

# ONLINE RESOURCE HUB

UX SENIOR DESIGN PROJECT



# MEET THE TEAM



**Jalen Akinsanya**

UX Writer



**Alex Fuchs**

UX Designer



**Debra Nygren**

Project Manager



**Aidan Regan**

UX Researcher



# PROBLEM

WSP is looking to create a community resource hub connected to their existing site with information on what resources are available to women and all individuals post-incarceration.

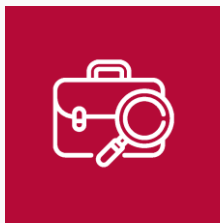
# RESEARCH OVERVIEW

- Educated ourselves on re-entry process
- Focused on design research
- Interview with subject matter expert (SME)



# FIVE PILLARS

- Met with a social worker
- Five Pillars of Stability
- Helps individuals, children, and families to thrive



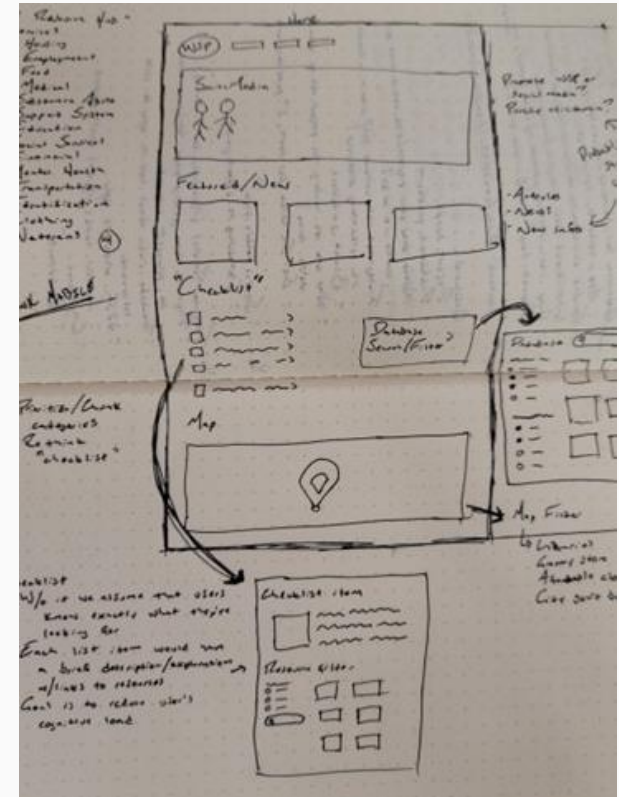
# RESEARCH CHALLENGES

- Lack of individuals
- Lack of responses
- Decided to focus on Five Pillars



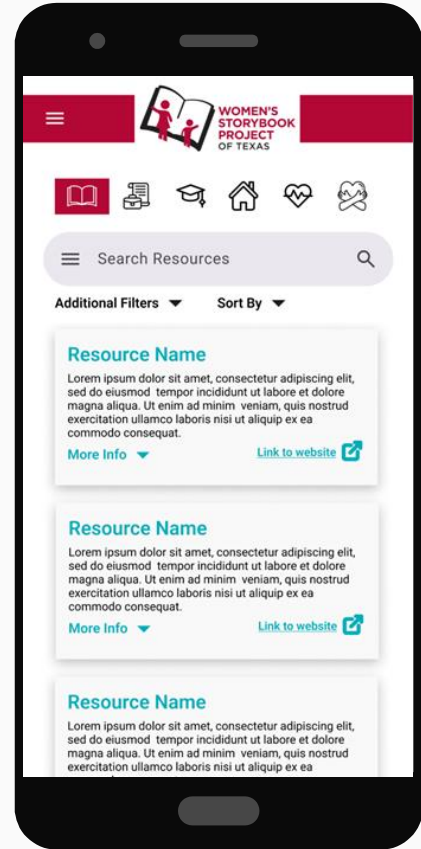
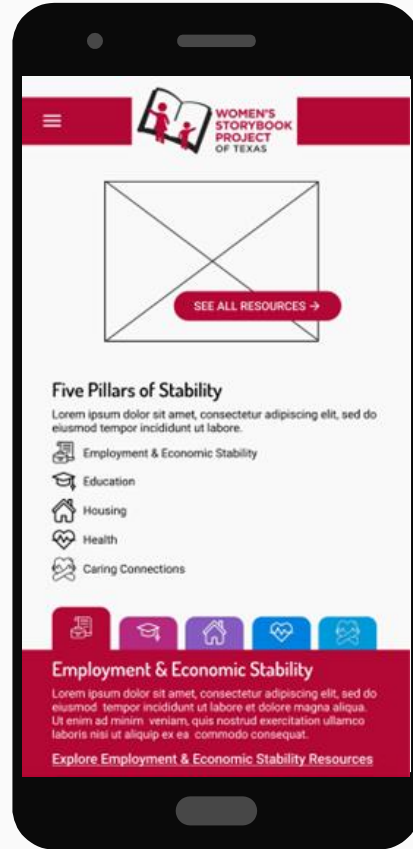
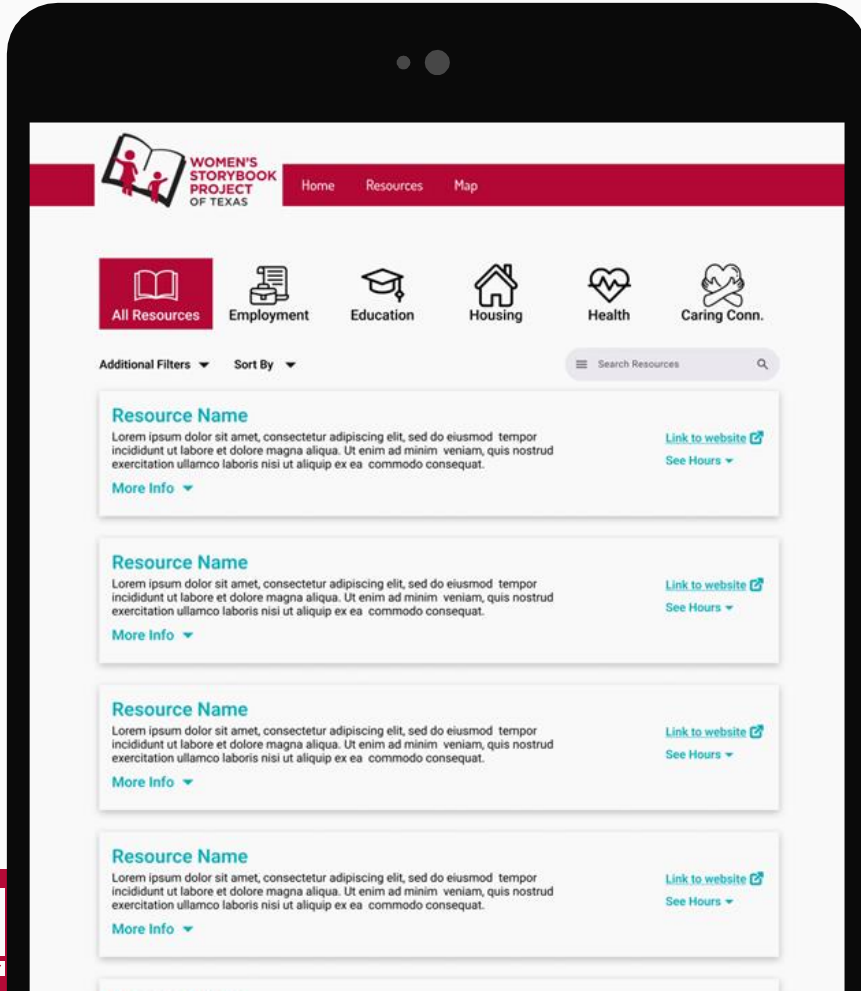
# WRITING & DESIGN

- Decided 9 categories for given resource list
- Started updating resource info. in that list
- Wireframe: desktop and mobile w/ focus on mobile
- User testing on wireframe









# WORDPRESS V 1

- WordPress Migration
- Home, About, Resources pages
- Custom colors and fonts locked behind paywall

## Home

### Five Pillars of Stability

There's a lot that goes into creating and maintaining a stable life, and it can be overwhelming, especially for families. The Five Pillars of Stability framework is a way to describe what it takes for an individual to reach their fullest potential and describes the key areas of needs to meet that lead to a thriving life.

The pillars have been shown to support individual and family stability and reduce or prevent the need for deep-end interventions. Being strong in these areas allows individuals to work on restoring connections to their families, friends, and the broader community.



[See All Resources →](#)

### The Five Pillars are:



### Employment

A living income is essential for family stability and wellbeing. This pillar is strongest when all workers have transit connections to jobs and other resources. Those who are employed, unemployed, or underemployed, deserve income and benefits that allow them to meet their basic needs. Assistance is out there to develop job skills, writing resumes, and practicing interviews to help you get closer to your best self.

[Find Employment Resources →](#)

# WORDPRESS V 1

- Block-editing confusing for some
- Page/Template editing
- Manually adding resources
- Poor search functionality
- Usability testing

Visit live site →



## Vivent Health Austin

Part of [Caring Connections](#), [Education](#), [Health](#), [Housing](#) Keywords: [Dental](#), [Food](#), [Medical Care](#), [Mental Health](#), [Pharmacy](#), [Travis County](#)

### Services

- Food Pantry
- Insurance Support
- Prevention Services
- Syringe Services
- Medical Care (HIV and primary care)
- Pharmacy
- Dental Care
- Housing assistance
- Case Management

### About

Vivent Health provides services to individuals who are HIV positive or have AIDS, with a thorough intake assessment to determine eligibility.

[Visit Website ↗](#)

### Contact Info

104 E. Highland Mall Blvd  
Suite 100  
Austin, TX 78752-3776  
[\(512\) 458-2437](tel:(512)458-2437)

### PHARMACY CONTACT

Phone [\(512\) 220-7609](tel:(512)220-7609)  
Toll-Free [\(833\) 366-6664](tel:(833)366-6664)  
Fax [\(877\) 770-9910](tel:(877)770-9910)



### Hours

#### OFFICE HOURS

Monday 8:00 am – 5:00 pm  
Tuesday 12:00 am – 5:00 pm

#### PHARMACY HOURS

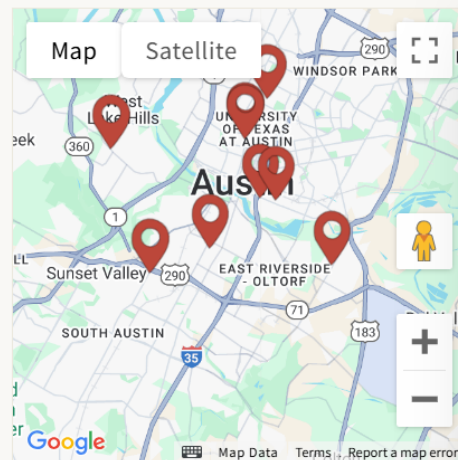
Monday 9:00 am – 5:00 pm  
Tuesday 9:00 am – 5:00 pm

# FINDHELP.ORG

- Pre-existing database of reentry-type resources
- Updated frequently
- Easy-to-use, mobile-friendly
- Available for any zip code



 Personal Filters




## Austin Baptist Chapel - Ang

by Austin Baptist Chapel


Reviewed on: 11/13/2024

Angel House Soup Kitchen of Austin Baptist Ch  
and lunch) seven days a week. This service sup

 Main Services: emergency food , meals ,

 Serving: anyone in need, all ages, li  
limited english, in crisis, emergency

MORE INFO 

Notice out-of-date information or see a program you work for? Click  **Suggest** to share an update or claim your program listing to get access to free tools and data.

# WORDPRESS V2

- One page to add to WSP site
- Links to FindHelp
- Educates about Five Pillars



Visit live page →

## Reentry Resources

Looking for resources and services to help you thrive? Visit FindHelp.org and enter your zip code to find what you need.

This frequently updated database has an easy-to-use search and navigation system that you can use on a phone, tablet, or desktop computer.

Don't know what all you need yet? Learn about the Five Pillars of Stability to help you continue your journey to a happy and healthy life.



Go to FindHelp.org →



### Five Pillars of Stability

There's a lot that goes into creating and maintaining a stable life, and it can be overwhelming, especially for families. The Five Pillars of Stability framework is a way to describe what it takes for an individual to reach their fullest potential and describes the key areas of needs to meet that lead to a thriving life.

The pillars have been shown to support individual and family stability and reduce or prevent the need for deep-end interventions. Being strong in these areas allows individuals to work on restoring connections to their families, friends, and the broader community.

Read more about the Five Pillars of Stability at [Wellpoint Care](#)

The Five Pillars are:

# IMPLEMENTATION

- Make page contents a pattern
- Export pattern as JSON file
- WSP can Import pattern onto a new page on their site

Instructions



# POTENTIAL IMPACT

- Provides direction with Five Pillars
- Ease transitional anxiety
- WSP can point mothers to this page
- All counties, not just Travis
- No maintenance needed from WSP





# THANK YOU

Thank you Jill and the Women's  
Storybook Project of Texas for  
this opportunity!