Central awareness of where information exists

Reduces redundancy among services in efforts to aid efficient decision-making and establishes a foundation for future expansion to more resident-facing interventions.

Multimodal Forms of Communication

Accommodates diverse communication preferences and leverages existing communication methods, such as flier distribution and mass texting.

Efficient, Resident-Interest Driven Communication

Supports event filtering based on age group, building, and type of event– can generate event calendars and mass texts for specific groups of residents to streamline advertising efforts.

Process Strategy...

was driven by the need to understand the communication styles and networks unique to the Yesler community. Ultimately, research yielded an opportunity to address the problem statement on the administrative side– we determined that focusing on SHA staff as the primary stakeholder afforded the most potential to support resident access to resources.