

RUN AWAY FROM STREETS

SYM Reporting System for Helping Homeless Youth

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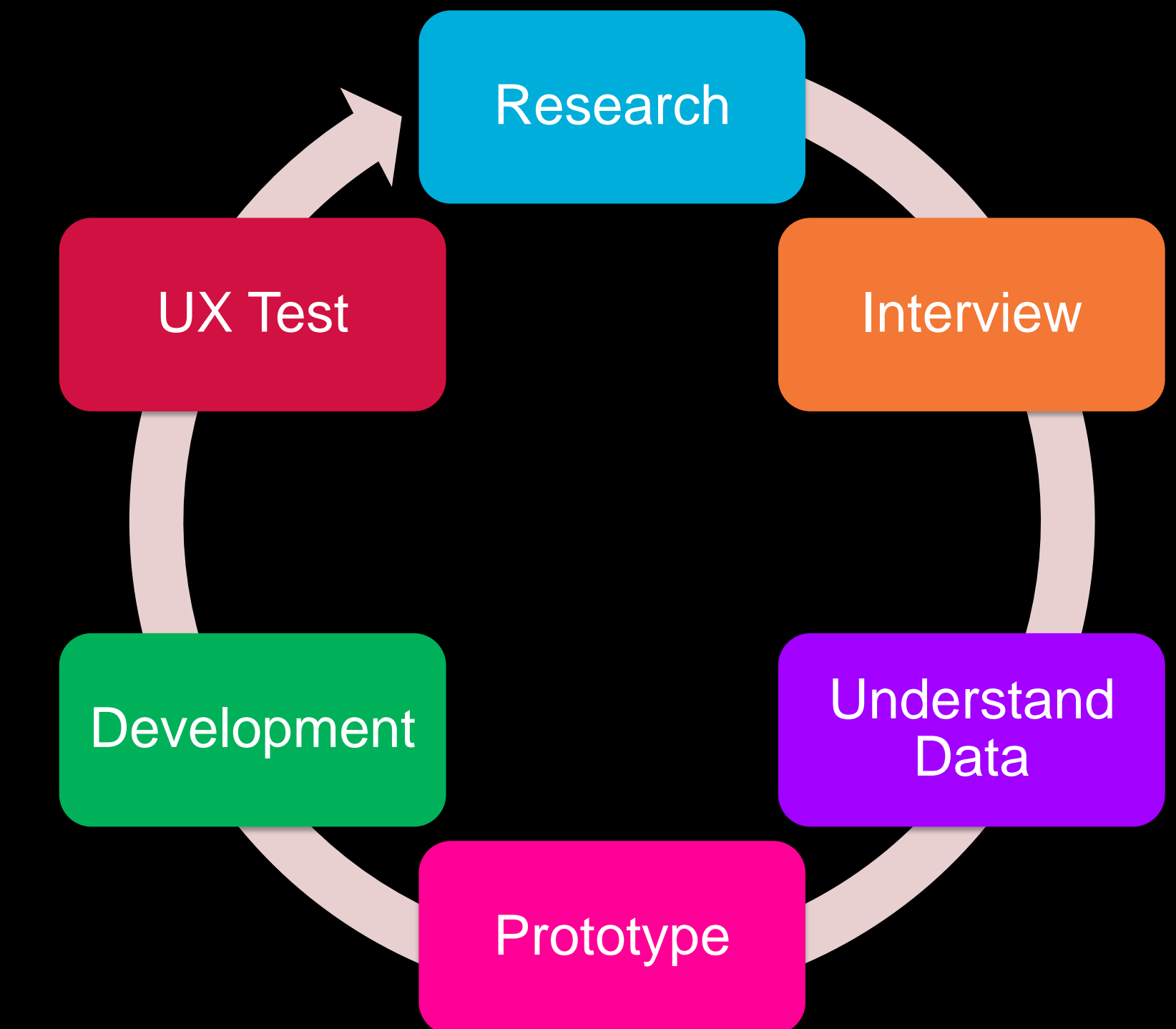
SYM Drop-in Center

? 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



i 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.



Activity

👉 Impact

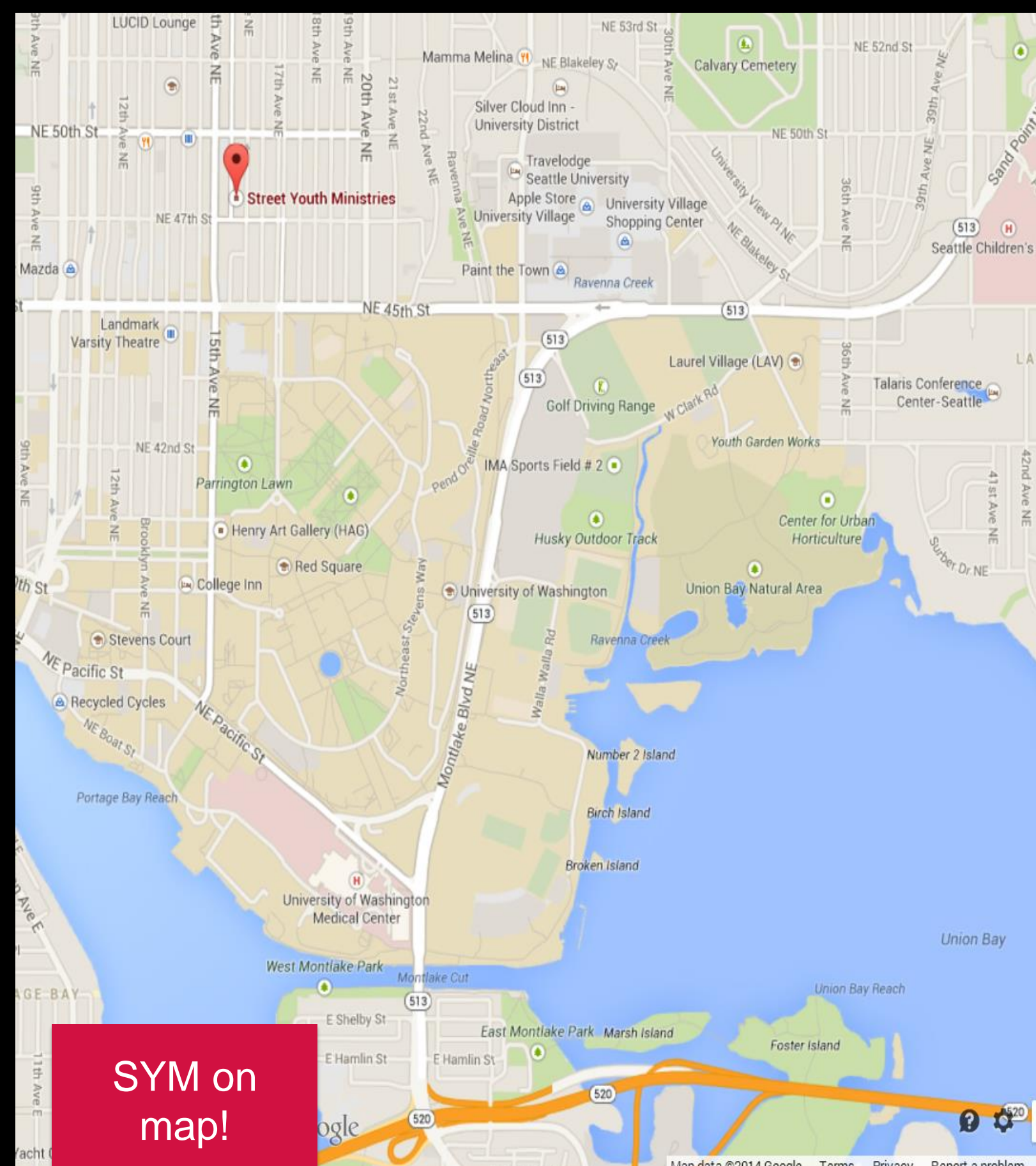


"As from tally counter to computer, this reporting system brings a revolutionary change to our work."

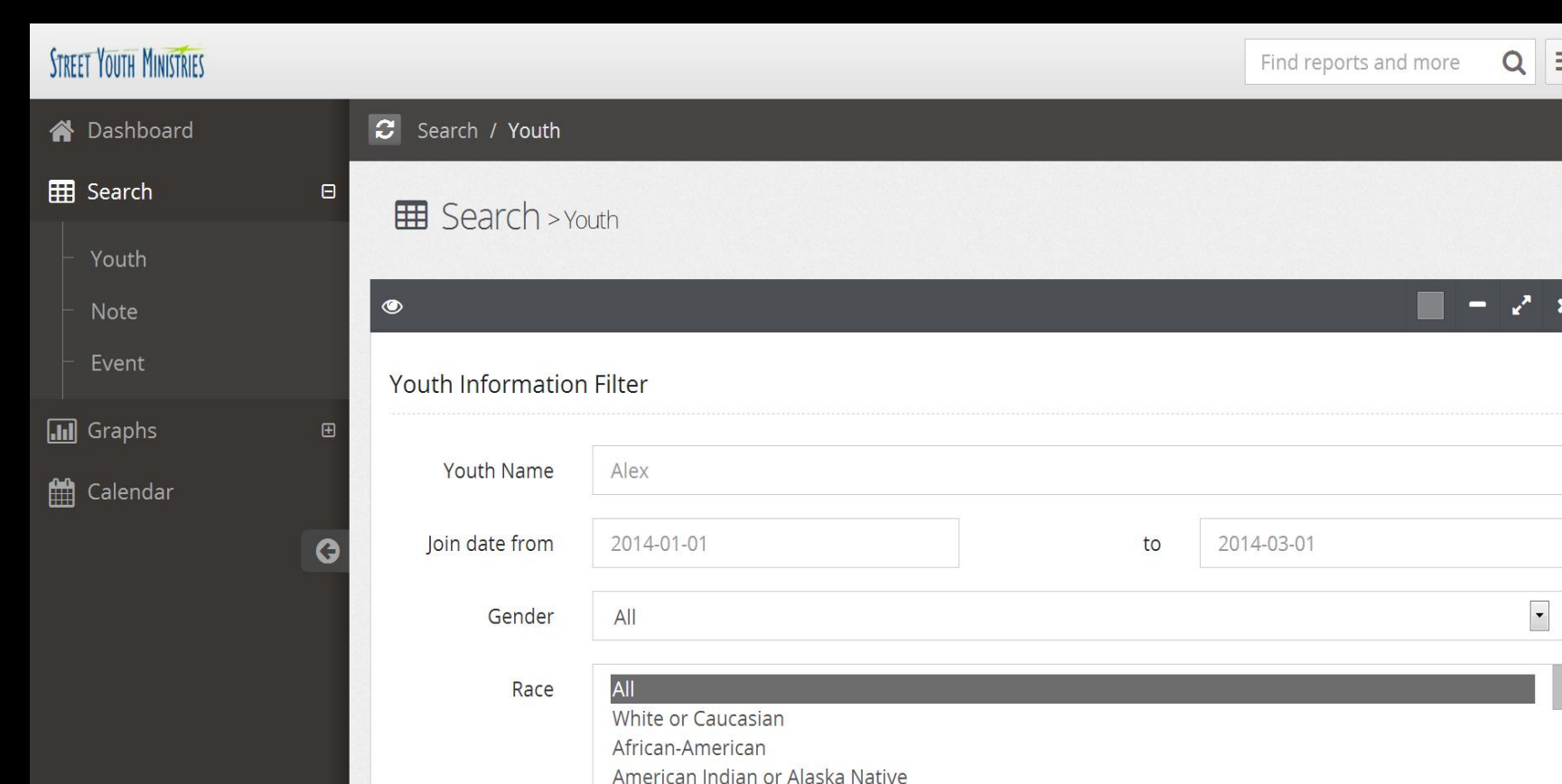
-- Kate Phillips

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



SYM on map!



Cross search among records of youth, note, and event helps SYM quickly retrieve information required by various tasks.

👤 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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