Tony's Place

EMPOWERING LGBTQ+ YOUTH IN HOUSTON

DFA

Tony's Place

HOW CAN WE...

help **LGBTQ+ youth in Houston** effectively and equitably navigate social services through **one-on-one support**?

BACKGROUND

Tony's Place is a **resource center** and community space focusing on **LGBTQ+ youth** who are in need of help with **safe housing, queer health services, educational support,** and more.

They primarily focus on:

- Basic needs services
- Case management

COMMUNITY PARTNER

Carrie Rai (she/her)
Executive Director

USER INSIGHTS

Clients, in general, seem to **like the direction** of how case management is running at Tony's Place currently

However, there is **no system** for the staff to keep track of **client needs and satisfaction** with the current services.

FINAL PROTOTYPE: KEY FEATURES

Client Feedback Form

Quantifiable Data
Included measures of satisfaction and evaluation that are quantifiable, for ease of tracking long term growth.
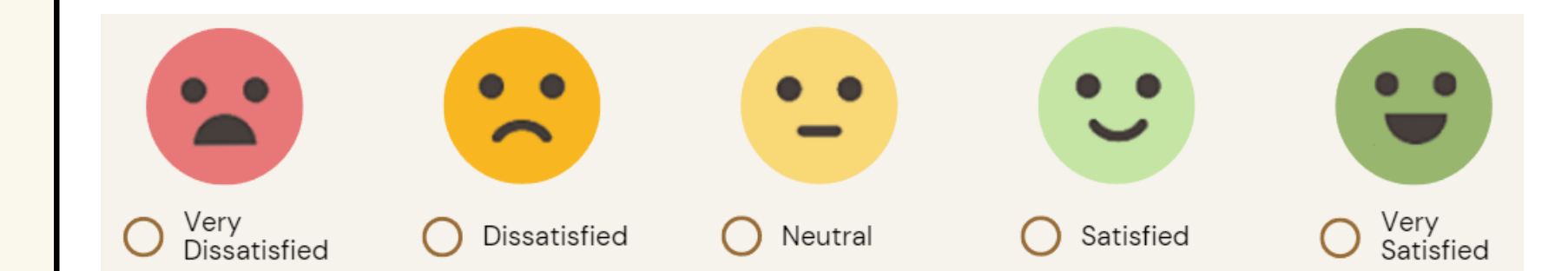
Visually Engaging
Chose a visually appealing color palette to encourage responses along with minimalist elements.

LIKERT SCALES

Very Dissatisfied / Dissatisfied / Neutral / Satisfied / Very Satisfied

strongly disagree / disagree / agree / strongly agree

Staff understood my concerns
Services have improved the quality of my life
My needs were addressed
I know what my next steps are

TELL US MORE
HOW HAS TONY'S PLACE HELPED YOU?

Ease of Understanding
All of the language used was at a 3rd to 5th grade reading level, and minimal lines were used for question responses to lessen the mental load of users.

TEST JOURNEY

BUILD

Created a **user survey** targeting feedback regarding one-on-one services	Used satisfaction scale to **standardize** user's opinions	Produced an internal report on case management, **analyzing its efficacy**

TEST

- Surveyed Carrie and Rice students to analyze the **usability** and **accessibility** of the feedback form
- Carrie expressed that client forms be at **3rd to 5th grade reading level** and kept **anonymous** for more genuine responses
- All believed the layout was clean and understandable

IMPLEMENT

- **Refactored** the wording of our form
- **Removed** any questions regarding name or age
- **Handoff** the redesigned feedback form to Carrie
- Deliver a document to Carrie with **rationales** behind the design of the form and **suggestions** for future use

Internal Assessment

Reusability
Follows a simple outline to allow Tony's Place to create their own internal assessments in the future.

Outline
Tony's Place Assessment of Ser...
Background
Findings
Key Insights
Next Steps

Readability
Focused on brief feedback from target clients and proxy research to be easily digestible with the help of bolding and subsections.

Insight-driven
Synthesizes research to lay out what Tony's Place is doing well and what needs improvement, informing feasible next steps.

Key Insights

NEXT STEPS

Feedback Database

We plan to implement an **Excel spreadsheet** that matches our client feedback form to create a user **feedback database** and track trends over time to **evaluate performance continuously.**