

COMPREHENSIVE LIFE RESOURCES POSITIVE INTERACTIONS

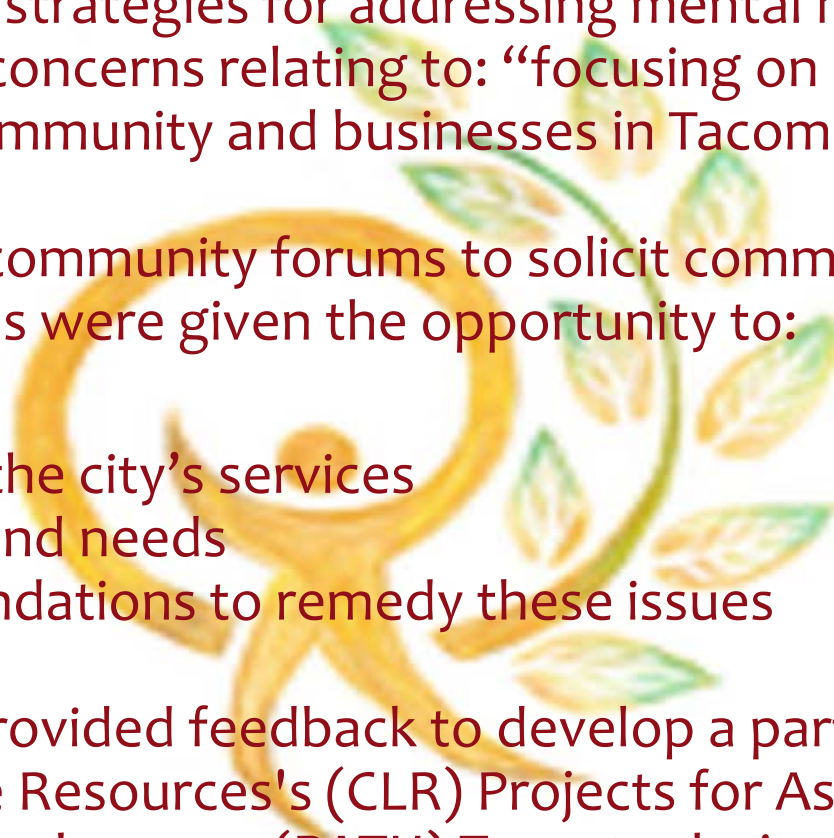
Helping businesses and their customers find better solutions for working with homeless individuals.

In 2014 the City of Tacoma, Washington began working with community partners to identify strategies for addressing mental health, substance use, and homeless concerns relating to: “focusing on and improving quality of life for community and businesses in Tacoma.”

The city facilitated community forums to solicit community input into this topic. Attendees were given the opportunity to:

- Identify gaps in the city’s services
- Voice concerns and needs
- Share recommendations to remedy these issues

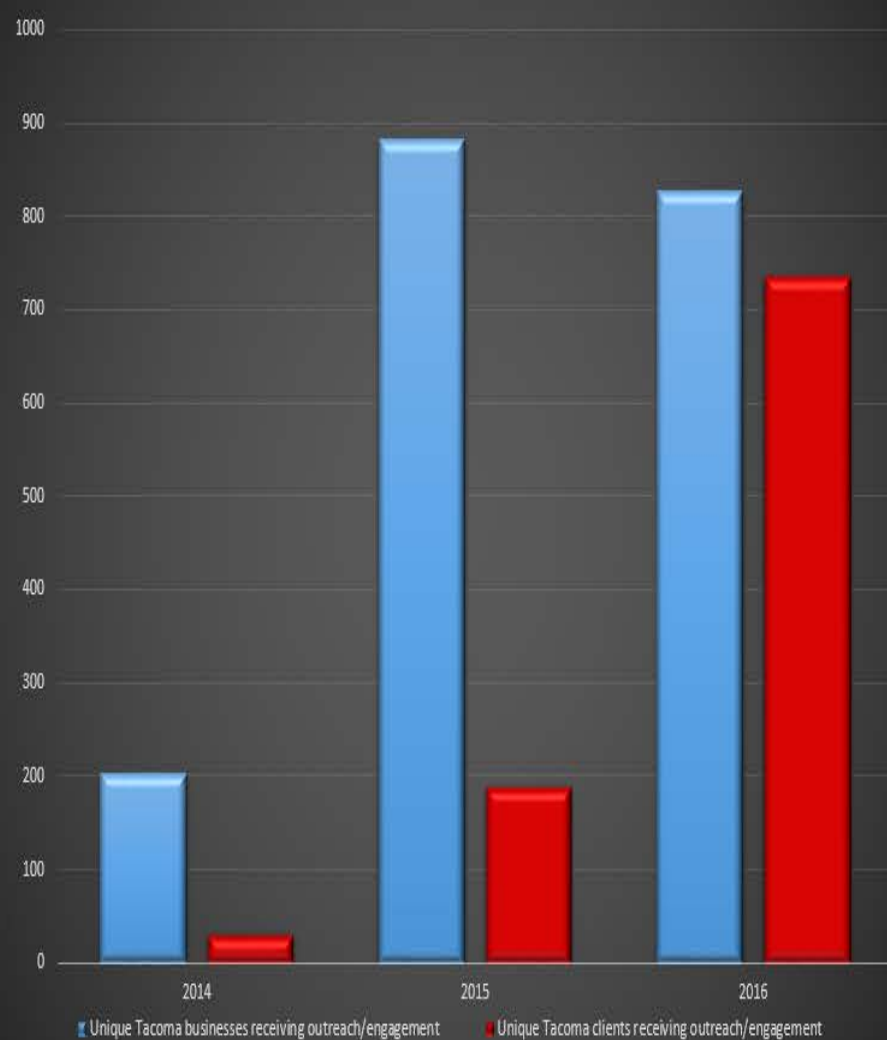
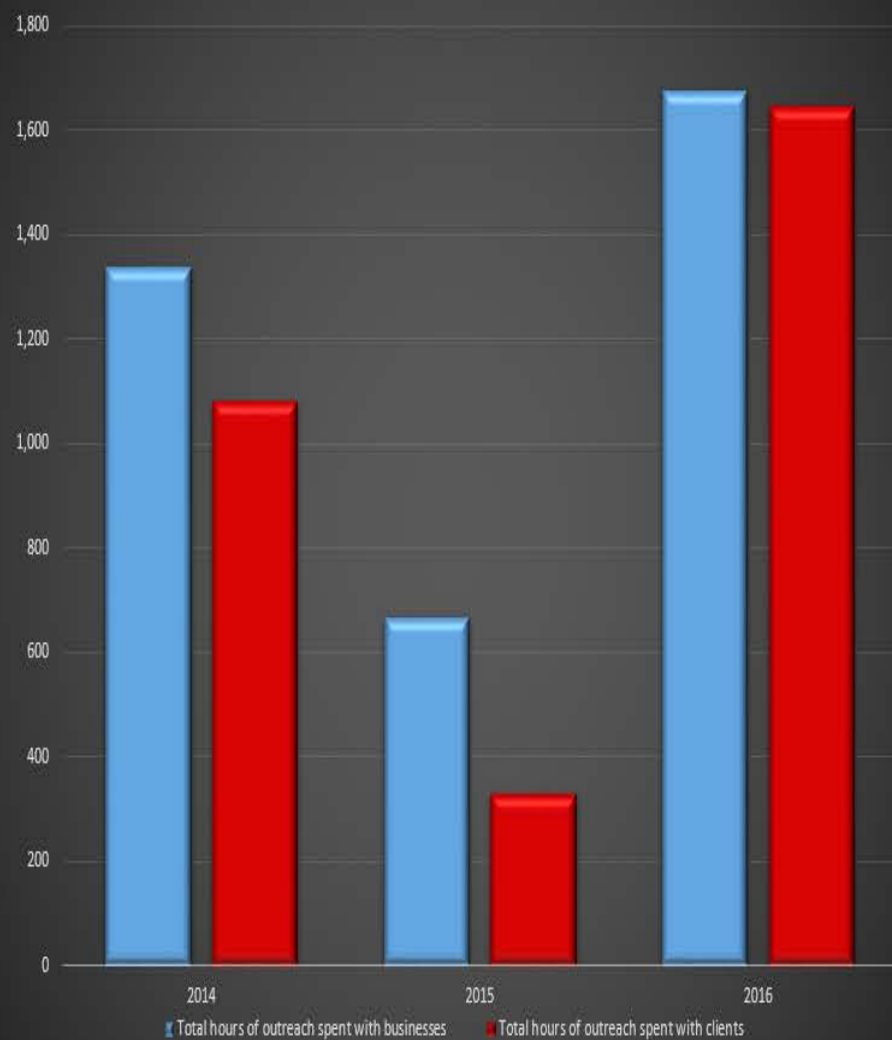
The City relied on provided feedback to develop a partnership with Comprehensive Life Resources's (CLR) Projects for Assistance in Transition from Homelessness (PATH) Team to design the Positive Interactions program.



What does Positive Interactions Do?

- Homeless outreach and assistance programs.
- Supports local businesses and their consumer that are effected by negative impact from homelessness.
- Response line for community concerns about homeless activities.





They have access to the a variety of services in the City of Tacoma that can be offer right in the field such as:

- Financial
- DSHS
- Substance Use Services
- Project for Assistance in Transition (PATH)
- Temporary or Emergent Shelter
- Housing
- Mental Health
- Medical
- Transportation
- Outreach/Engagement
- CES Priority Screening and Diversion
- SOAR



Previous Workflow

Microsoft Word Fillable Form

- Not usable in the field.
- Created lag time between interaction and data submission.
- Data lose and incompleteness for field to office.
- Excel sheets for data tracking.
- No reporting and analysis tools.

The screenshot shows a Microsoft Word fillable form titled "POSITIVE INTERACTIONS CONTACT FORM". The form is designed for data collection and includes several sections:

- Reset** button in the top right corner.
- Form Title:** POSITIVE INTERACTIONS CONTACT FORM
- Form Type Selection:** Three checkboxes are provided: ☐ Business Contact, ☐ Client Contact, and ☐ Case Management.
- Date and Time:** Fields for Date and Time, both with red borders.
- Outreach Specialist:** A text field with a red border.
- Reason for Referral:** Three checkboxes: ☐ New Contact, ☐ Follow up, and ☐ Response to Complaint.
- Referral Source:** Three checkboxes: ☐ PATH Referral, ☐ Other City Referral, and ☐ Other: (followed by a text field).
- 311/Tacoma Citizens Report Center:** A checkbox.
- BUSINESS REFERRAL INFORMATION:** A section containing a table for business details.

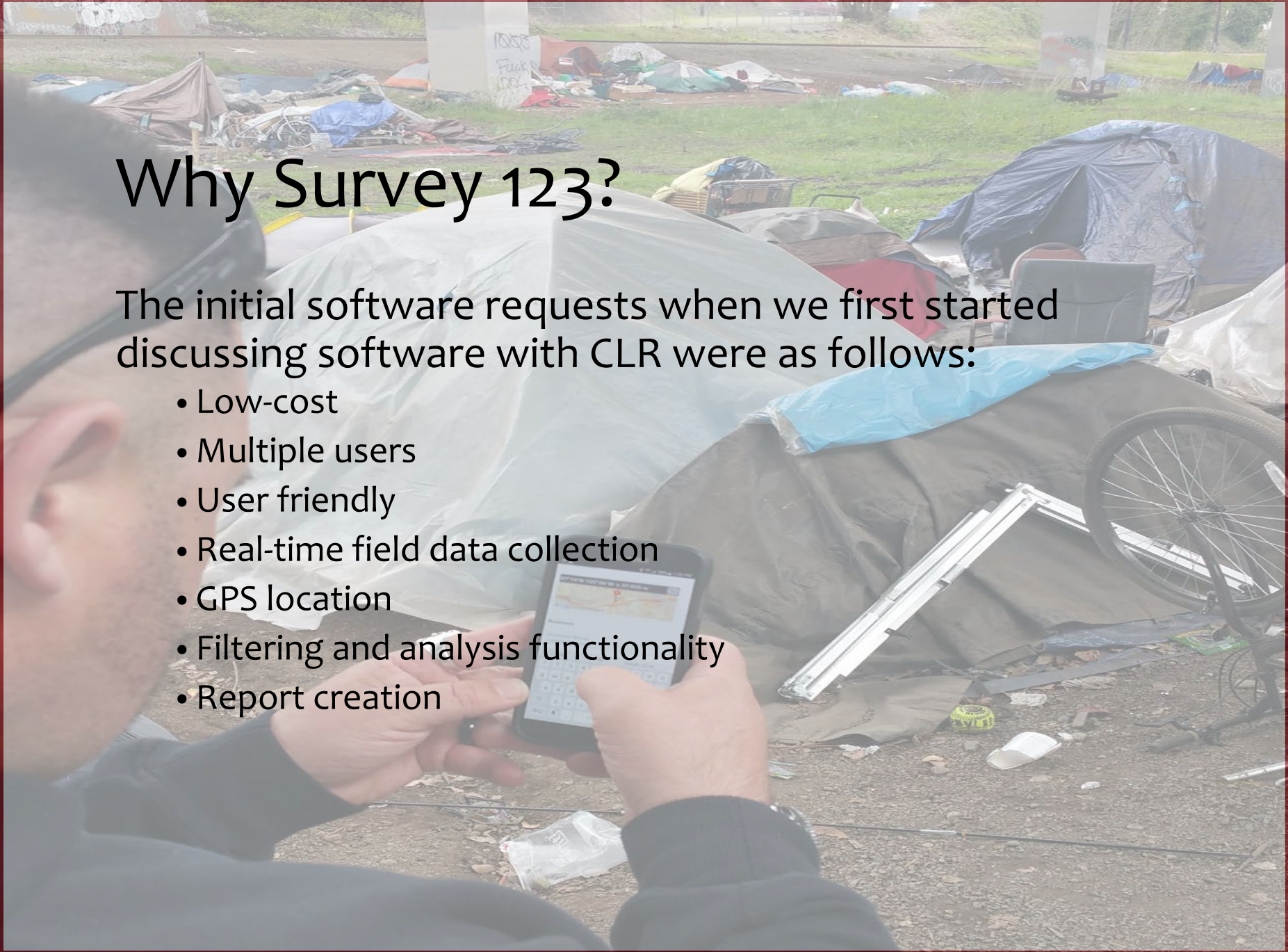
Business Name:		Contact Person:	
Street Address:		Phone:	
City:		Zip Code:	
		Duration of Contact (minutes):	
- Interventions/Current Disposition:** A large text area for notes.
- Follow Up Recommendations:** A large text area for notes.
- CLIENT INFORMATION:** A section containing a table for client details.

Client First Name:		Last Name:	
DOB:		SSN:	
Gender:			Not Selected
St. Address of Contact:		Duration of Contact (minutes):	
City:		Zip Code:	
Ethnicity:		Not Selected/Unknown	
		Race:	Unknown/Not Selected

Why Survey 123?

The initial software requests when we first started discussing software with CLR were as follows:

- Low-cost
- Multiple users
- User friendly
- Real-time field data collection
- GPS location
- Filtering and analysis functionality
- Report creation



Building the Survey

Relevant functionality

- Allowed for one survey to contain data for two programs.
- Displays only fields related to the program they are collecting data for.
- Prevents field crew members from entering unrelated data.



Building the Survey

Single and multi select

- Predefines picklists for easier data collection.
- Keeps discrepancies out of data entry process.
- Multiselect option not available in other software.
- Other option allows for user input.



Viewing Existing Data in Web AppBuilder

- Search for existing clients and businesses.
- Allows field crew member to be informed of last contact.
- Ability to follow up with service last offered.



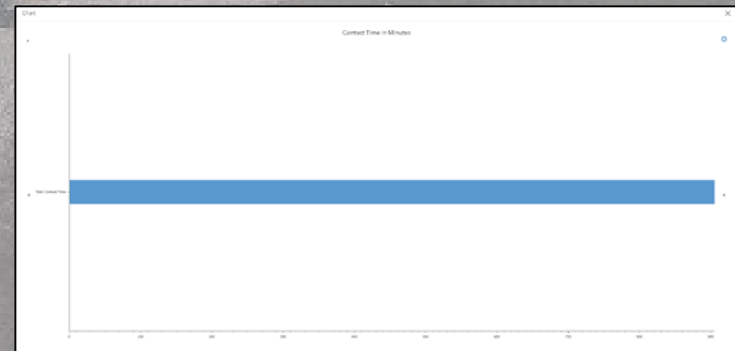
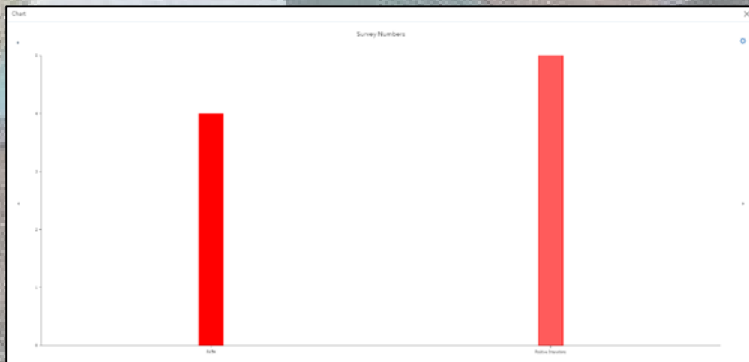
Analyzing The Results with AGOL

- Survey locations displayed on the map in real time.
- Symbology separated by field crew member.
- Track migration patterns through the year.
- View hot spot areas.
- Map has helped deploy field crews more strategically across the city.
- View picture attachment.



Analyzing The Results with Web AppBuilder

- Number and type of surveys submitted.
- Hours the field crews were spending with clients.
- Demographic.
- Ability to use filter and chart widgets together for specific searches.
- Export filtered results for monthly reporting.





Frontier Precision is looking forward to continuing our partnership with Comprehensive Life Resource to provide more GIS integrations such as a public survey that will allow community members to submit requests and concerns. We hope to help educate and involve the community on homelessness and it's related issues through story maps.