RUN AWAY FROM STREETS
SYM Reporting System for Helping Homeless Youth
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Problem
• 1.3 million homeless youth living unsupervised on the streets on any given night (National Runaway Switchboard)
• Unaffordable software for non-profit homeless youth caring organizations
• Lack of person-focused help
• No effective report to show social impact

Process
Research: review existing data visualization works on homeless youth
Interview: collect information and requirements from SYM staff
Understand data: find ways to generate useful reports from data
Prototype: make mockup interface and visualizations
Development: code the design to reality
UX Test: work with users to solicit opinion
Reiterate: refine the design based on feedbacks

Impact
"As from tally counter to computer, this reporting system brings a revolutionary change to our work."
-- Kate Phillips
SYM is able to use the reporting system to:
• Provide targeted help to individual youth
• Generate impact reports to sponsors
• Get an overall view of their work

About SYM
Street Youth Ministries (SYM) is a non-profit, faith-based organization serving homeless and at-risk youth ages 13-26 in the Seattle area.
SYM provides services including drop-in, advocacy, life skills and activities.

This reporting system helps SYM probe into the data and generate data visualizations and reports.
Progress report, which uses bubble chart to visualize youth’s progress, is one way to show sponsors and government the achievements of SYM.

Smart Detector
SYM has its own way to rate youth’s current status, which has 5 levels from struggling to thriving.
Compared with providing commodities, helping homeless youth to level up to thriving is more meaningful, because it gives youth chances to run away from streets forever and a bright future.
The smart detector could help find the young people who need immediate care or have great potential to thrive, by analyzing their behavior records.

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