

CREATING SOLUTIONS FOR REAL PEOPLE THROUGH CIVIC DATA

PRESENTED BY



Tuesday, May 28, 13

NATOR JACE CVC KINC THE ASSIGNMENT

Civic Hacking is about collaborating with others to create, build and invent to address challenges relevant to our neighborhoods, our cities, our states and country. It's about making Big Data relevant to the lives of everyday people. The following persona and scenario provide an example of how to design a challenge that does just that.

It starts with defining a problem, understanding the needs and challenges of an individual or community. It's about taking some time to contemplate the concerns of citizens and then looking for the kinds of data that can help.

We have found in running numerous Civic Hacking events that designing for real people and real problems can assist Civic Hackers in building solutions that resonate. It focuses the team on human needs.

The data and technology that can help address that need comes next. Civic Hackers have the skills and web literacy necessary to find the right data. The real task is for them to use their technical and design chops to then wrangle it into a form that everyday people – *the non-digerati* – find useful, usable and desirable

So, go forth and solve a problem people care about. We hope these materials help.

MS. SEDGWICK - NYC



PERSONAL PROFILE Median Household Income: \$17,970

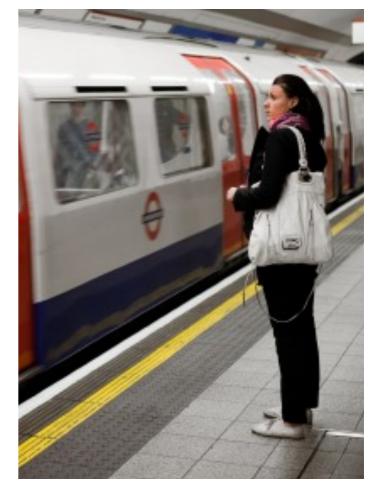
In need of income support and is under the poverty line

My morning is hectic. I travel from NYC to Connecticut for my job, so every morning, I need to figure out who's going to pick up my daughter because after-school programs all close at 6:30 pm before I get back home. Her dad used to pick her but he has a new job with on-call hours. I don't know what I'll do. I have to call around to friends who I don't like taking care of my daughter. It's hard to find someone I can trust.

"That one hour in picking her up is crucial to me."

You have to do so much research to find good afterschool programs and it's hard to get your kid in. The city is cutting programs, and you don't know when they're open and take applications. I had to go to the park everyday at 3pm to submit this form for my daughter to take ballet classes and I had to hound the lady every day.

"So difficult in terms of the cost of living and I always feel like I am in a catch 22 situation. I want to provide my kids a good future but it is so hard on my salary and they keep cutting the free programs in my community."

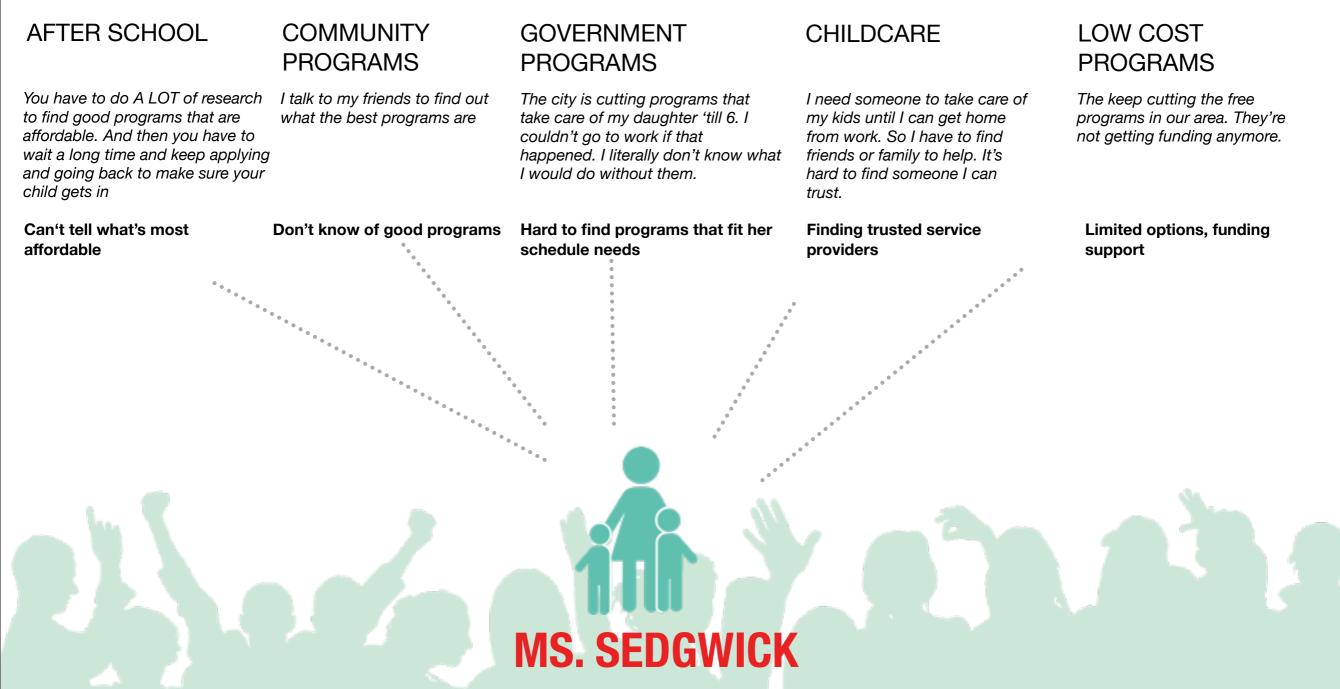




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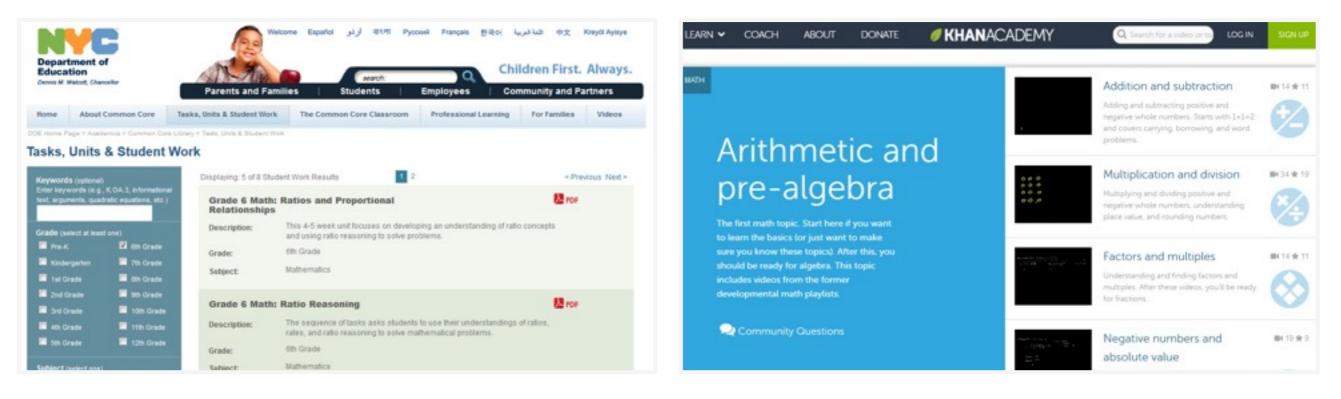
There are multiple child care and after school programs available in the city, but accessing them, affording them and fitting them into Ms. Sedgewick's hectic schedule can be difficult. Take a moment to learn about some of the challenges Ms. Sedgewick faces in finding childcare. Think about how you could tailor a solution that turns data about multiple schedules, locations, availability and program information into useful options.

NEEDS & CHALLENGES



CINE ING PUBLIC DATA SOURCES

There are many publicly available data sources that contain information relevant to Ms. Sedgwick and the aspirations that she has for her children. Finding relevant information is the challenge. With some savvy searching and clever coding find open data resources that be turned into a valuable resource for Ms. Sedgewick. Many of these options have Open APIs for data access and discovery.







NAIONAL JAG PERSONAL NEEDS + PUBLIC DATA = VALUE OVERSONAL NEEDS + PUBLIC DATA = VALUE

Here's a Civic Hack that attempts to help. EduHack uses Ms. Sedgwick's personal data about her child's grade level, school and interests to sort out what after-school programs are available in the area that may be of interest. It also pulls up Khan Academy online lessons that map to her child's grade. This is just one example. By combining Ms. Sedgwick's personal needs with the vast array of data resources out there, we can sort through all the information and provide her with a personalized view of the resources available.

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Community Services

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	General	Volunteer	Private Resources		
Federal	data.gov	volunteering	findthedata.org		
	Community Services	_			
NYC	<u>community</u>	volunteering	_		
	job related	_			
Las Vegas	general	volunteering	<u>NonProfits</u>		
	public records		foundations yellow pages		
			<u>CommunityGuide</u>		

