given a community member is interested in getting help, when I view the website, then I should see the following services and requirements:

How we can help you:

An amount toward utilities (electricity, water) or rent

- 1 time per calendar year
- Person seeking help must also be name on bill
- Must have urgent or shut-off notice

A gas voucher:

- Every six months
- Must have a valid/current Driver's license not an ID card

A thrift store voucher:

- Every six months
- Good for clothing items and small household items
- Thrift stores hours tba

Help with Driver's license or ID card

- If seeking an ID card, check with DSHS to see if you qualify for a voucher, we'll cover the difference
- An appointment will be scheduled to meet with you at the Dept of Licensing in Kent
- (provide map link here)

Help with emergency food and toiletries:

- Once per month

As a community member, I want to know what other resources are available, in case the Outreach isn't open or can't help me.

Acceptance criteria:

Given a community member needs help, when I view the website, then I should see these other resources:

- 211 (<https://www.211.org/>)
- <http://Kentmethodist.com/assistance>

As a community member, I want to know if I qualify for help, so that I don't waste time seeking services that are unavailable to me

Acceptance criteria:

Given a community member is interested in getting help, when I view the website, then I should see the following qualifications:

- Must reside within Kent school zip code boundary
- We support all those who are currently without permanent shelter

As a person seeking help, I want to fill out a form to request an appointment, so that I don't have to call.

Acceptance criteria:

Given a community member wants to make an appointment for help, when I view the website, then I should see the following form:

What assistance are you seeking? (Check all that apply):

- Utilities (electricity or water) (Optional: include picture of current bill showing name/address; Urgent/Final notice AND account #)
- Rent (Optional: upload an eviction notice)
- Gas (Optional: Include picture of DL)
- Clothing and household items
- ID or Driver's License
- Food
- Name (required)
- Email
- Phone

Given a community member completes the intake form, when I click Send, then I should see a thank you message:
"Thank you for your request. We'll be in touch soon!"