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RE: Web-based Victims Services Search Tool

To: Interested Web Developers

The [Santa Cruz County Shared Safety Workgroup \(SSW\)](#) is a collaborative that is working to better meet the needs of survivors and victims of crime. As the SSW has engaged survivors of crime, workgroup members have frequently heard how challenging and complex navigating the survivor-serving system is.

The SSW is actively engaged in a system mapping project. Through the project, we now have a near complete set of information about the resources that exist in our geographic area and how to access them. We seek to create a client-facing interactive tool that sorts and presents resources and pathways from a database of local survivor-serving system resources. This tool would be connected on the back end to <https://www.211santacruzcounty.org/>. The goal of the tech support platform is to ensure the survivor and service providers have access to detailed and comprehensive information for referrals and available resources handpicked for the individual in need of support.

One way we've thought about sorting this information is through this [taxonomy](#). As you will see in the document, some of the technical factors for sorting and presenting the data include:

- Demographic-specific resources — such as by age and gender — that should be sortable so that only applicable results show.
- If this then that statements — such as some resources requiring previous resources to be accessed before they're available, ideally shown to the user as a clear list based on priority order.
- Ability for staff and/or client to add and remove resources to keep the tool up to date. Or the ability to bookmark certain resources to revisit them later.
- Dates for when resources are available should be clearly available both to the user and staff to sort by so that we can archive or if need be delete any resources that are no longer available.
- "quick search" links that allow people to sample the site using the most common search terms so that the majority of visitors can bypass entering their information.

The platform will list available resources and services but also, ideally, include detailed information about each component such as processes, referrals, eligibility criteria, costs, waitlists, language, and geographic access, availability of transportation and childcare, as well as the types of crimes and ages that the resources address.

We ignite our community to give, advocate and volunteer so that our youth succeed in school and life, our residents are healthy and our families are financially independent

The platform will be versatile and user-friendly, allowing the survivor themselves to use it and input their own information *or* case managers, system navigators, advocates, therapists, and anyone serving the individual to access and use the platform with ease. Making the system navigation for both survivor and service provider a more centralized and accessible experience.

We would like to have the project completed within the next 3-6 months (June-September 2023). We very much encourage developers who are committed to social justice and who identify as BIPOC, LGBTQ2IA or any other minority groups to consider this project.

If you are interested and would like to schedule a brief conversation about this project, please contact Sarah Emmert at semmert@unitedwaysc.org.

Thank you in advance for your consideration,

Sarah Emmert
Director of Community Impact
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