

Supporting Information Dissemination from SHA Staff to Residents at Yesler Terrace

The Yesler Central Platform is a tool that supports SHA staff members in housing Yesler Terrace resources. By consolidating information, the platform aims to increase accessibility of service provision information in order to aid in efficient information dissemination from the adminstrative side. The platform features a filter-friendly event calendar, service provider and resident directories, and mass texting functionality.

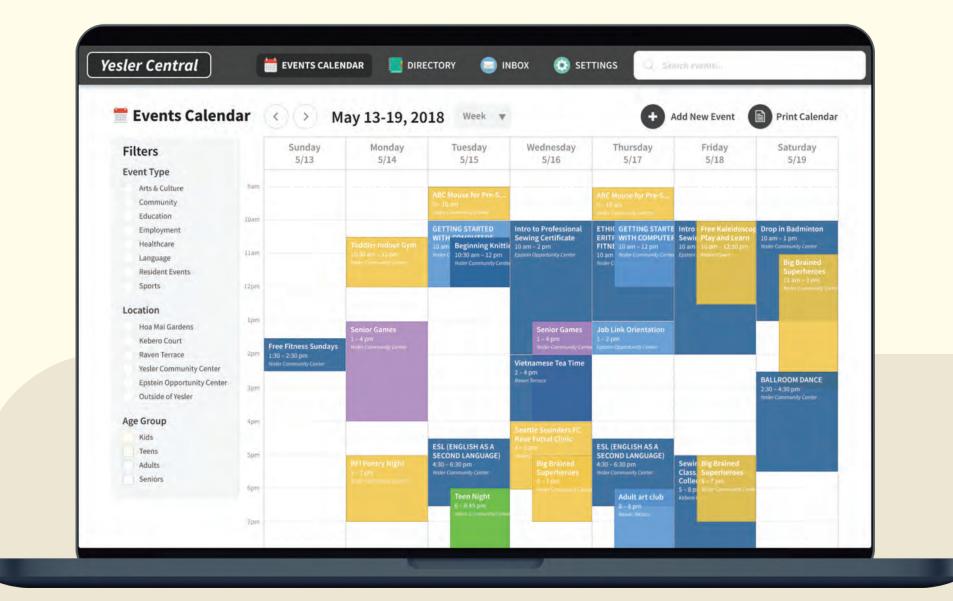


Figure 1. Filter-Friendly Event Calendar

Service Provider Directory Resident Directory Arts & Culture Artist in Residence Activities Coyote Central KUOW RadioActive Pratt Fine Arts Seattle Globalist Youth Journalism SAM Teen Scene Teerlix Youth Media Education Alf Ages Youth Tutoring Program Bureau of Fearless Ideas Big Brained Superheroes Seattle Public Schools Seattle Public Ubrary (Storytime) Education Alf Ages Teens & Vound Tutoring Program Bureau of Fearless Ideas Big Brained Superheroes Seattle Public Ubrary (Storytime) Teens & Vound Adults Community Learning Center/Huskies Out of School Time Upward Bound Employment Artis & Culture Health Community Add New Service Provider Berinds Gentes Matching Fund Grants Media, Rec Room Media Rec Room Med

Figure 2. Service provider and resident directories

Inbox Event Requests Postry Night Thurday, May 17 Secretary Valet Community Center Description Latt week at EH, our lide read fun poetry bodds learned how to write their own poetry. This Pertey Night, the lide will chase the poetry begins they want at the read of the event here the law here of the poetry here and performance, mude, and dending. Free popcom, para, and other refreshments will be provided after the main event. Come out and defended Sewing Machine Class Thurday, May 28 Sewing Machine Class Thurday, May 28 Sewing machine in this bi-weekly class Gain skills, such as: - Advanced to the service of the service of the service of the lide of the service of the law of the lide of the

Figure 3. Mass Texting and Event Approval Inbox

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.

About Yesler Terrace

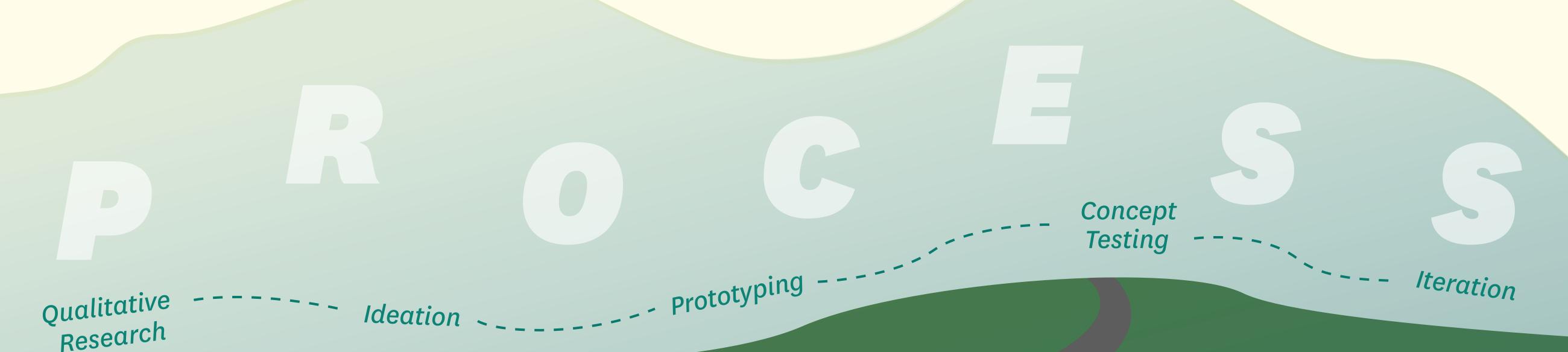
Yesler Terrace is a large Low-income
Public Housing (LIPH) community located
in Seattle's Central District neighborhood,
and is operated by Seattle Housing
Authority (SHA). Many Yesler Terrace
residents are immigrants and/or refugees
from African and Asian regions such as
Somalia, Ethiopia, Eritrea, and Vietnam.

Project Motivation

As Yesler Terrace undergoes a significant amount of change due to recent redevelopment, SHA partners with local service providers in efforts to support residents in gaining access to educational, career, health, and recreational programs. However, challenges such as language barriers, a changing population, and inconsistent internet/phone usage often render these resources untapped. As the community grows alongside its service offerings, access becomes ever more important.

How might we support information dissemination about service provision from SHA staff and Yesler Terrace providers to residents?







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.