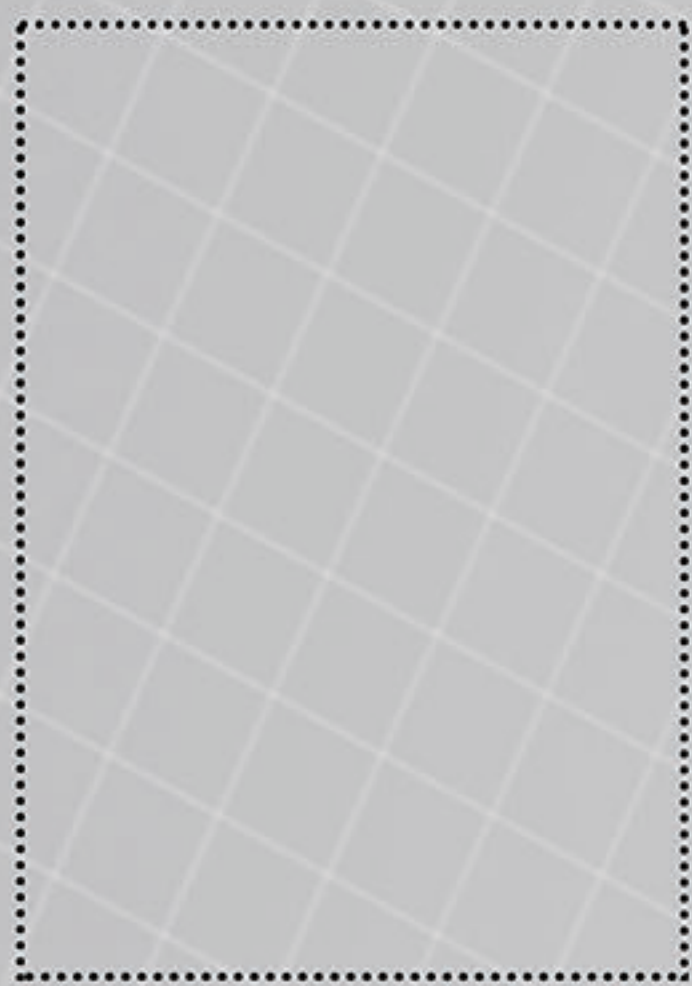


# WHERE TO TURN FOR TEENS

## The (limited) Booklet

Teen Link, a service provided by King County's Crisis Clinic, has been producing a booklet titled "Where to Turn for Teens" for over ten years, listing resources for prominent challenges that youth often face alone.



The limitations:

- content updated annually
- printing limited by costs
- distribution is confined to physical handouts

## Expanding Their Reach

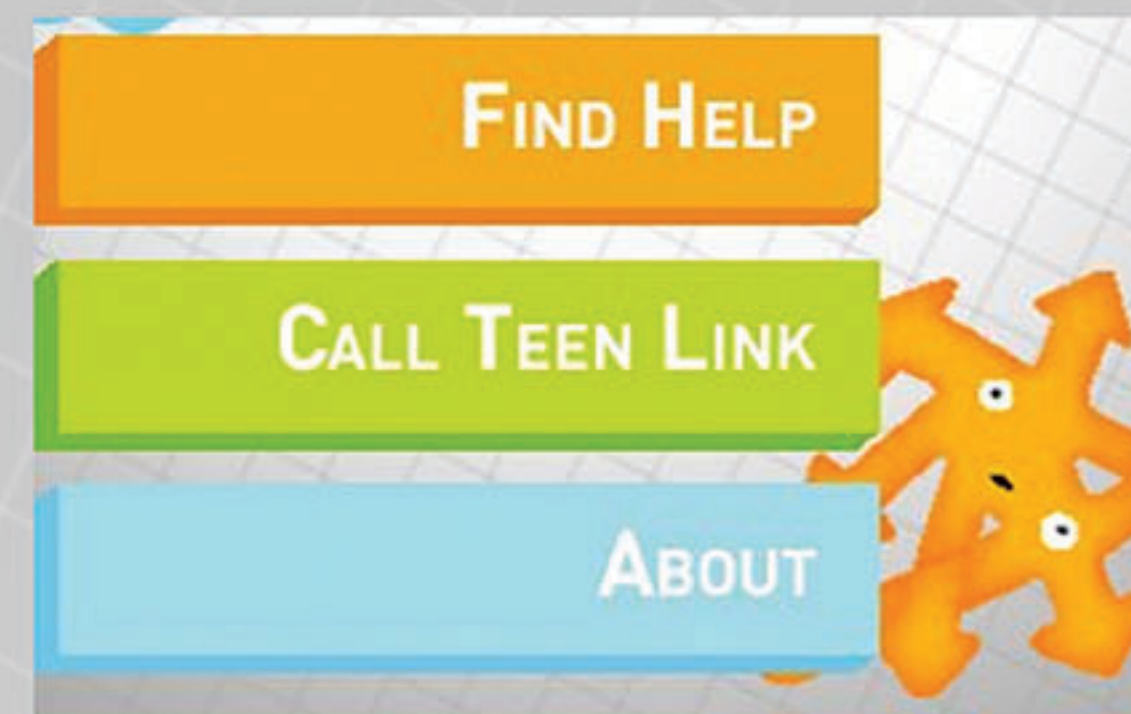
We created a digital version of this guide, providing youth with offline mobile access to the guide's contents.

- more privacy for the users
- more resources
- more frequent updates



## Working with Teens

Beyond providing us with creative ideas and fresh insights into the app, the teens' open honesty combined with our structured brainstorming, allowed us to refine the layout, determine and prioritize content for the resource pages, and increase the intuitiveness of the app.



## Working with Non-Profit

TL was overall receptive to the concept of modernizing their guide; providing us with data, access to focus groups, design elements, and creative freedom. We found that non-profit priorities were risk-averse, as spare time and man-power are scant. We encountered concerns and regulations from the director and department heads in regards to the application cost, maintenance, security, and reliability.

## Creating the App

With the TL staff, our process included: brainstorming, meetings with the center in charge of the database, user-testing, & conferences to clear political uncertainties. Development involved a development server for the team to share and deploy code for testing, multiple prototypes, learning a new mobile web application framework (Sencha Touch), creation of a backup server, the retrieval, store, and model of the data, the integration of the TL branding, and finally the deployment of design draft.

## Future Ideas

One idea moving forward would be to implement the online chat feature that the website currently uses.

## Digitizing Resources for Youth Empowerment

