



# **Finding Your Way in PA**

**Resources for Children and Youth Experiencing Homelessness**

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## 1. Introduction

Finding Your Way in PA App is a web and mobile app with AI-powered chatbot that helps connect people in need to services like Food, Shelter, Health, Work and other Resources. Service Providers need to login into the app to add/manage services and feedback provided by users. Below are some of the features of our app.

### App Users:

1. Homepage displays List\Map view of services with important info like category & age group, contact info, Bed Availability for shelters, Open\Closed times and how far the service is from user's location.
2. Users can click on any of the services on Homepage to get a detailed view of that service.
3. The detailed view of a service includes description, contact info, transit directions, schedule info, etc.
4. If the user wants to mark any service for future reference, they can click on star at the top right in respective service detailed view page. All marked services can be viewed in My favorites page.
5. Users can click on the bot icon on homepage to find services using our AI powered chatbot.
6. Flag button on the Homepage helps users to connect to services to get more details or provide feedback for a service and Users can even share their current location or upload an image.
7. Users can give Kudos to the services they like on Homepage.
8. Users can toggle 'Open Services' filter in options menu to get services that are open currently.
9. Users will be able to choose services based on category like Youth, LGBT+,... from Options Menu.
10. User can click on Map View toggle button in options menu to switch from List View to Map View.
11. Users can find Crisis lines from the options menu.
12. Users will be able to Search for Services and Crisis lines using Search icon on the Home screen.
13. Users can change the current location in case they want to find a resource in different City/Zip.
14. Users can get an idea on how the app works by going to Show Tutorial in Options menu.

### Service Providers:

1. Once logged in, service providers will be able to add, edit and delete the services they own.
2. Providers get notified about feedback on their services and they can view/manage them.
3. Providers can update the bed info for shelter services they own.
4. Providers with elevated access can add critical services to the header.

### App Admins:

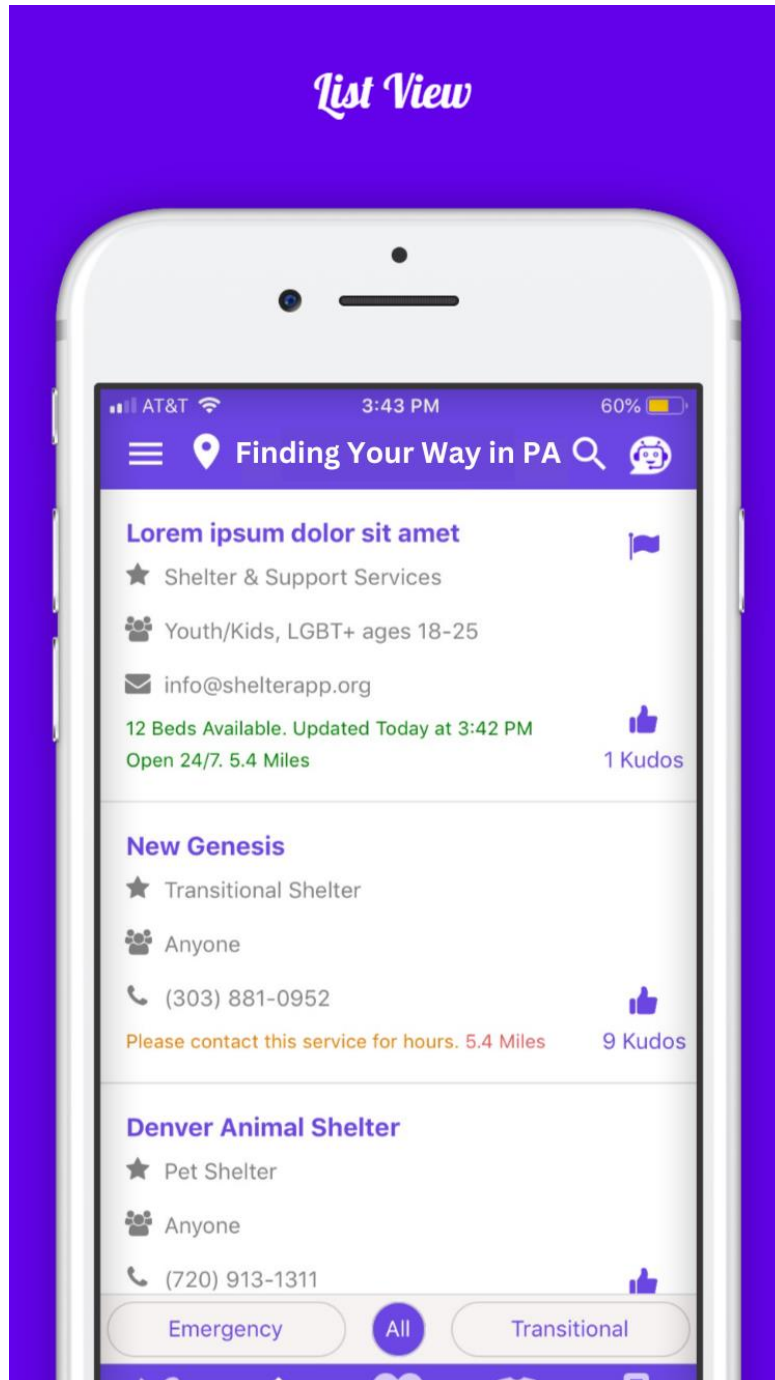
1. Admins can see all the above features and will manage security for all service providers.
2. App admins will be able to add/assign an already existing service to another service provider.

- Admin gets notified and needs to approve the services before they can show up in list/map view.

## 2. App Views

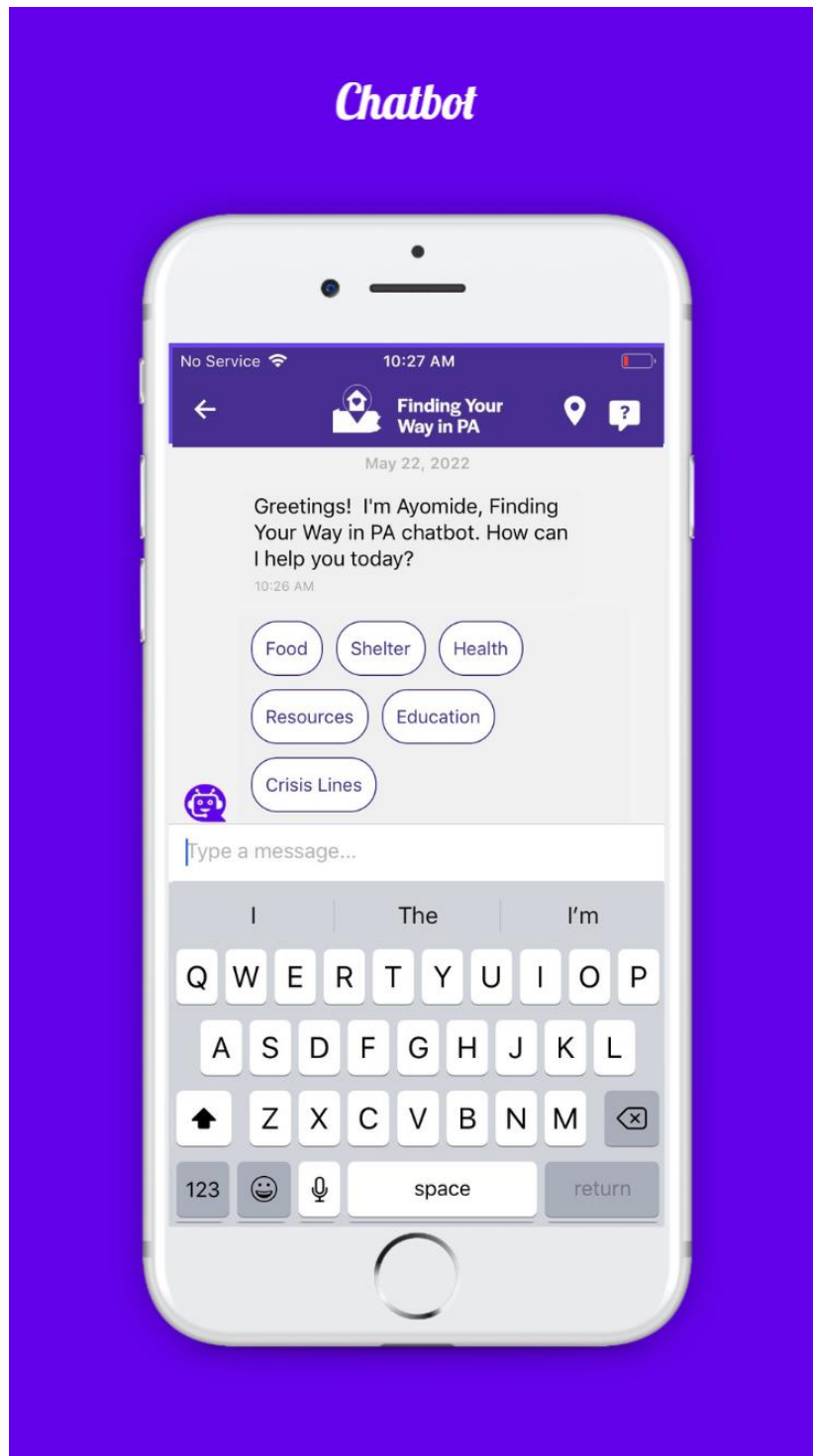
The app by default shows list view and is set to shelter tab. Users will be able to toggle from List View to Map View and Vice versa from Side Menu. If you click on any of the services it would show a detailed view of that service.

### 2.1 List View



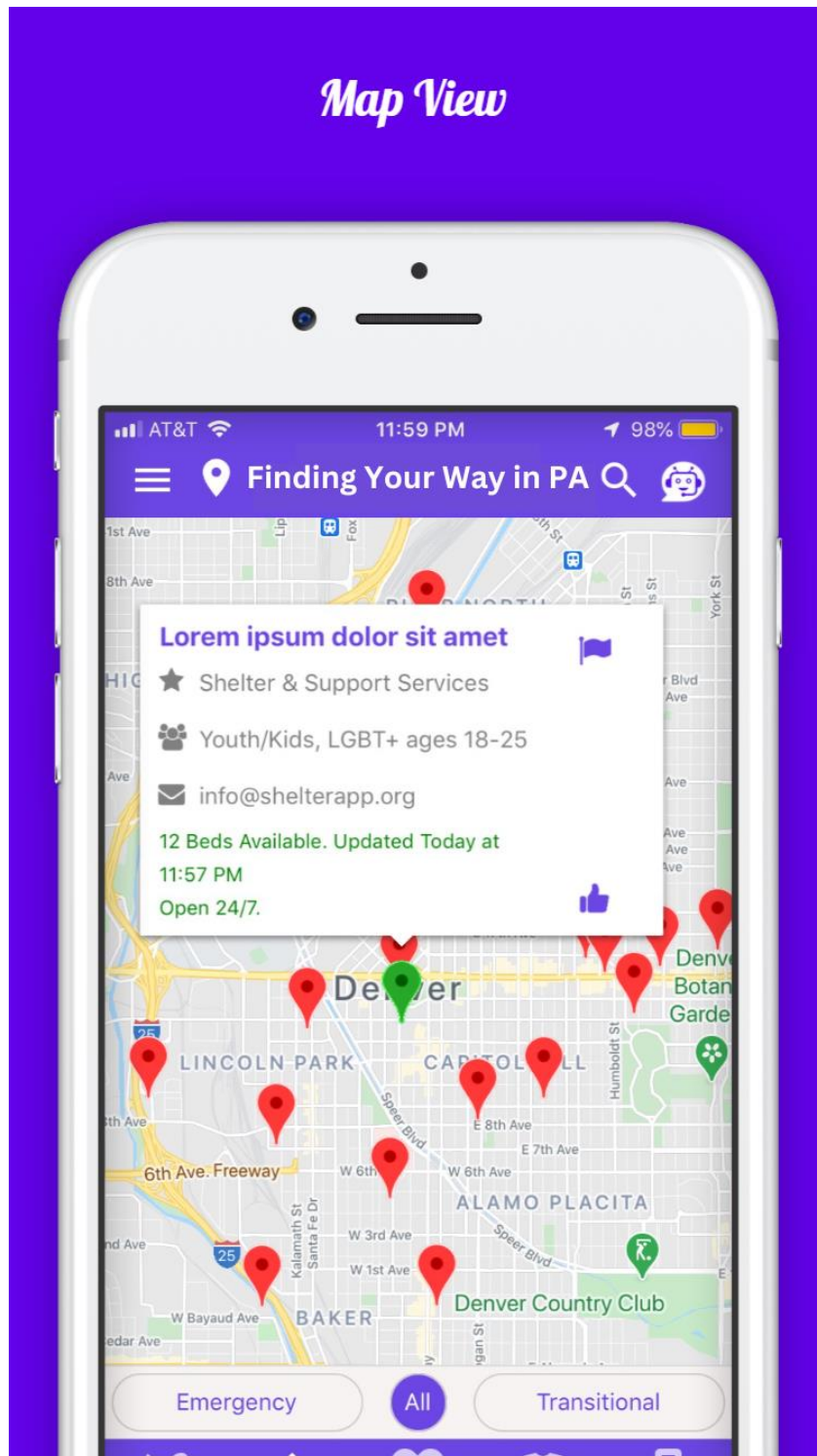
## 2.2 Chatbot

Mandy is our AI powered virtual agent that helps users find services easily and in an interactive way. Users need to click on the bot icon at the top right in home page to access this feature.



## 2.3 Map View

All services that are close to user's location will be shown in Map View. Services that are Closed are shown in Red and Open one's are shown in Green. User can click on any Pin Icon to get more info.



## 2.4 Detailed View

If you click on any of the services from List/Map View, it would show detailed info of that particular service, including description, bed info if it's a shelter, contact info, address, bus/walk directions, schedule & holidays. Users can mark a service as favorite by clicking on the star at top right of this page.

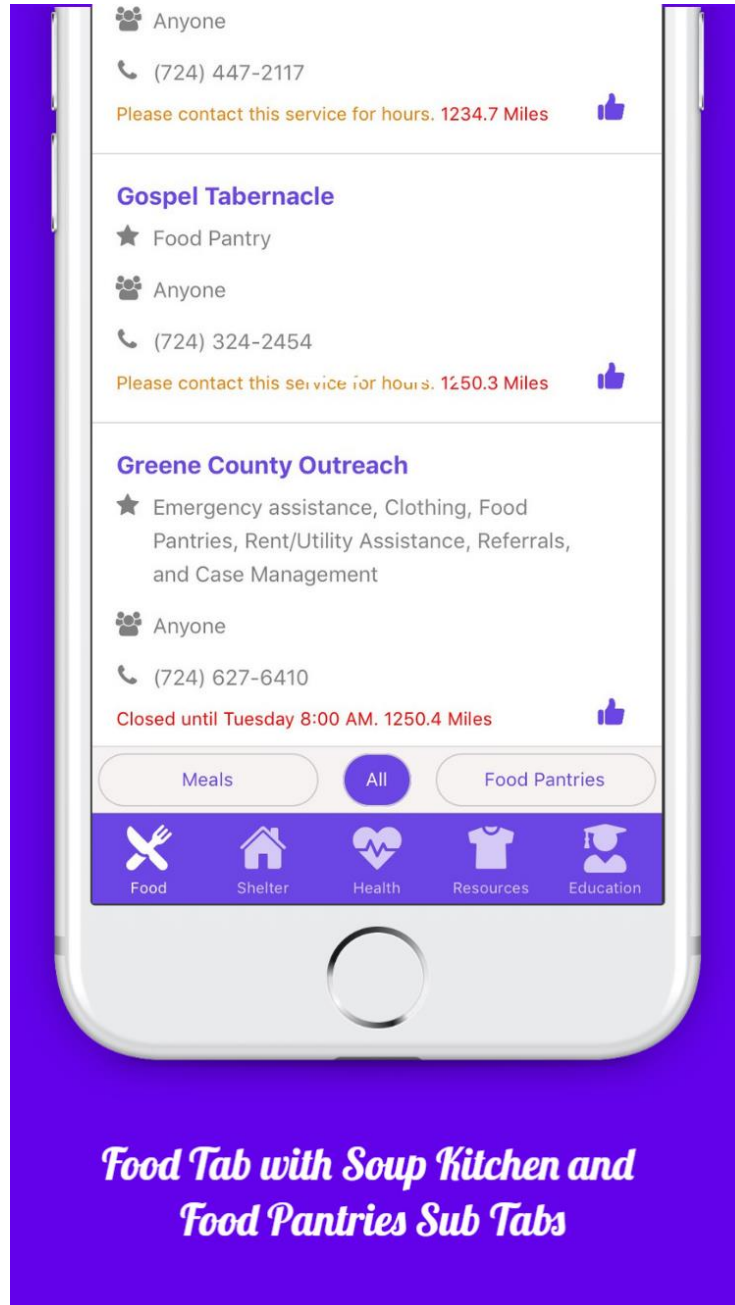


### 3. Tab Menu

App has a tab menu at the bottom for the users to choose from Food, Shelter, Health, Resources and Work. Each tab has sub tabs to help the users to filter services even further.

#### 3.1 Food Tab

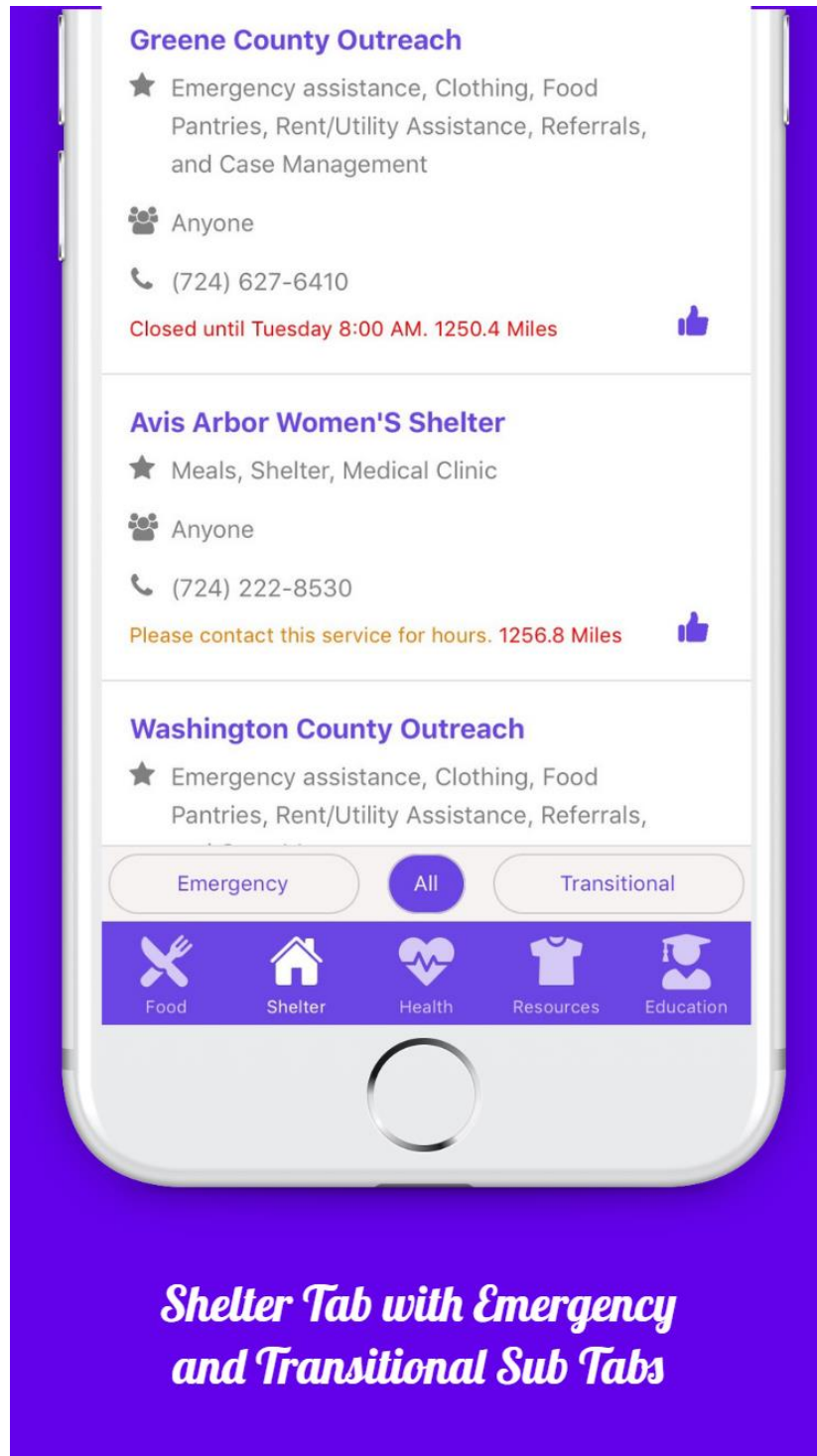
The Food tab has two sub options which show Meals & Food Pantry's which are close to User's location.





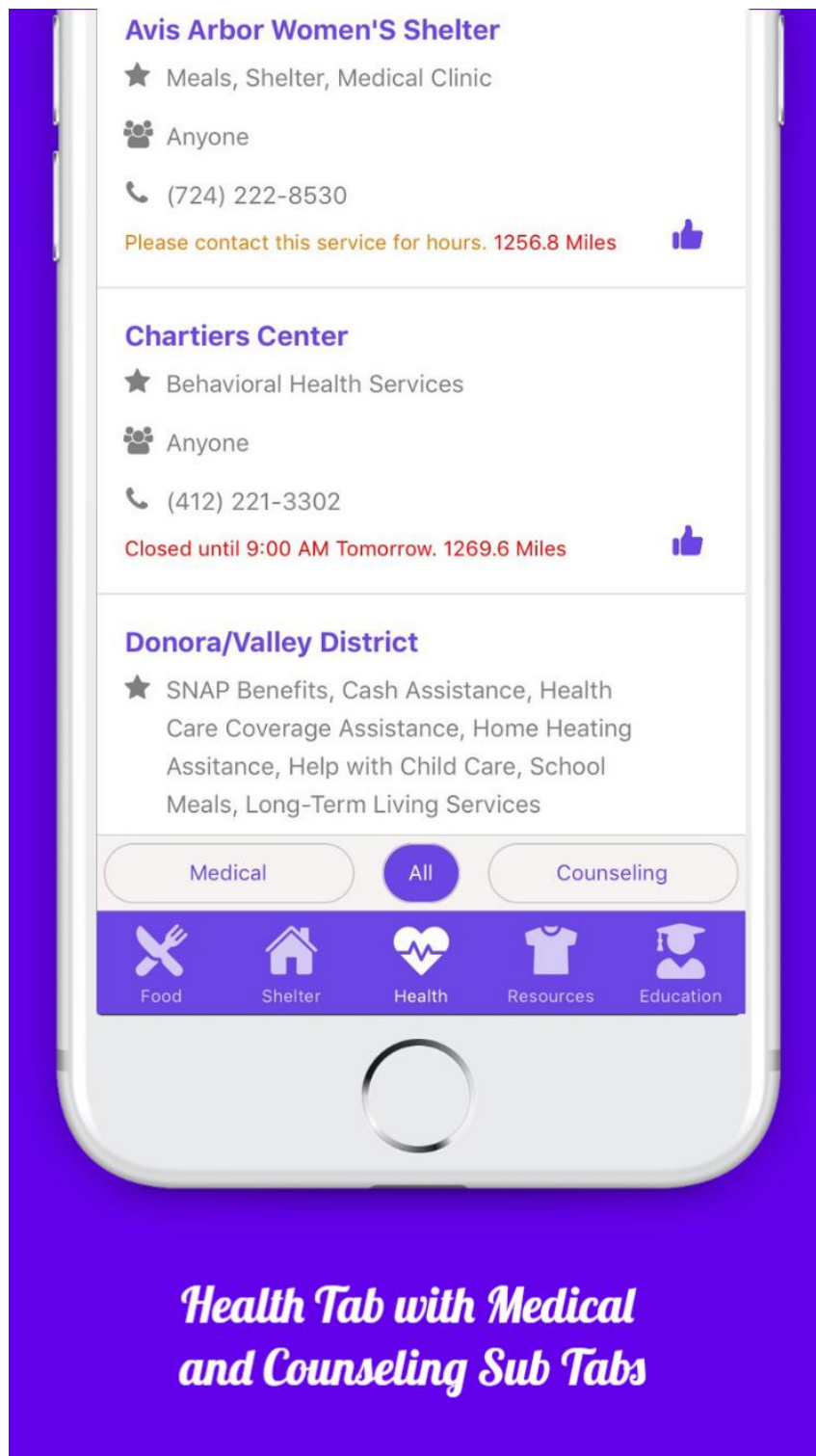
## 3.2 Shelter Tab

The Shelter tab has two sub options which show Emergency Shelters(Day/Night) and Transitional Shelters. It also displays additional info with number of beds available if the service Provider had entered one and when that information has been updated.



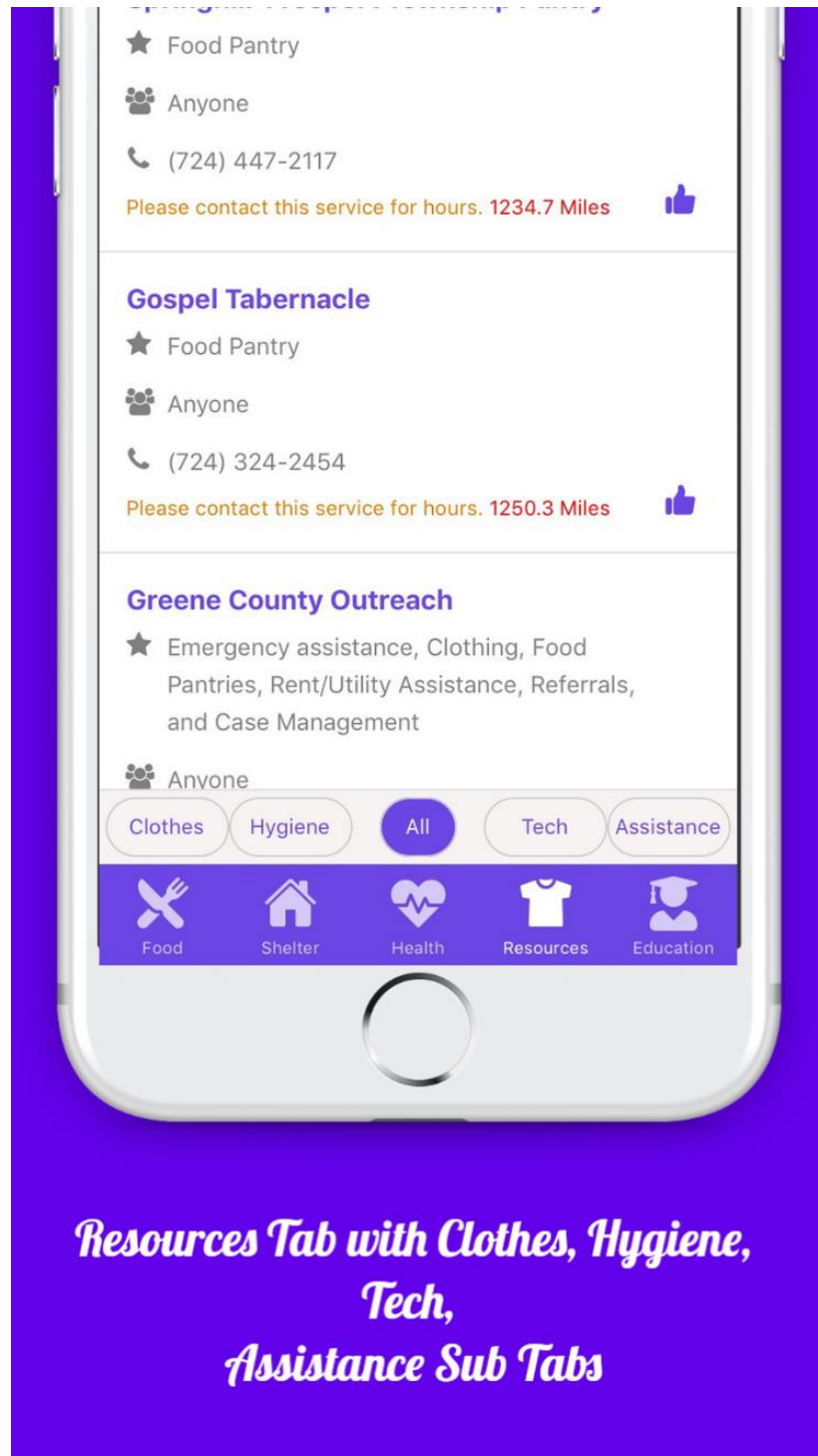
### 3.3 Health Tab

The Health tab shows resources like Medical, Dental, Vision, Mental Health counselling, HIV/Pregnancy Tests, Flu shots and Vaccines etc., It has two sub tabs called Medical and Counseling.



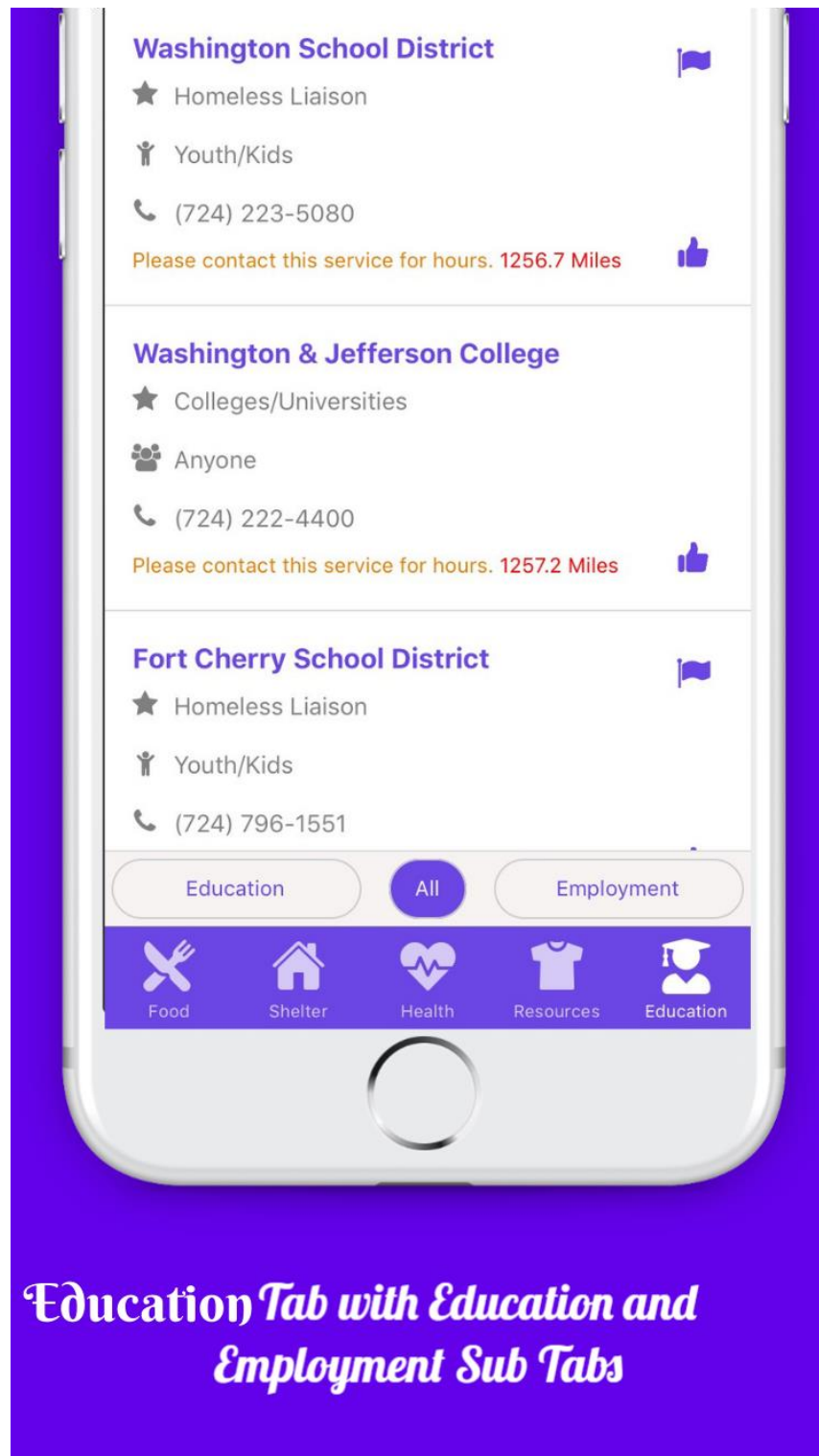
### 3.4 Resources Tab

The Resources tab shows services like Clothes, Showers, Laundry, Public Restrooms etc. that are close to users location. It has Clothes, Hygeine, Transit and Assistance as sub tabs.



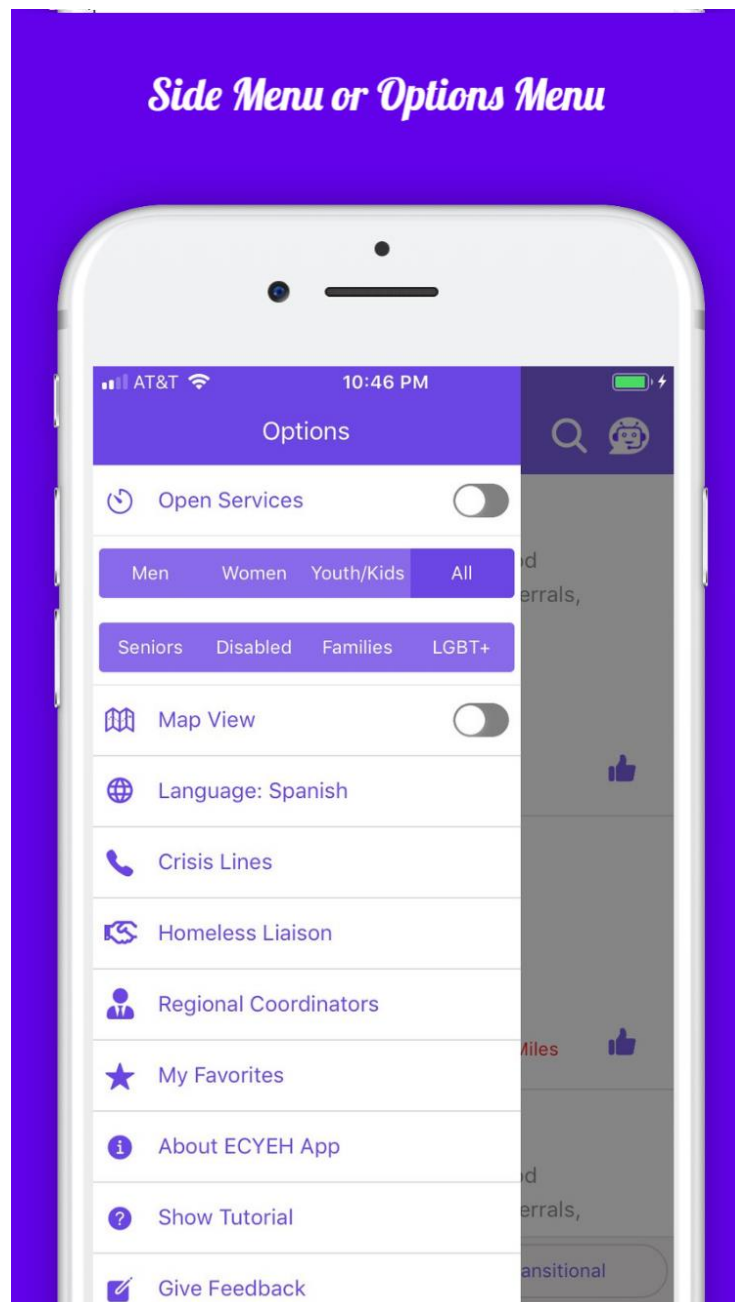
### 3.5 Education Tab

Education tab will show resources like Job opportunities, Life Skills Training, GED Classes, etc., that are close to the user's location. It has Education and Employment as sub tabs.



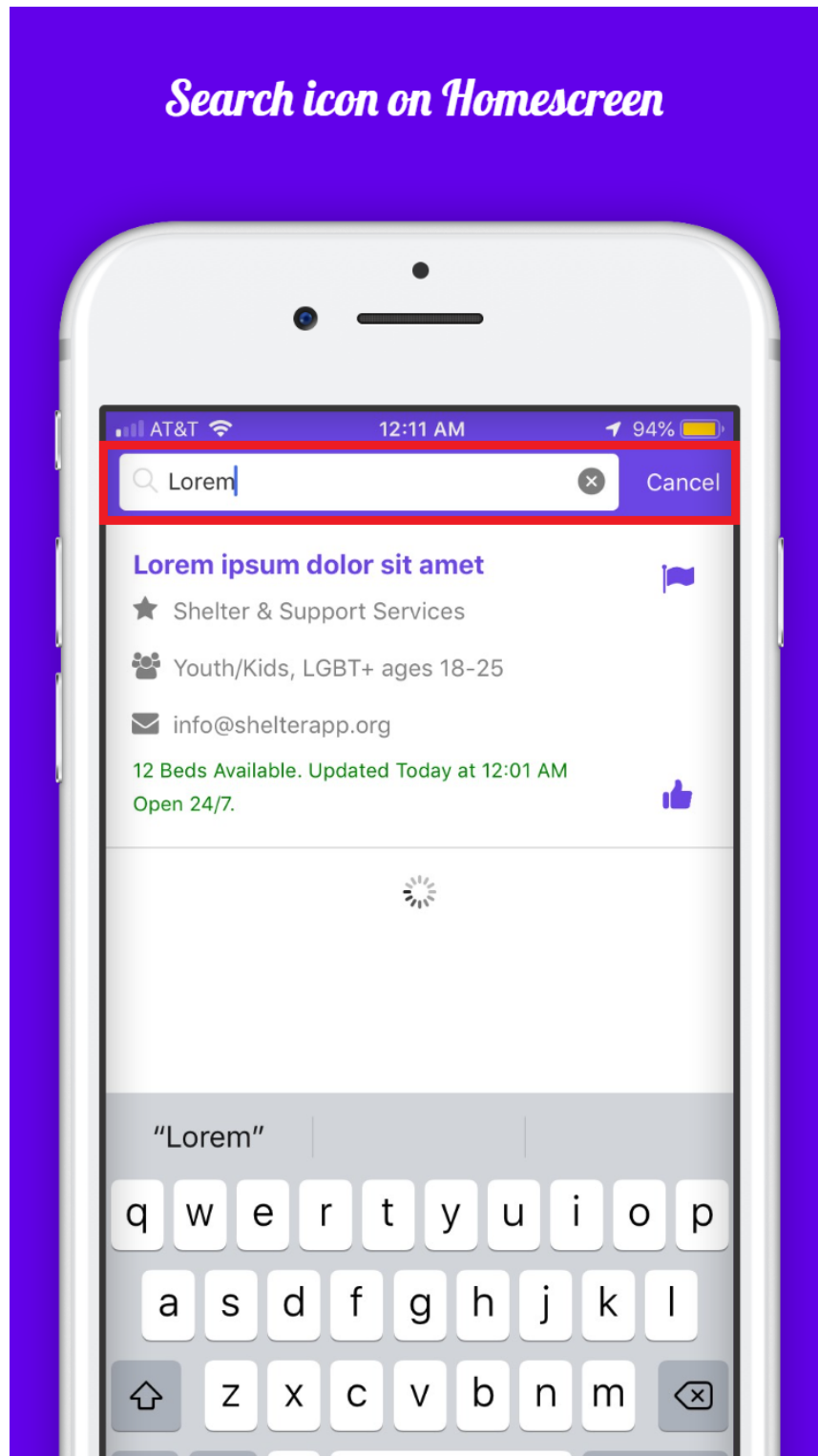
## 4. Side Menu or Options Menu

The side menu provides options for the user to filter services that are open currently. User can also choose the category (Youth\Women\...) they are looking for. Map view toggle button changes the List view to Map view and vice versa. Crisis lines shows the Contact info for Hot lines. Homeless Liaisons would show a list of Liaisons in your county. Regional Coordinators will also show a list of all the coordinators in your region. My Favorites shows all the services that have been bookmarked by the user in detailed view for each service. It also has About, Show Tutorial, Terms and App feedback options. Service Providers and Admins can use the Login button to Add\Manage the services and feedback they receive from users.



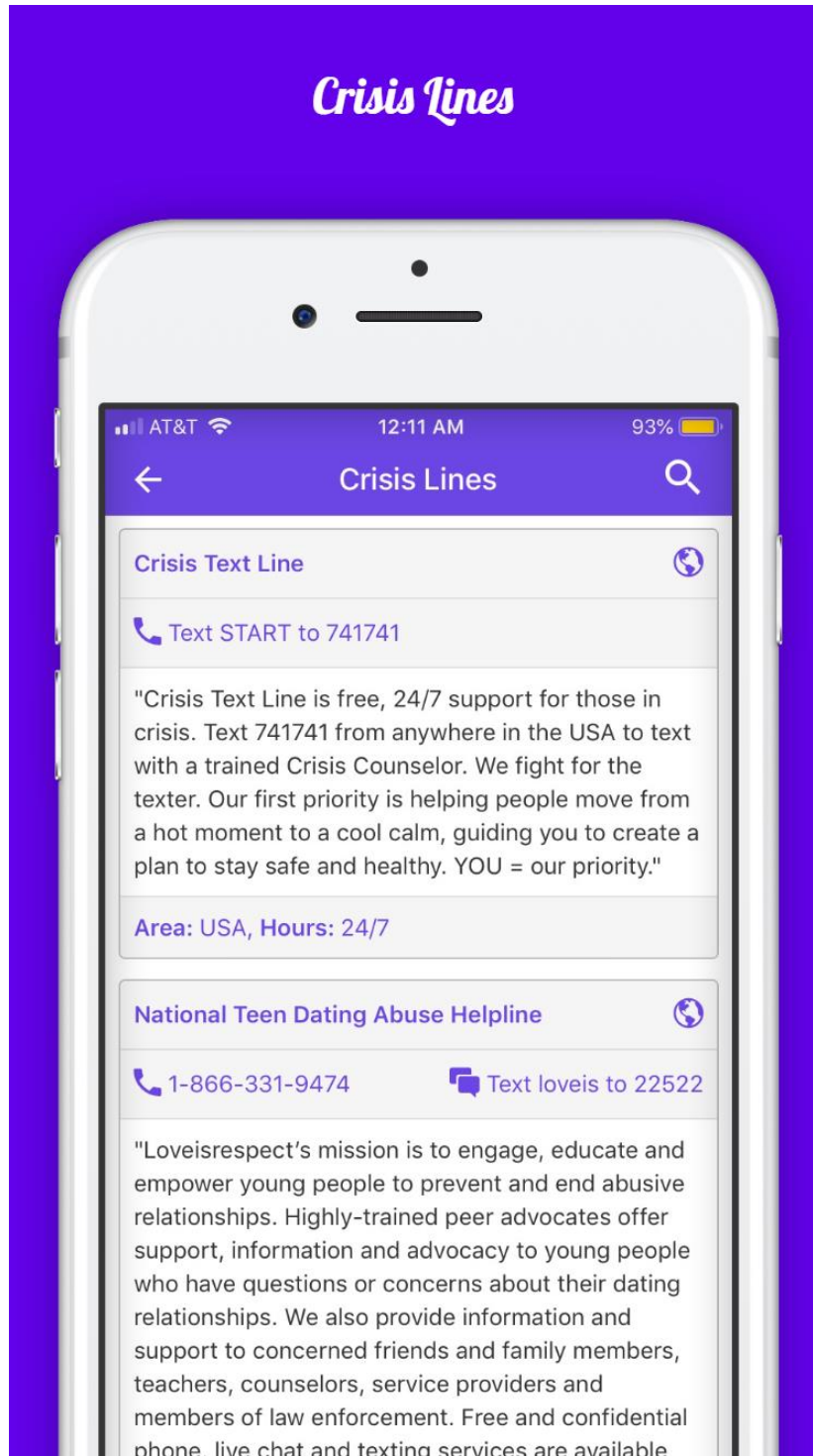
## 5. Search Bar in Header

Users will be able to search services, crisis lines and favorites by clicking on search icon in the header.



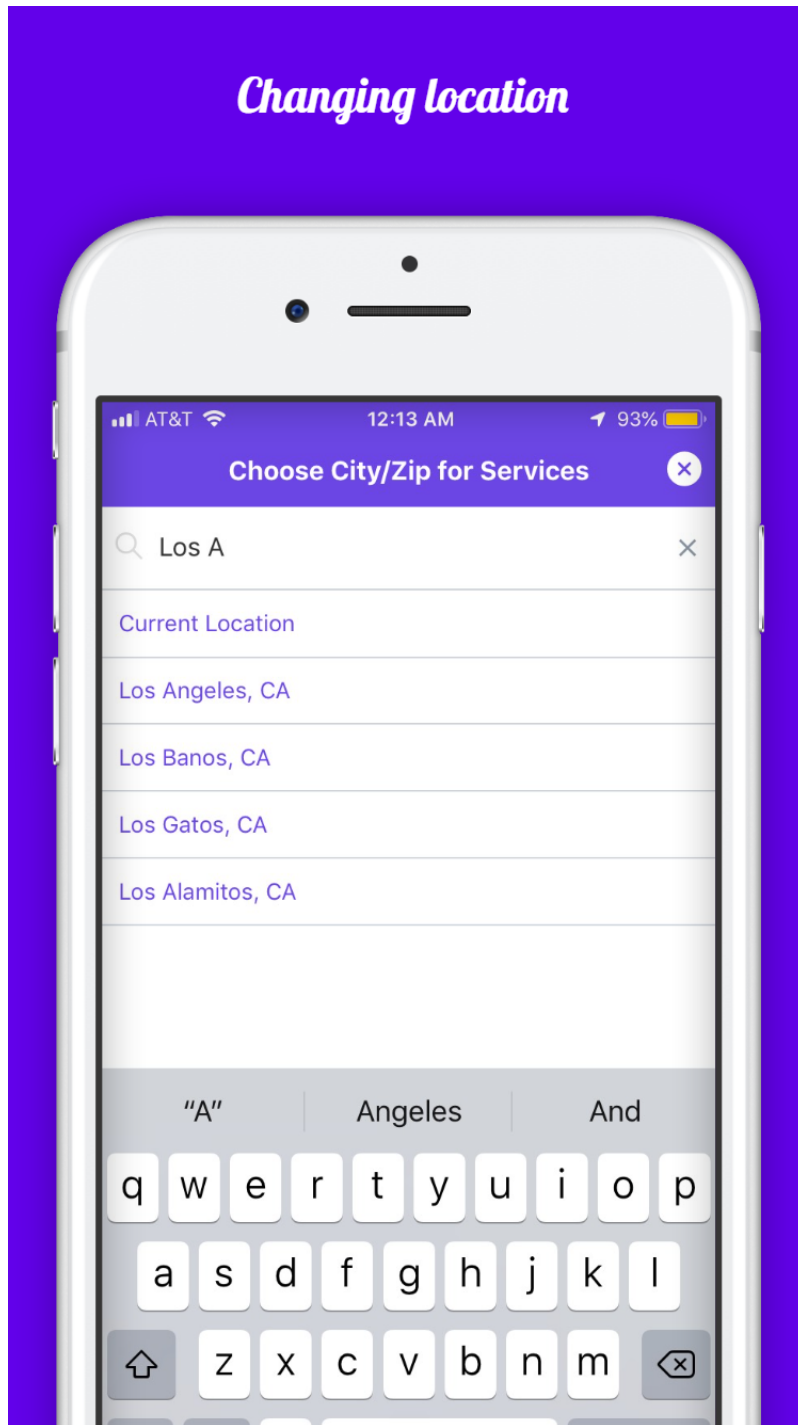
## 6. Crisis Lines

Users can find Crisis Lines by going to Side Menu. Crisis Lines show Phone No, Text No, Hours, Area covered and a link to website or chat address.



## 7. Changing Location

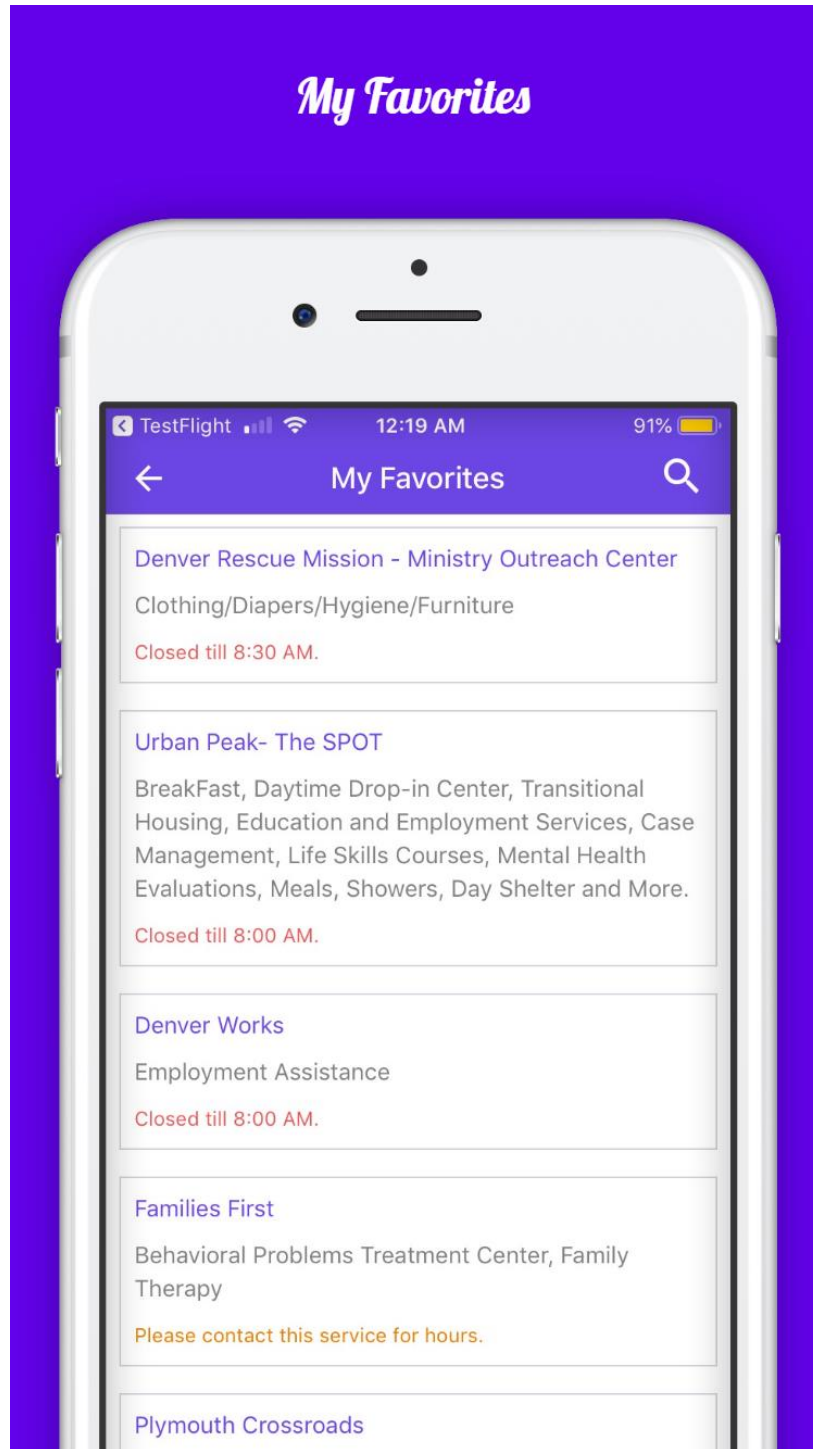
Users can choose a different City/Zip by clicking on Pin Icon on Home Screen. If you enabled location services on your phone, you will see an additional option called Current location in results. If you choose Current location, you can get services that are close to your location.





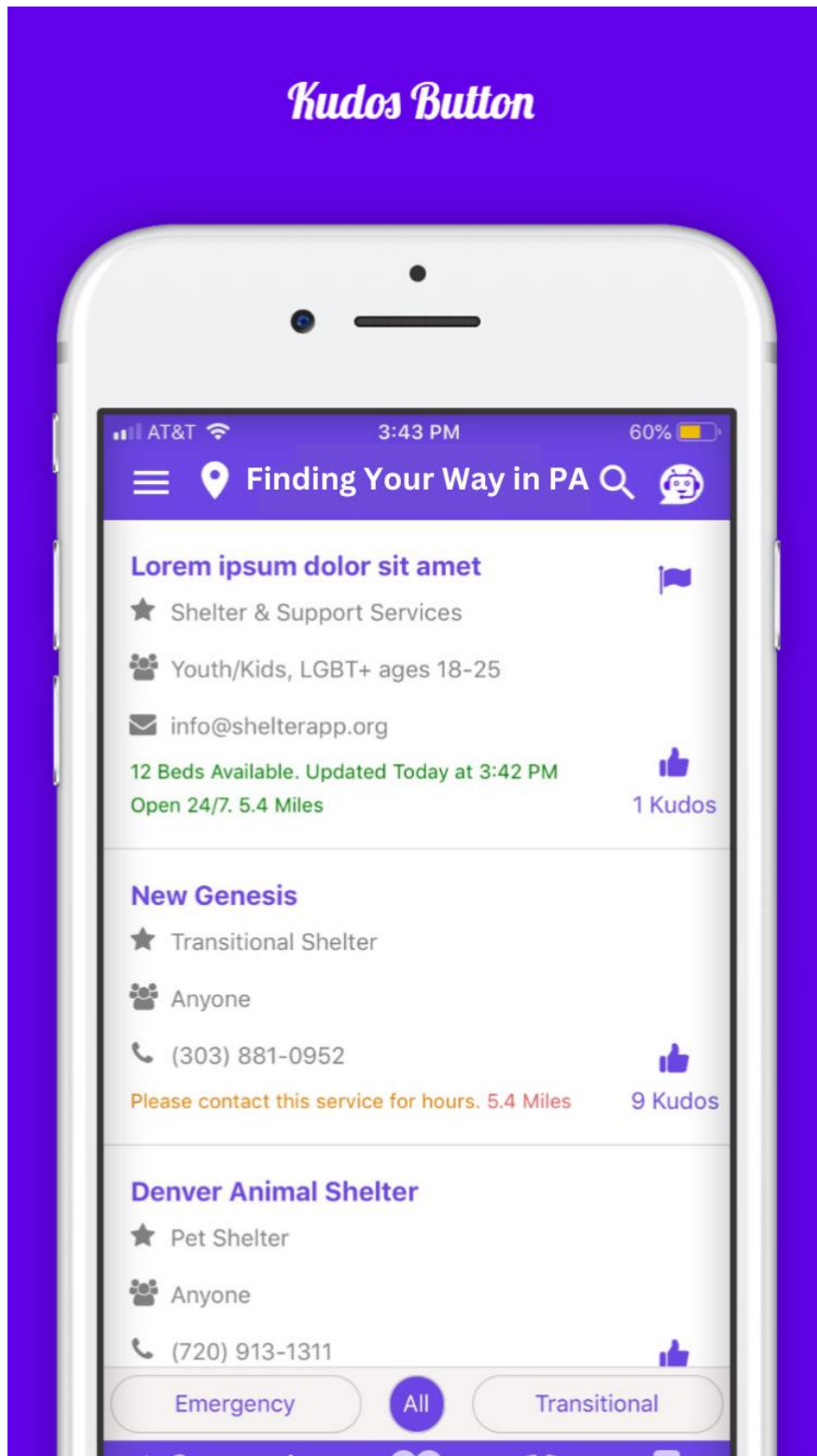
## 8. Favorites Button

This helps the app users to bookmark services that they can check later. When the user clicks on favorite star for a service at the top in detail page, they will see that in my favorites page as shown below.



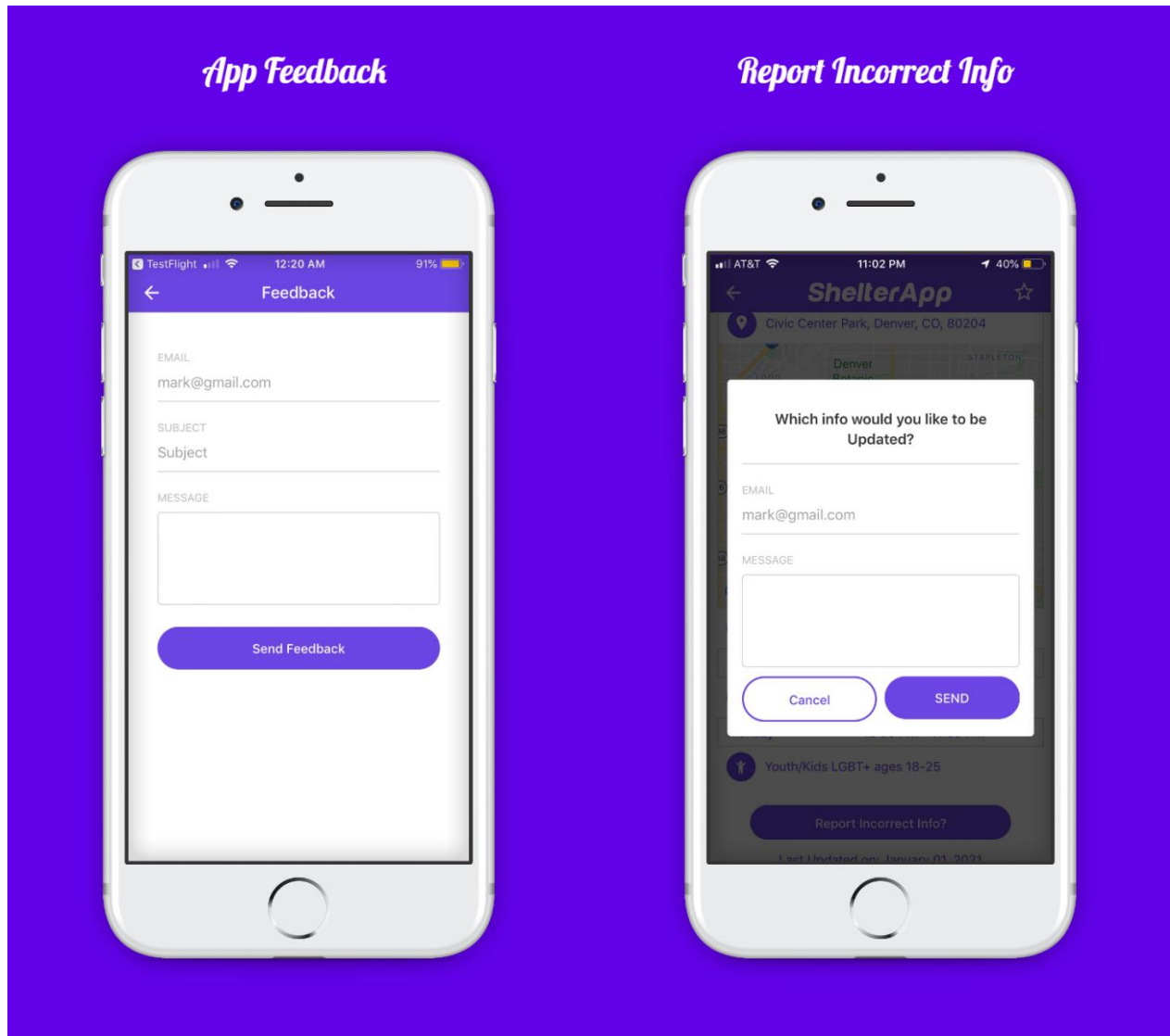
## 9. Kudos\Like button

Users can give Kudos to services they like using the Like Button on the Home screen for each service.



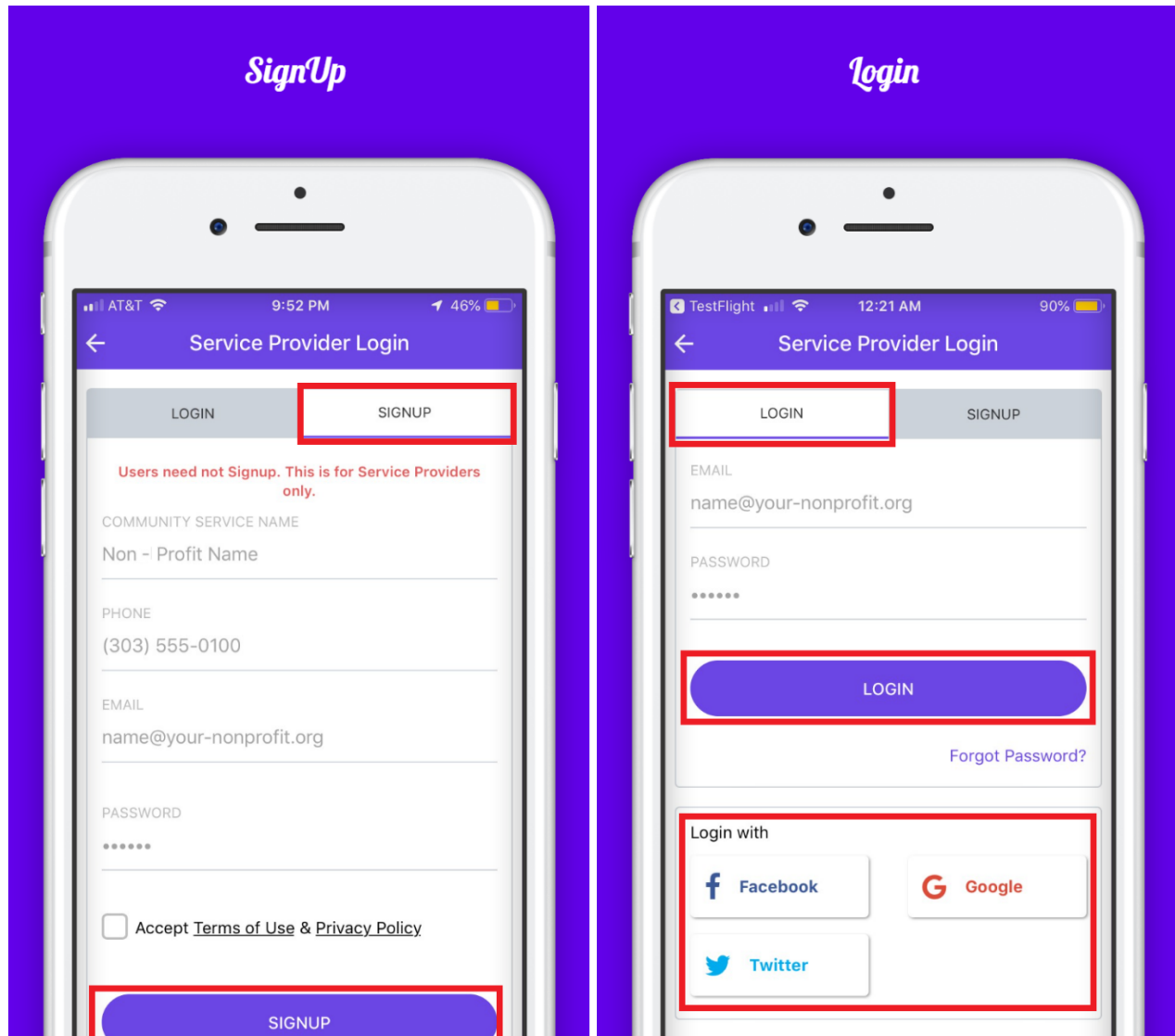
## 10. App Feedback

Users or Service providers can provide feedback about Finding Your Way in PA App by clicking on “Give Feedback” in Side Menu. User can also provide us with any incorrect info for an unregistered service by clicking on “Report Incorrect Info?” in service detail page.



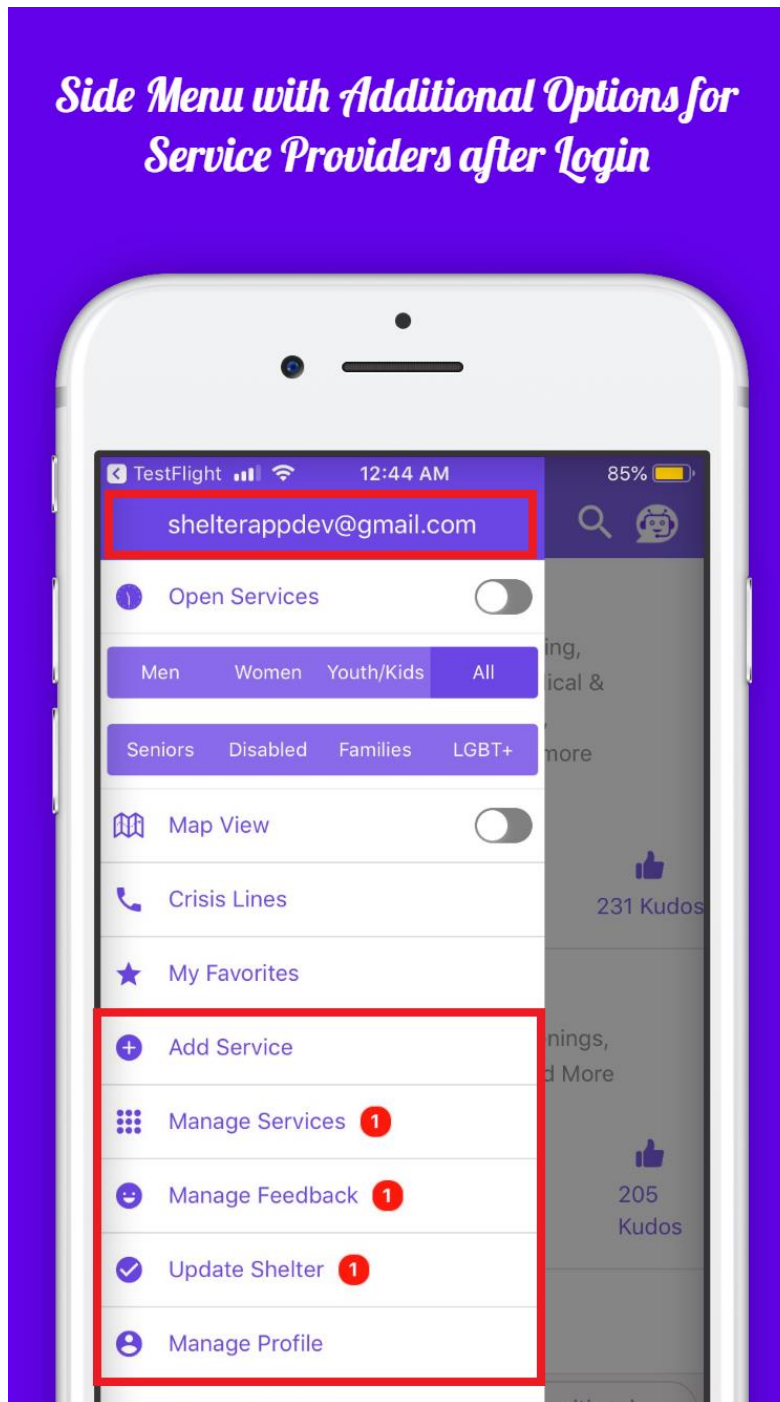
## 11. Sign Up/Login

Service Providers will be able to Signup/Login so that they can add/manage Services they enter and manage the feedback they receive. Admins will be able to manage services and feedback for all users. Service Providers can also choose one of the social medial logins instead of signing up using local login.



## 12. Service Provider Side Menu

Once logged in as Service Provider, they will see additional options in Side Menu to Add/Manage services, Manage Feedback, Update Shelter, Manage Profile & Change Password as shown below.



### 13. Add Services

Service providers can click on Add Services in Side Menu to add new Services. They can add one service at a time and can add multiple services. If the service provider is unable to add a service for some reason, please contact the admin using 'Give Feedback' in options menu so that we can add your service and assign it back to you. If your service is already listed and if you like to own it, we can assign it to you after Signing up in the app. All New/Updated services will be reviewed before they are published to users.

The image displays two smartphone screens side-by-side, both showing the 'Add Service' form in the PA App. The status bar at the top of each screen indicates 'TestFlight', signal strength, Wi-Fi, time '12:23 AM', and battery level '90%'. The app title 'Add Service' is centered at the top of the form.

**Left Screen (Form Fields):**

- Name:** Labeled 'COMMUNITY SERVICE NAME' with an example 'Ex: Non-Profit Name'.
- DESCRIPTION:** Labeled 'Description in less than 1000 characters.'
- Address:** Includes fields for 'ADDRESS 1' (Broadway & E Colfax Ave), 'ADDRESS 2' ((Civic Center Park)), 'CITY' (Denver), 'STATE' (CO), and 'ZIP'.

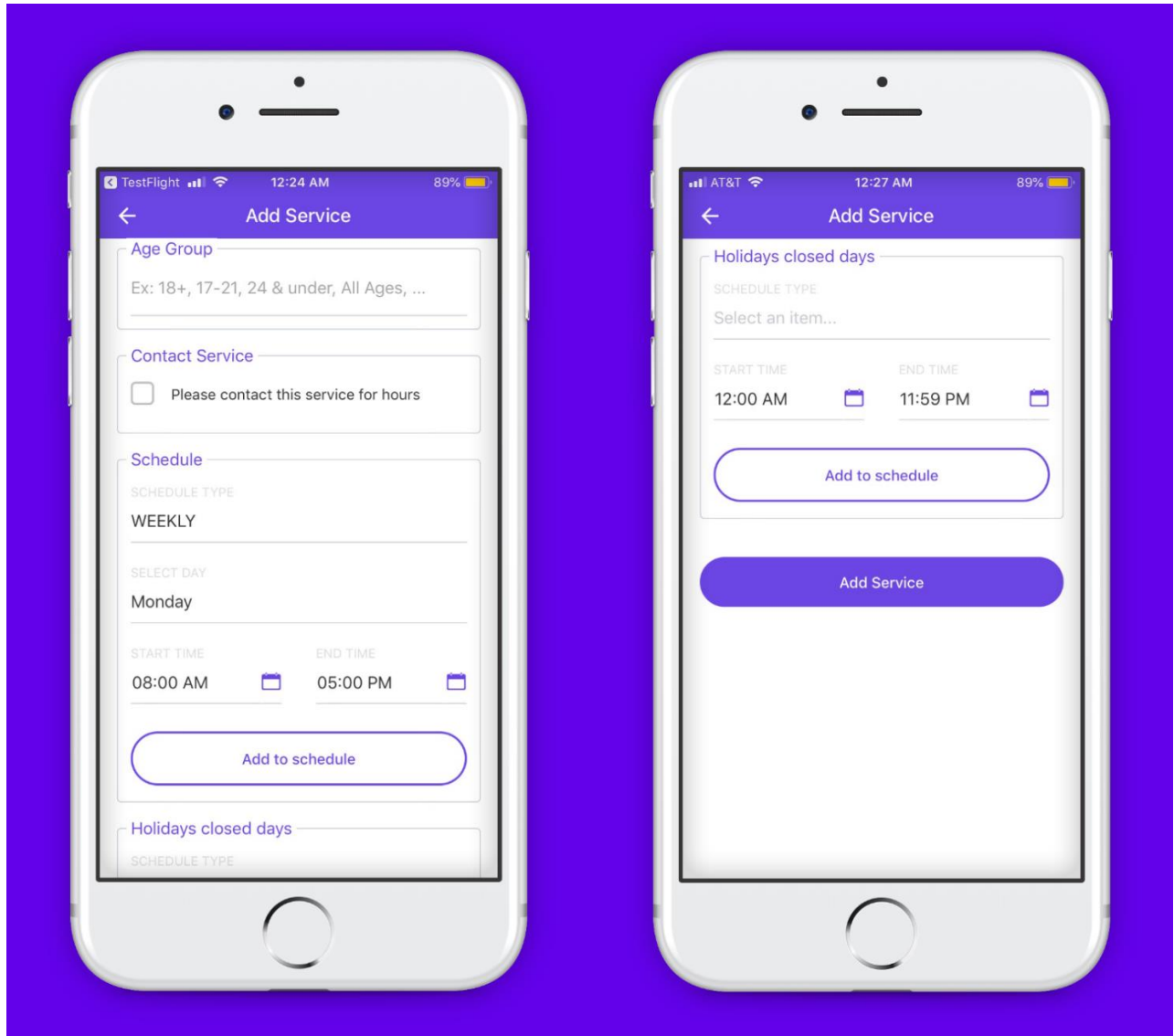
**Right Screen (Form Fields):**

- ZIP:** 80202
- COUNTRY:** Select an item...
- PHONE:** (303) 555-0100
- EMAIL:** name@your-nonprofit.org
- WEBSITE:** https://your-nonprofit.org
- Social Media Links:** Includes fields for 'FACEBOOK' (https://www.facebook.com/abc.xyz) and 'TWITTER' (https://www.twitter.com/abc.xyz).

If you choose shelter service, you would be prompted to add the Total/Available Beds info. Service Providers will be able to choose Multiple Service types and Categories. If there is any specific age limit, Please enter it in the Age Group field.

The image shows a smartphone screen with the 'Add Service' form. The status bar at the top indicates 'TestFlight', signal strength, Wi-Fi, time '12:24 AM', and battery '90%'. The form has a purple header with a back arrow and the title 'Add Service'. Below the header are two text input fields: 'INSTAGRAM' with the placeholder 'https://www.instagram.com/abc.xyz' and 'YOUTUBE' with the placeholder 'https://www.youtube.com/abc.xyz'. The 'Service' section is a white box with a purple title and five checkboxes: 'FOOD', 'SHELTER', 'HEALTH', 'RESOURCES', and 'WORK'. The 'Category' section is another white box with a purple title and eight checkboxes: 'Men', 'Women', 'Youth/Kids', 'Seniors', 'Disabled', 'Families', 'LGBT+', and 'All'.

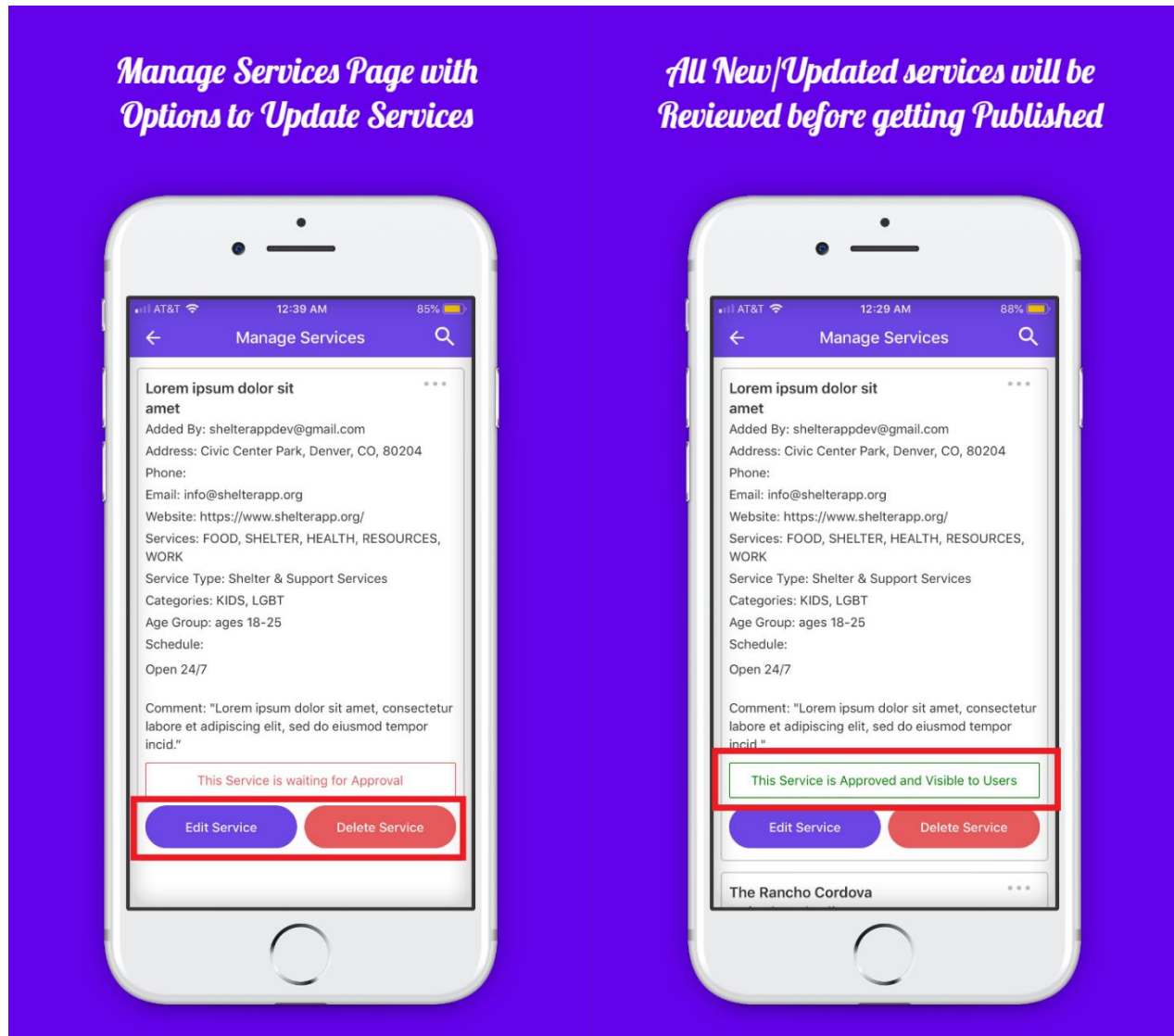
Providers will be able to add Weekly, Monthly and Date Range Schedules. If the service is open every day, you can choose Open 24/7. After you choose the schedule, Click on “Add to schedule” button to add it to the service. If you have varying time schedules, you can choose “Please Contact this services for Hours”. Providers can also Add Holidays and Closed Days to the schedule. Providers will also be able to pick a specific date/time range for one-time events. Please click on “Add Service” button after you input all data.





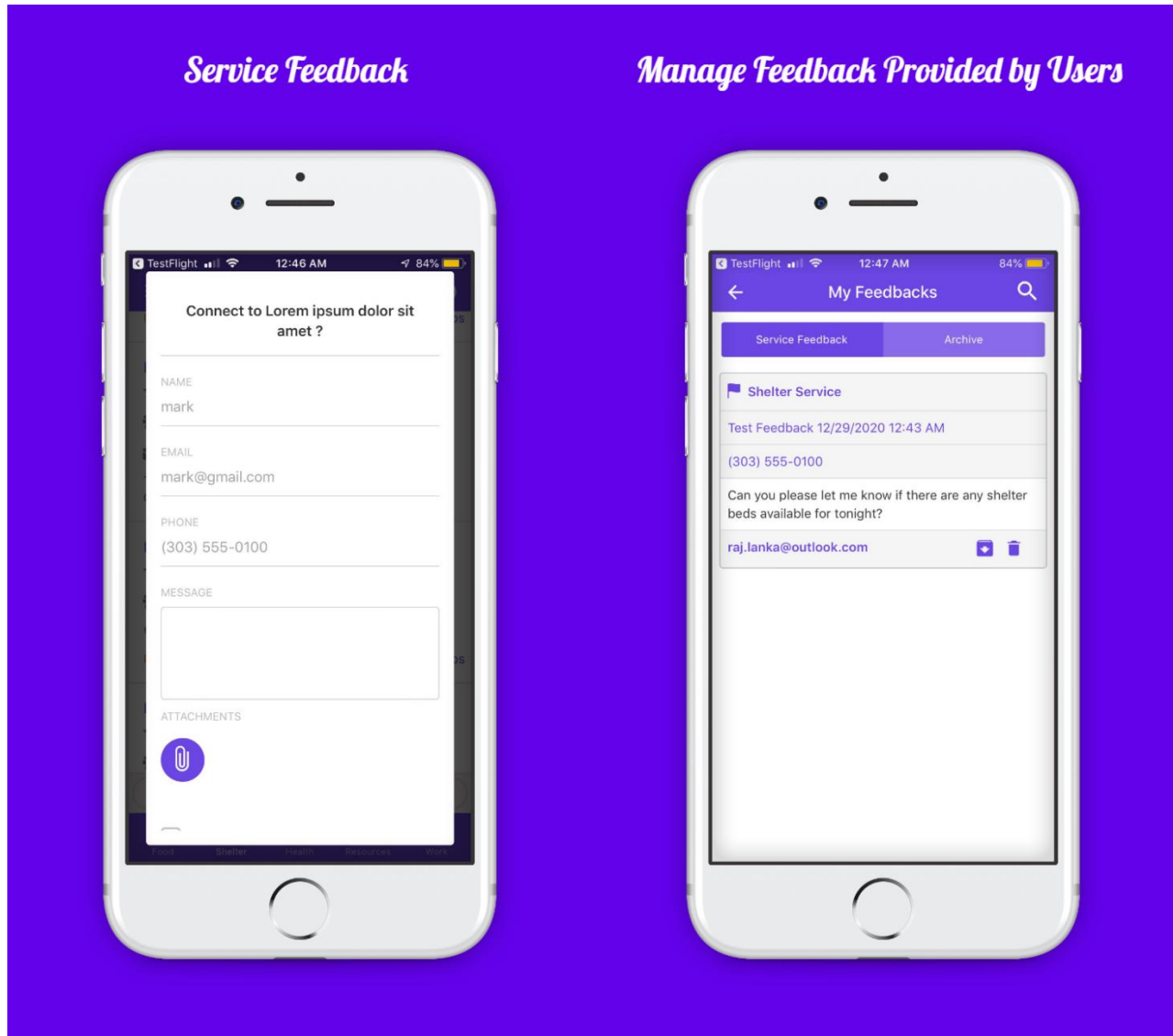
## 14. Manage Services

Service Providers can manage the services they enter and will be able to Update or Delete them. When a provider updates a service, it will be reviewed before getting published to the users.



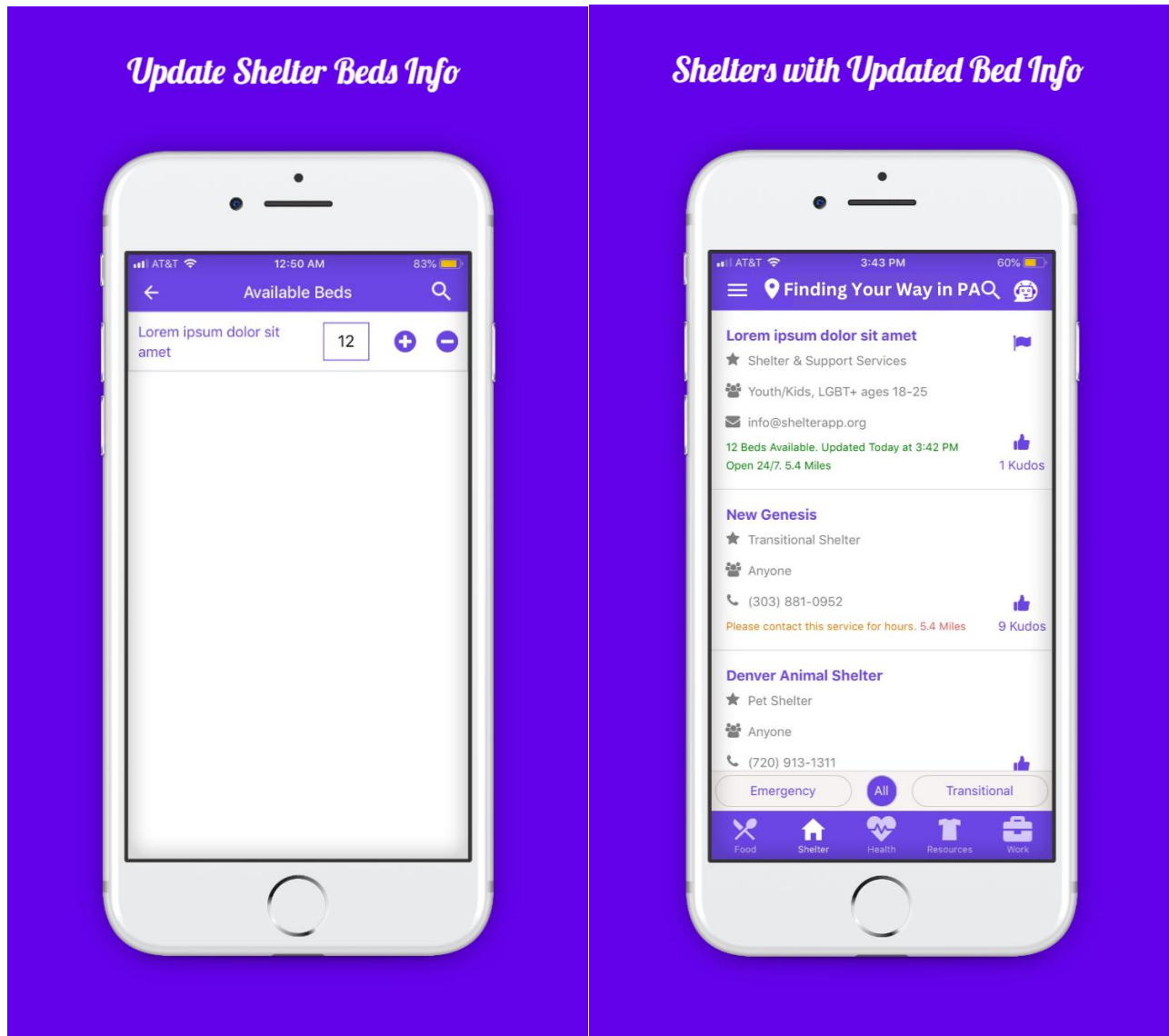
## 15. Service Feedback

Service providers will be able to see the feedback that they receive from users by going to Manage Feedback in Side Menu. Providers will be able to sort the feedback by date. If the user adds his location while sending Feedback, providers can click on the location icon in Manage Feedback to get the address to this location. Once the provider reviews a service, they can save it to archive tab or delete it permanently.



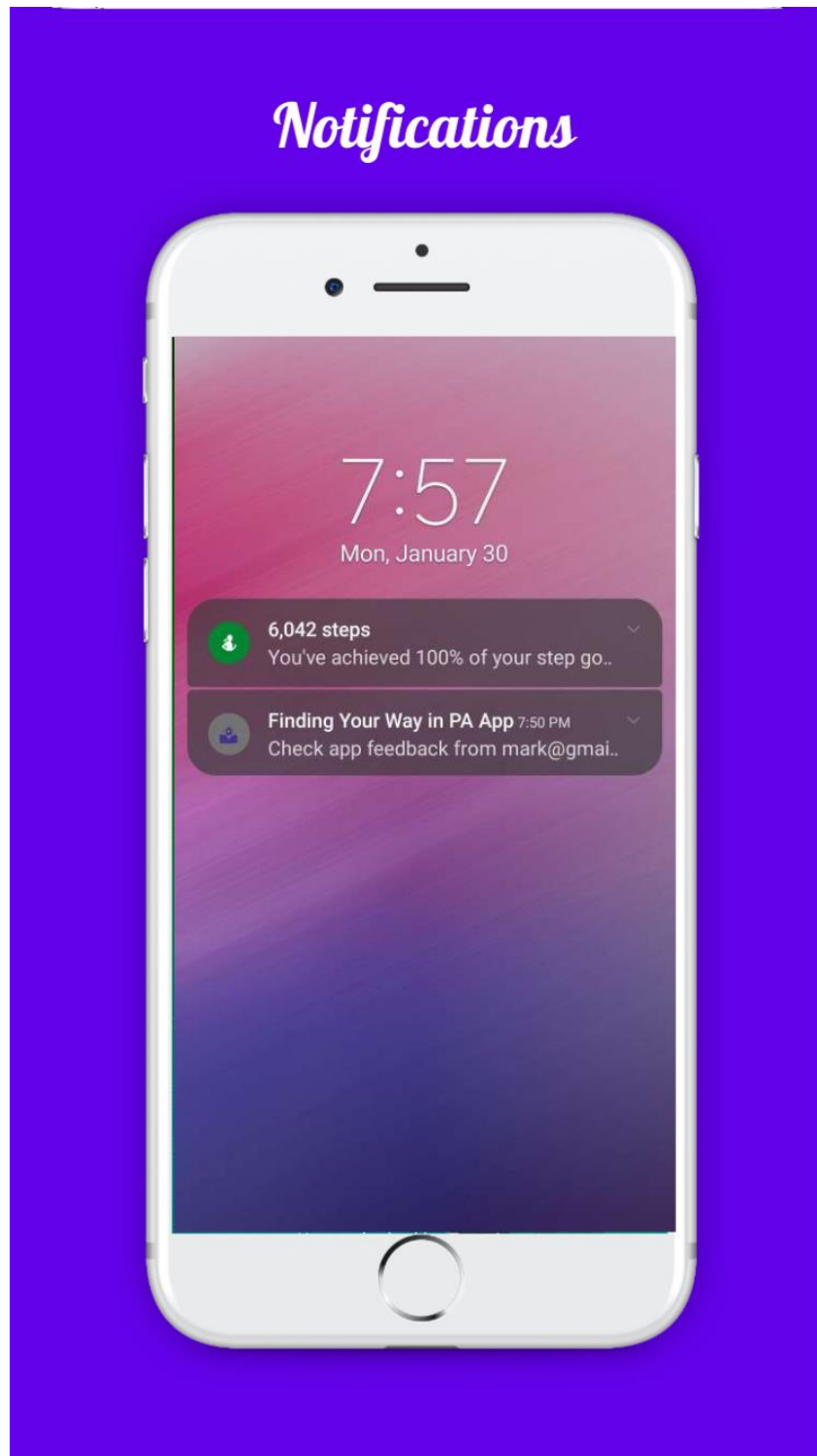
## 16. Update Shelter

Using Update Shelter option in side menu, service providers will be able to update bed availability for shelter services that they enter. It helps the users know the latest status of the shelter (highlighted below). Providers doesn't require any review or approval for bed info updated in this way instead from Manage Services option which requires an approval before getting published to the users.



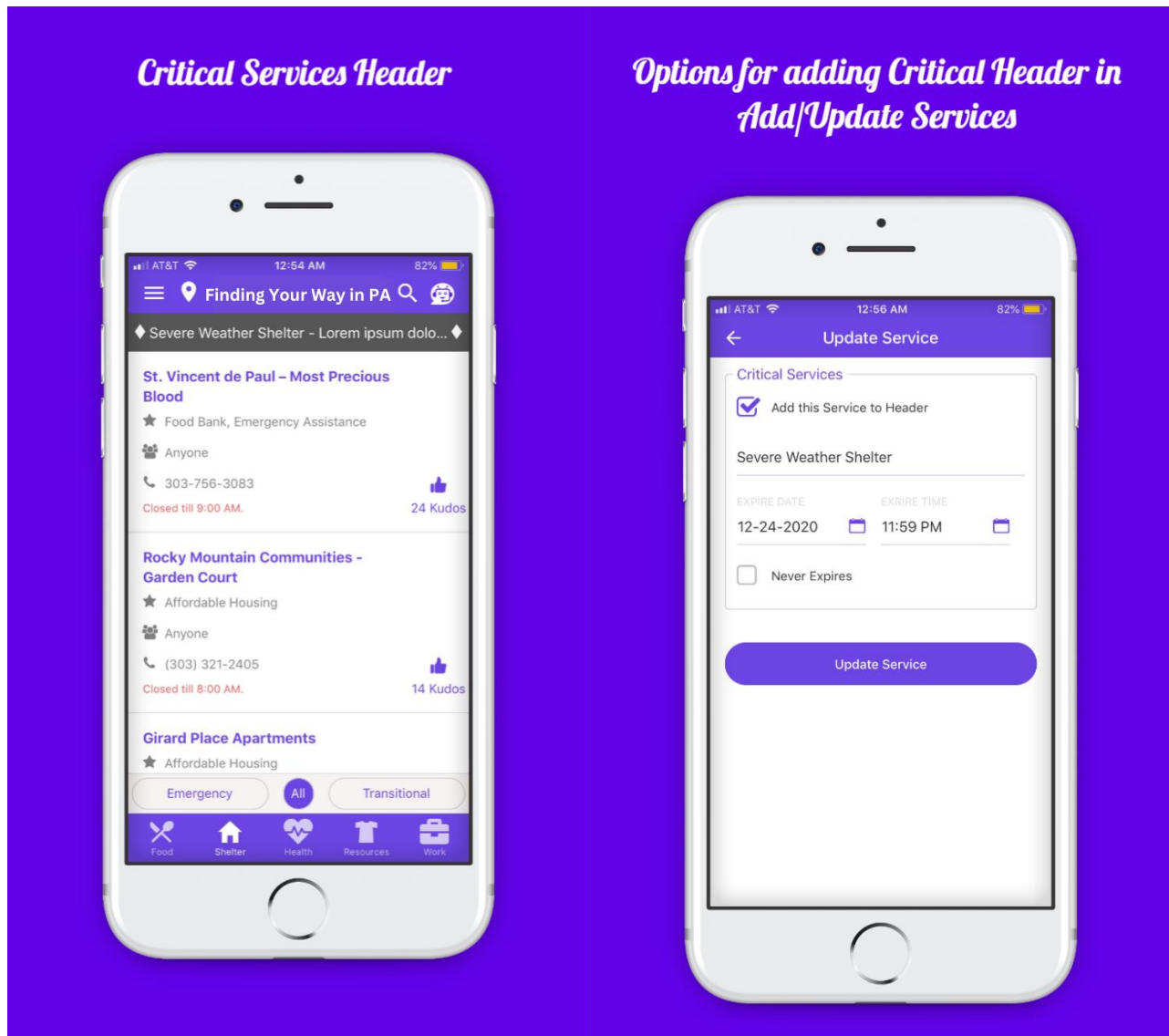
## 17. Push Notifications

Service providers get both app and email notifications when their service is approved or if they get any feedback from users.



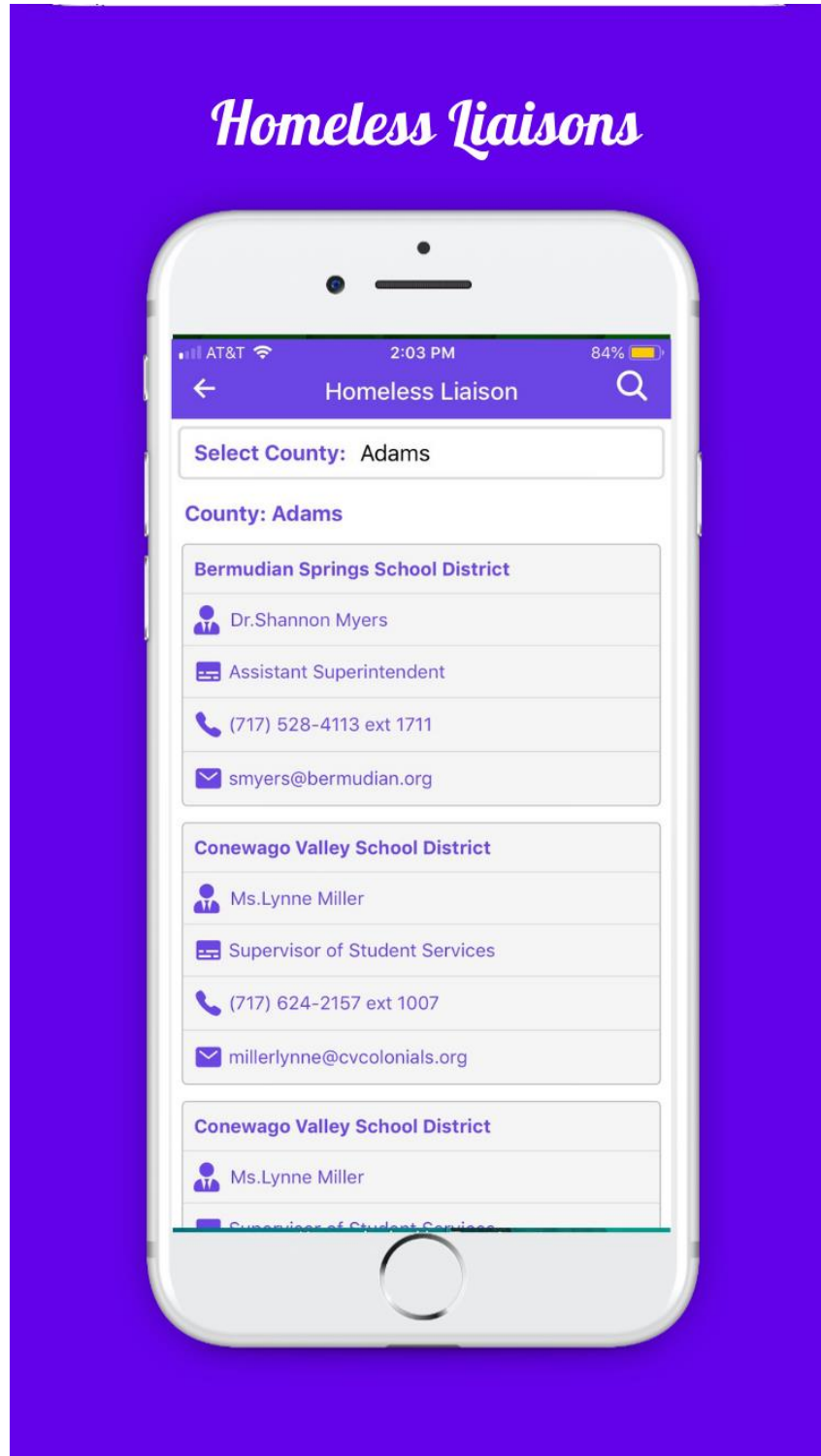
## 18. Critical Services Header

Service providers who have elevated permissions can add Critical services like Emergency Winter Shelters, Warm Weather Shelter, Smoke Shelter, etc., These services will be shown in the header and are location based. They will be hidden based on the expiry date set by the Provider.



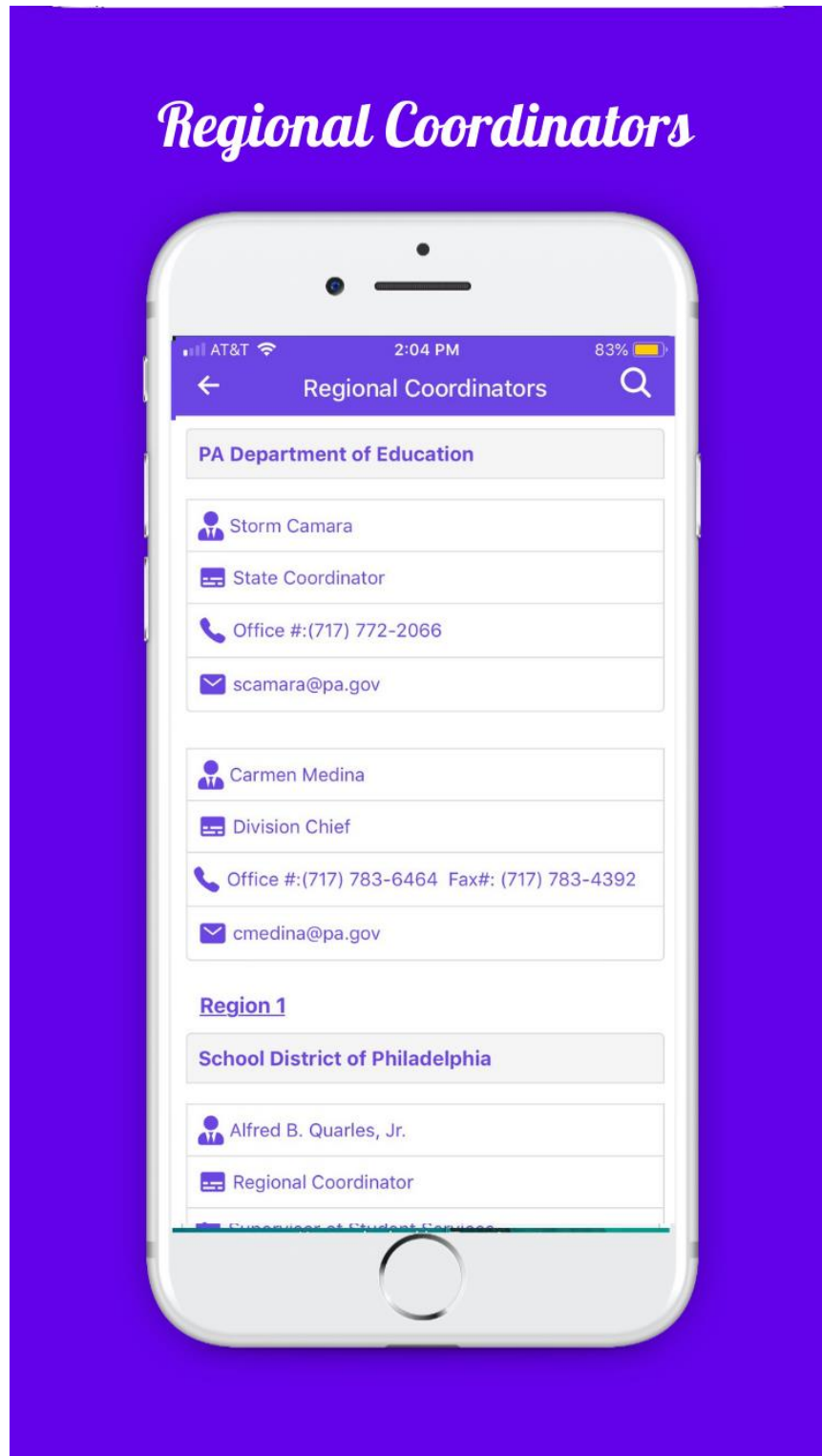
## 19. Homeless Liaisons

Users can search for Homeless Liaisons based on their county.



## 20. Regional Coordinators

Users can search for Regional Coordinators based on their region.



## 21. Spanish Language

Users can change language to either English or Spanish from Side Menu.

