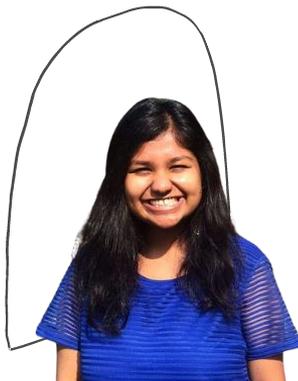




accesSOS



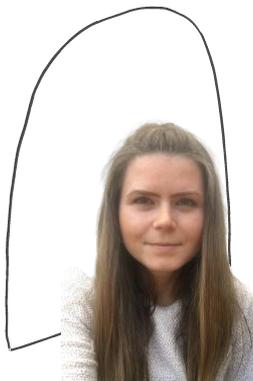
Amanda Kochak
QUANT RESEARCH



Priyanka Dasgupta
UX RESEARCH



Nailah Hill
UX RESEARCH



V de la Vega
UX DESIGN

accessibility
equity
+ resources
for crisis
response

gabriella's dad texted her to call 911 for him



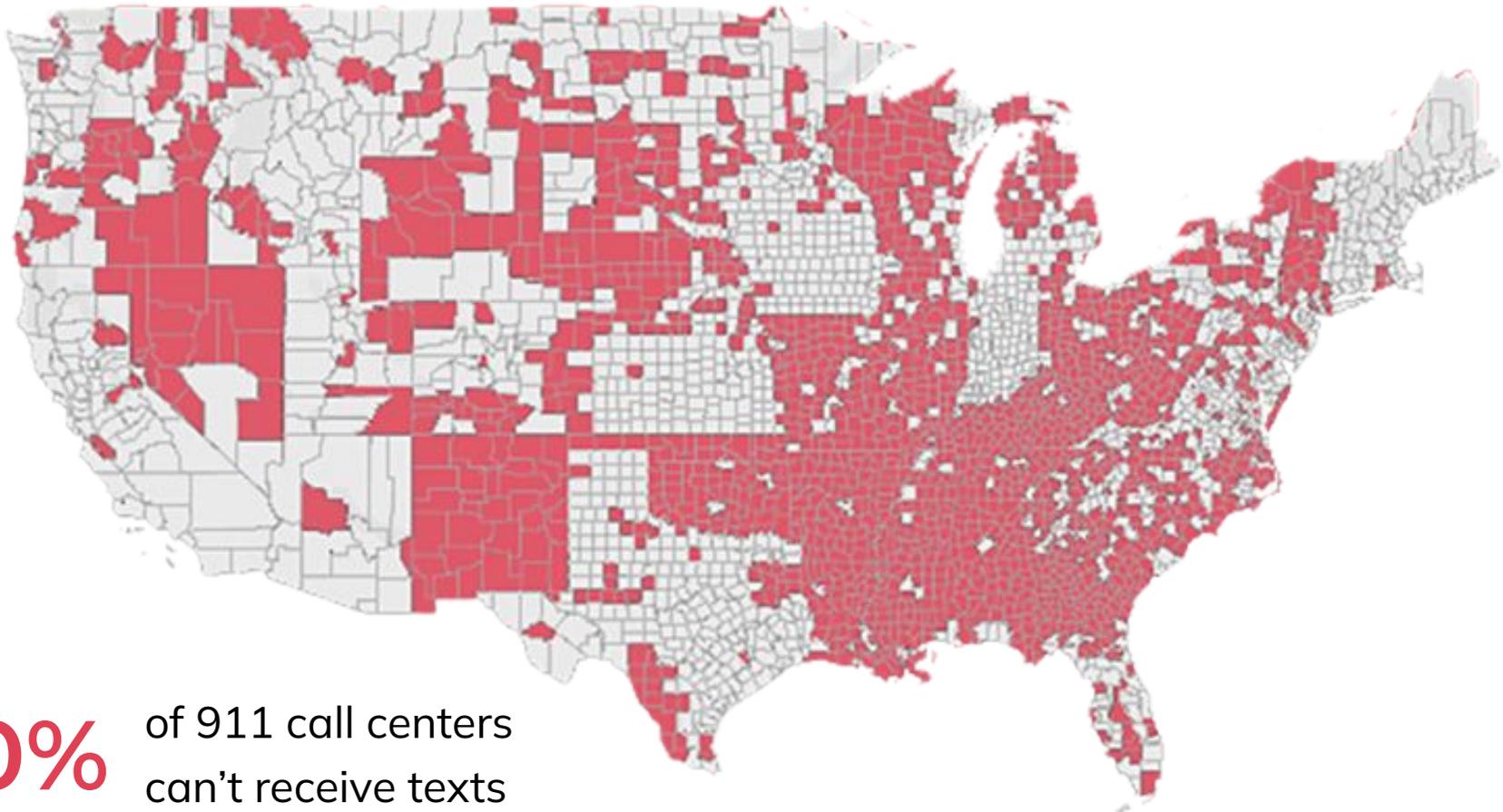
Gabriella's father is deaf

She didn't see his texts in time.

He couldn't contact 911 to get help.

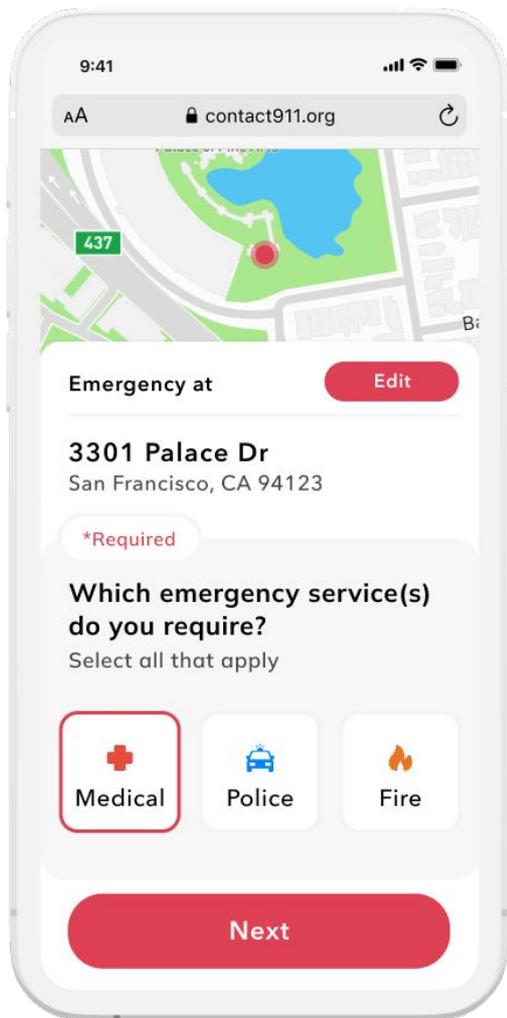
Gabriella Wong started accesSOS to fix this inequity.

Our team has helped with the design of the app.



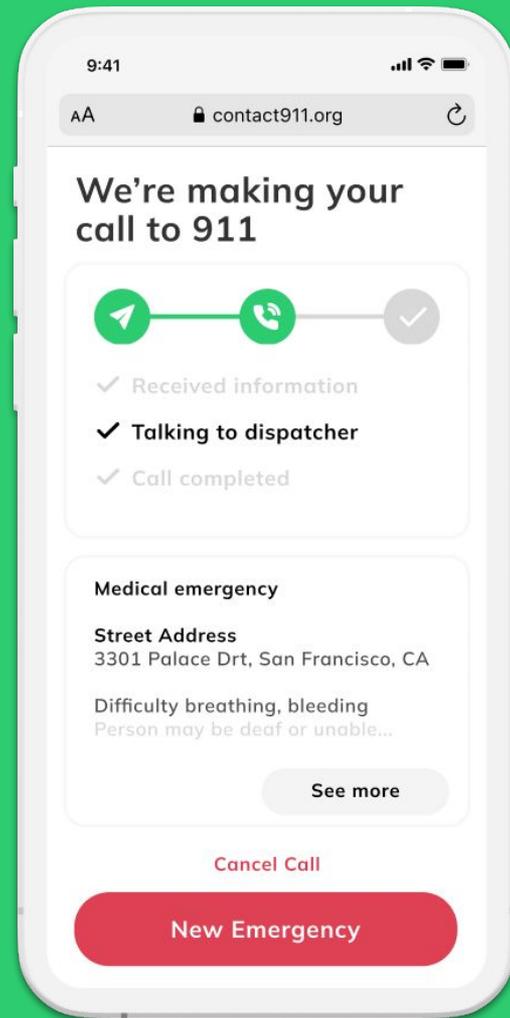
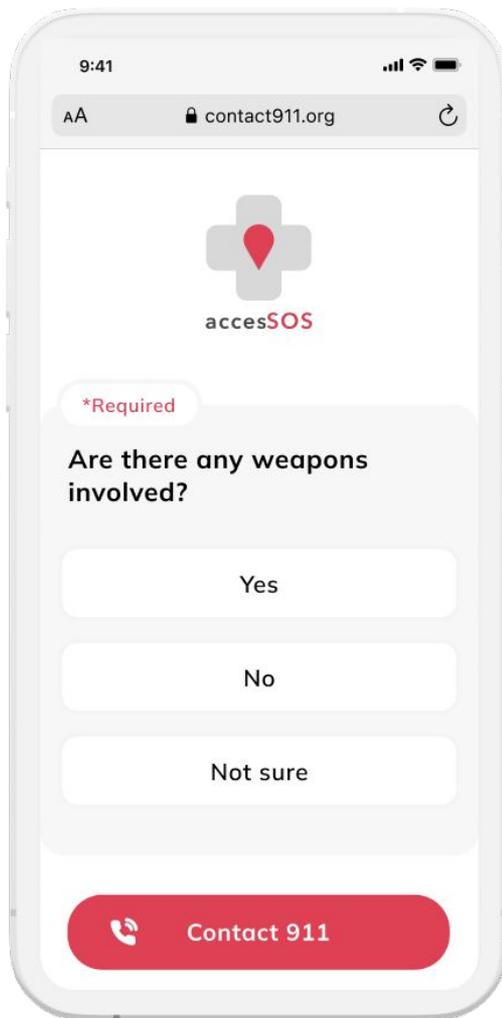
70% of 911 call centers
can't receive texts

01



02

03







Survey #1

Goal was to understand expectations of reporting emergencies



Semi Structured Interviews w/ First Responders

Goal was to understand needs of first responders in order to appropriately respond to emergencies



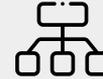
911 Calls Data Analysis

Goal was to uncover the most common emergency categories across the U.S



Semi-Structured Interviews w/ CIS

Goal was to understand what information Crisis Intervention Specialists need to be most effective



Card Sort #1

Goal was to understand how people categorize different emergencies



Open & Closed Card Sort #2

Goal was to understand how people categorize emergencies with names and icons



Survey #2

Goal was to understand if people accurately understand what each icon represents in the absence of text



Usability Testing

Goal was to understand if the app is easily navigable and to understand if the icons and text align



Disability



Domestic
violence



Erratic
behavior



Housing



Mental
health



Substance
use



Suicidal
thoughts



Welfare
check



**EVERYBODY NEEDS CRISIS
INTERVENTION TRAINING,
BECAUSE THAT IS THE MAJORITY
OF THE SITUATIONS WE DEAL
WITH.**

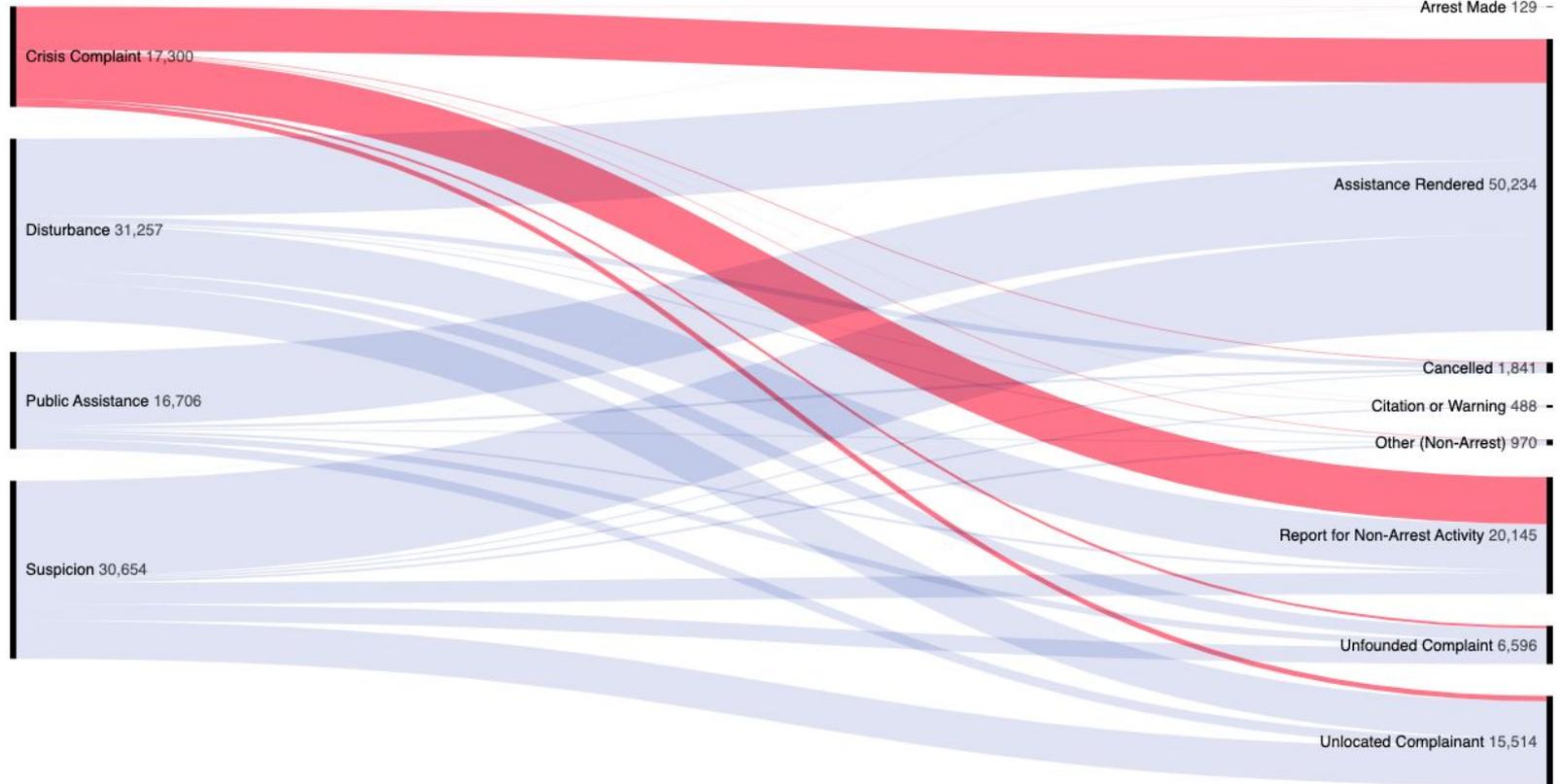
**MOST OF THE THINGS I GET CALLED TO ARE PEOPLE
WHO ARE DEALING WITH SUBSTANCE USE,
AND A LOT OF TIMES THE SUBSTANCE USE IS BECAUSE
OF THEIR MENTAL ILLNESS."**

POLICE INVESTIGATOR + SWA

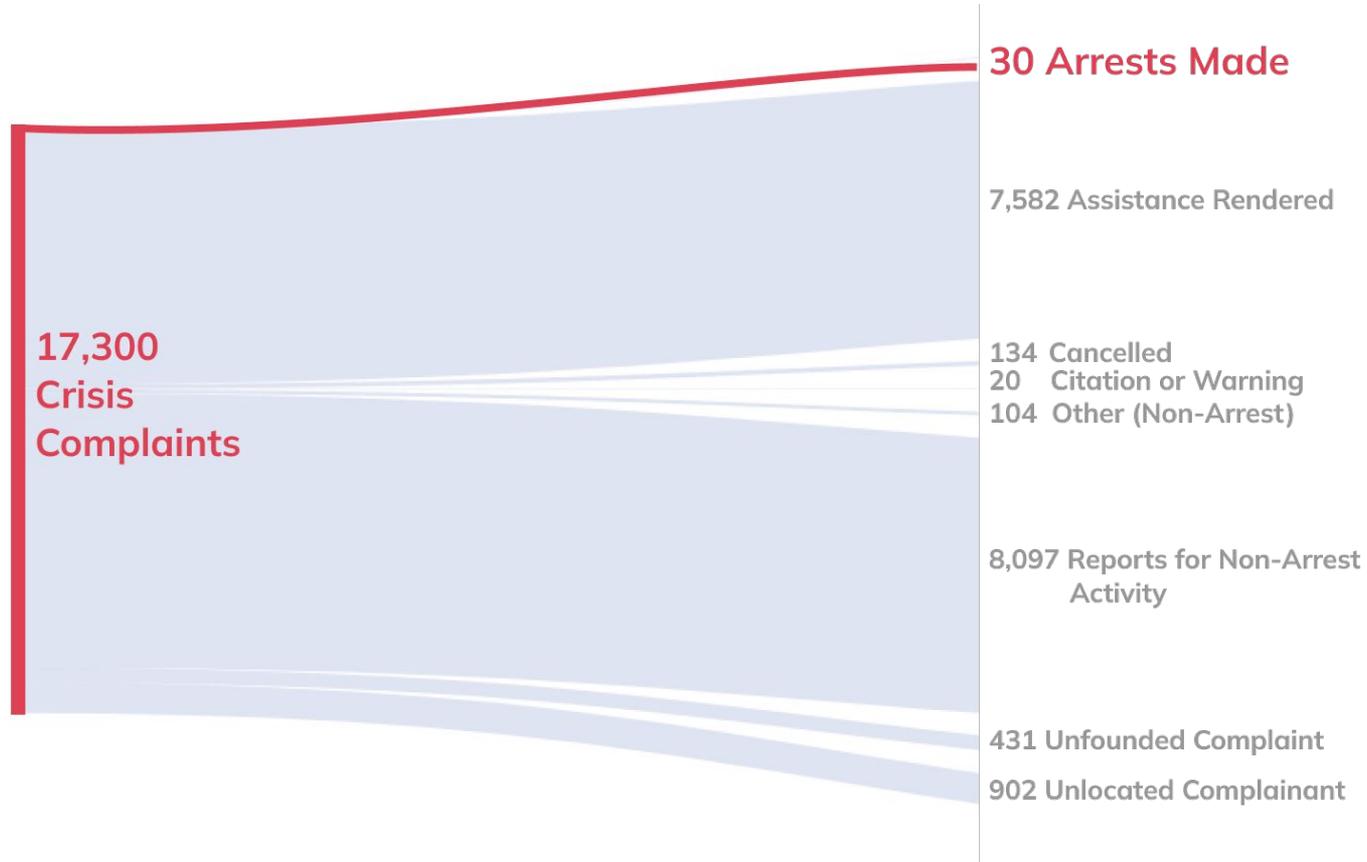
Hover over the lines to see the dispositions per call type

911 Call Type

911 Call Disposition

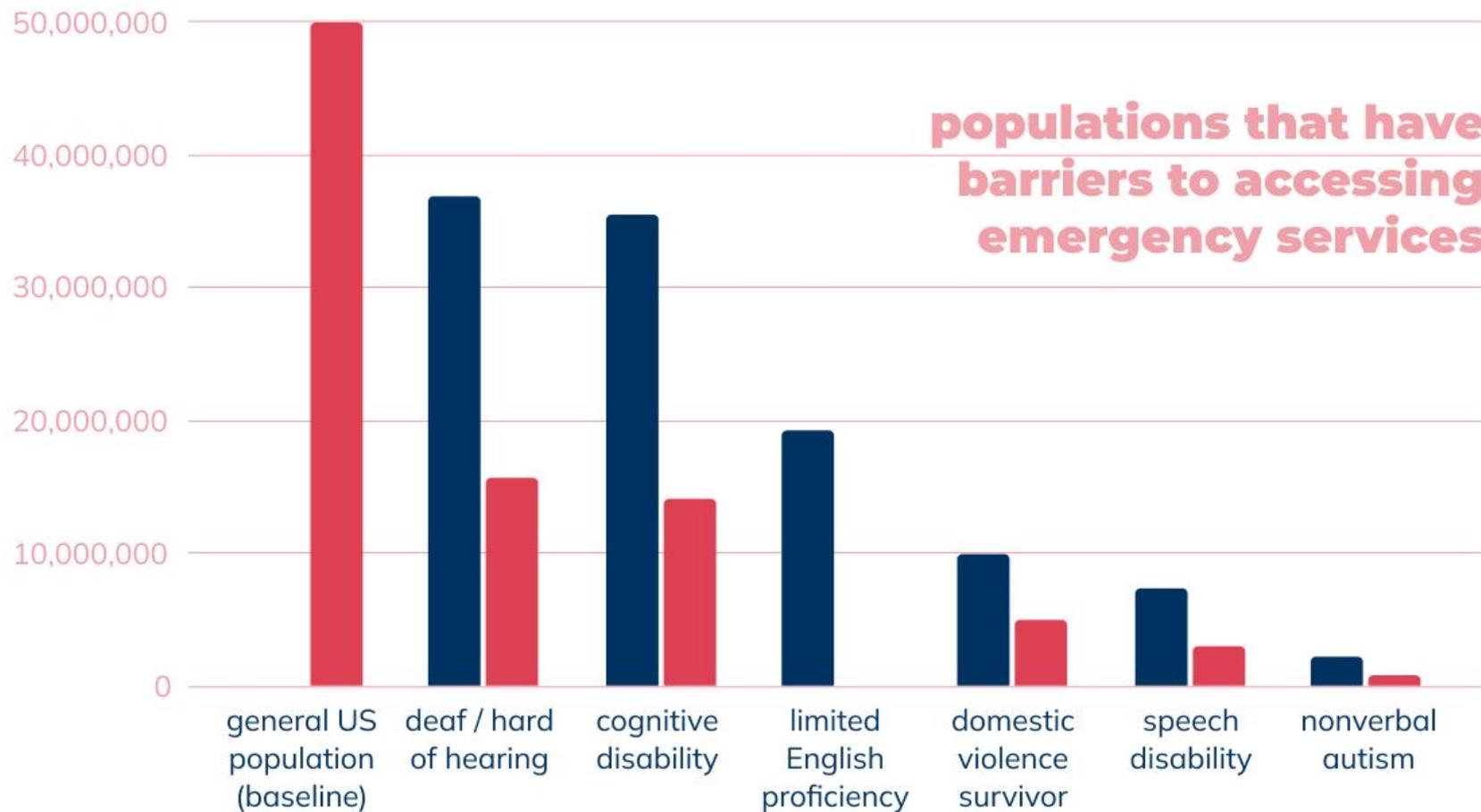


only **30** of **17,300** of crisis complaints resulted in arrest

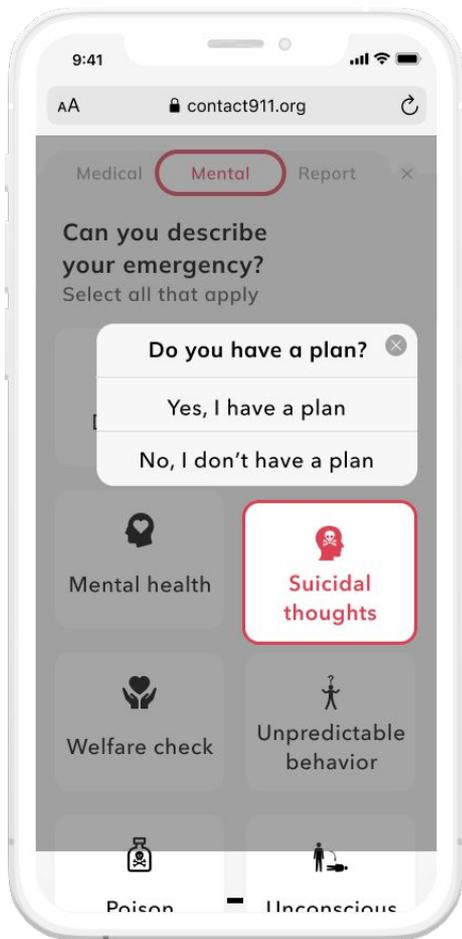


■ total

■ mental health related issues



populations that have barriers to accessing emergency services



988

SUICIDE
PREVENTION
HOTLINE
live July 2022



311

for non emergency situations
(ex: finding housing for someone experiencing homelessness)



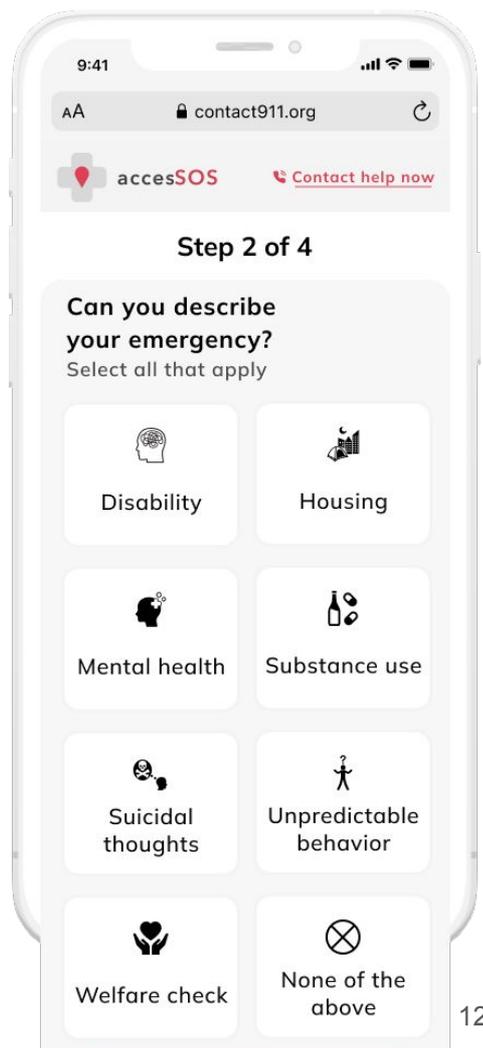
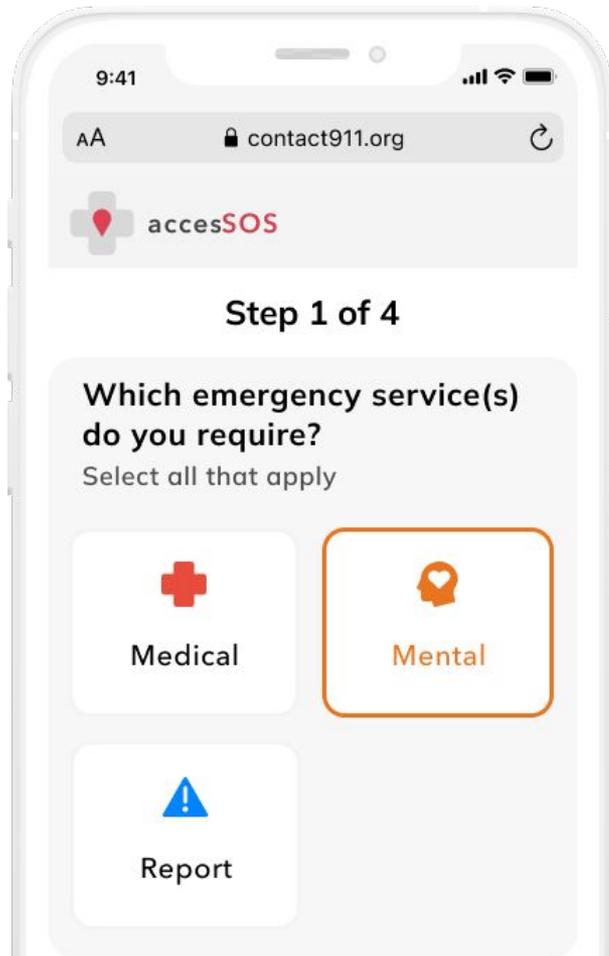
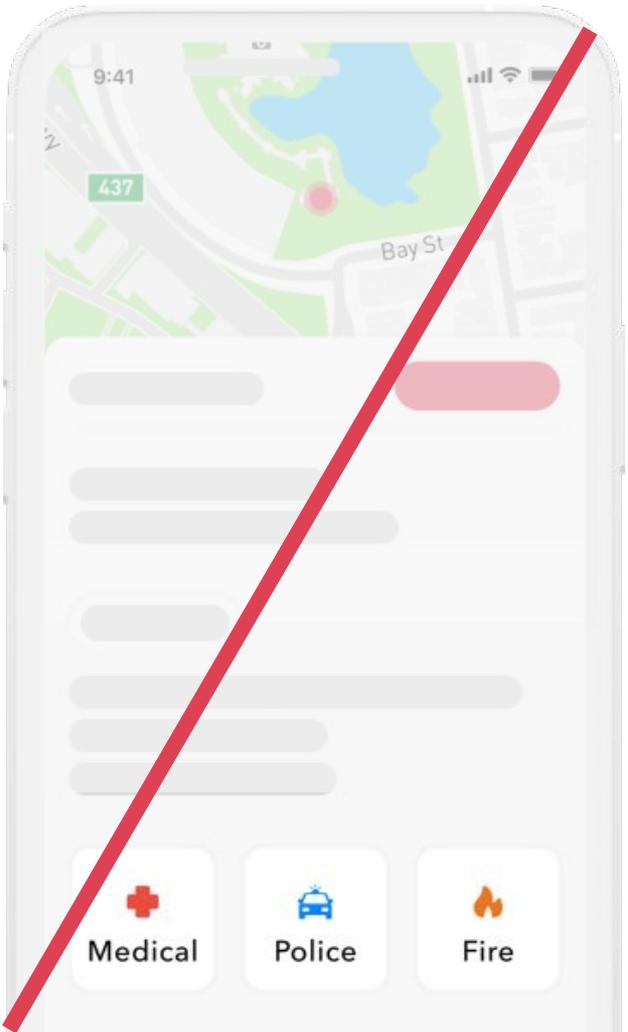
988

for mental health emergencies



911

for life threatening emergencies





Disability



Domestic
violence



Erratic
behavior



Housing



Mental
health



Substance
use



Suicidal
thoughts



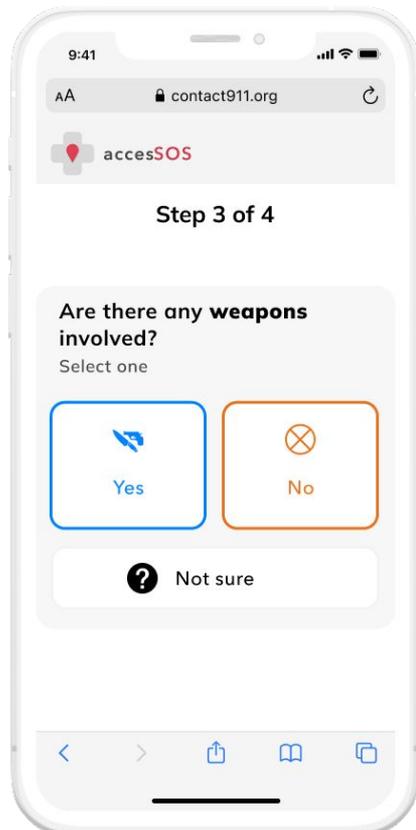
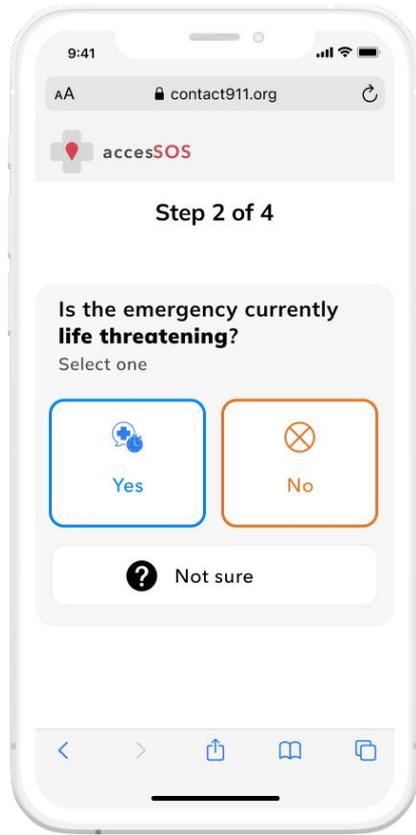
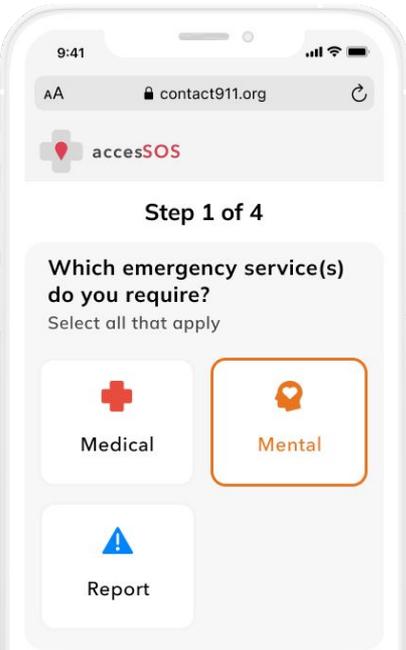
Welfare
check



IF YOU KNOW ALL THE INFORMATION
GOING IN,
**YOU CAN FOLLOW
MORE OF A PROCESS.**

THE LESS YOU KNOW,
THE MORE PRECAUTIONS
YOU HAVE TO TAKE
TO KEEP YOURSELF SAFE.”

**INTELLIGENCE OFFICER
DE-ESCALATION SPECIALIZATION**



 **988** for mental health emergencies

 **911** for life threatening emergencies + for emergencies involving a weapon



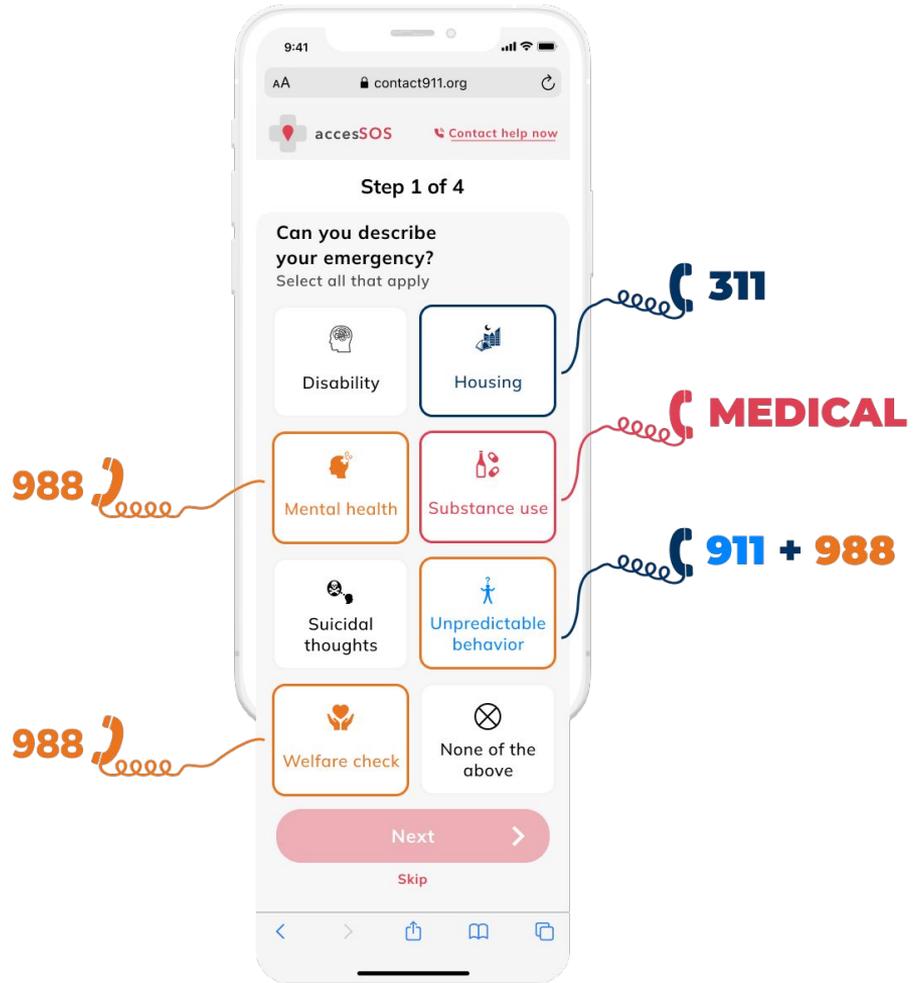
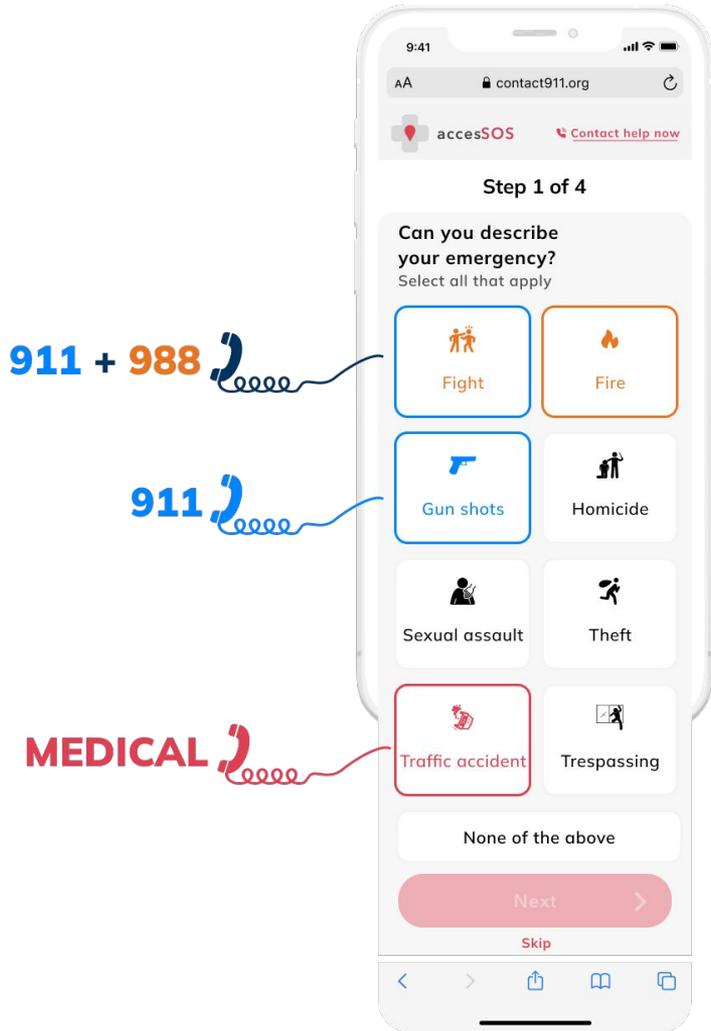
“
I just wanted to tell someone,
'Hi, I need help.'
I didn't know
what else to say.

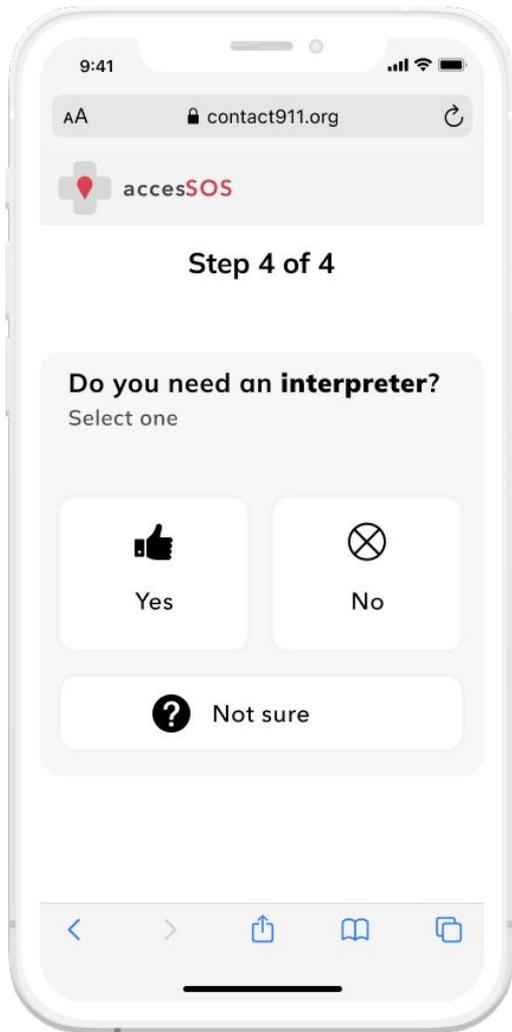
- Gabriella Wong”

5 deaf

2 hard of hearing

1 hearing firefighter who uses ASL





9:41



AA

contact911.org



accessSOS

Step 4 of 4

Do you need an interpreter?

Select one



Yes



No

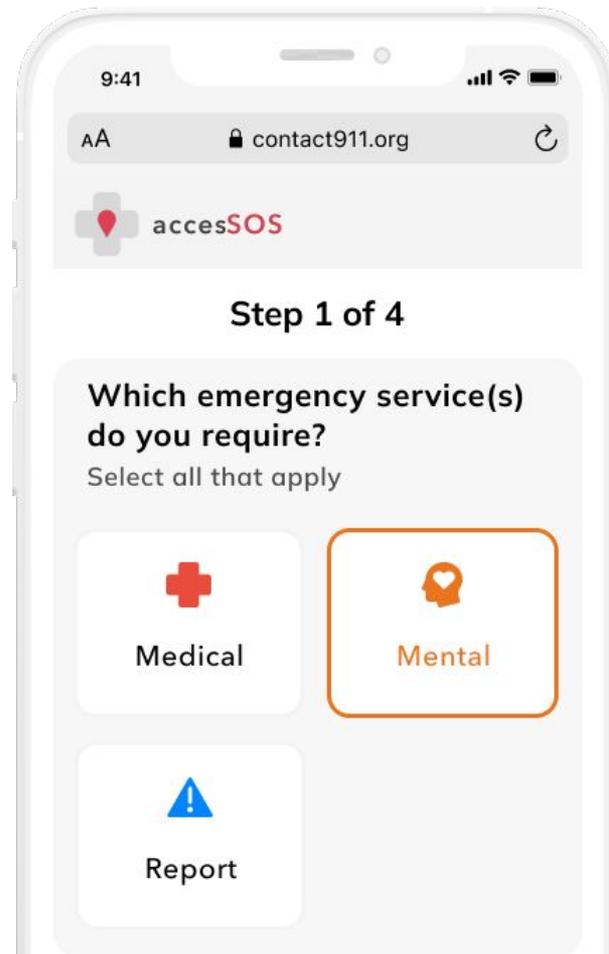


Not sure



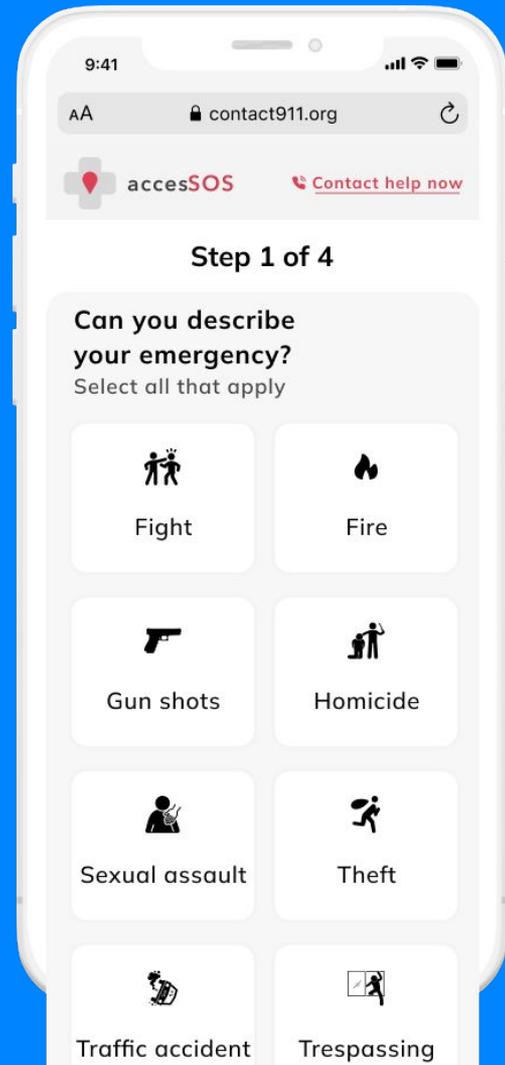
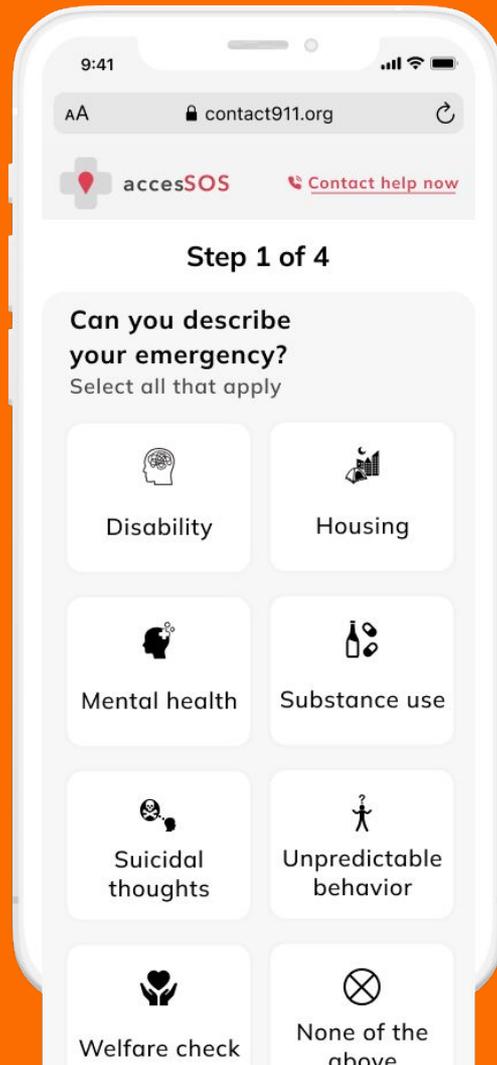
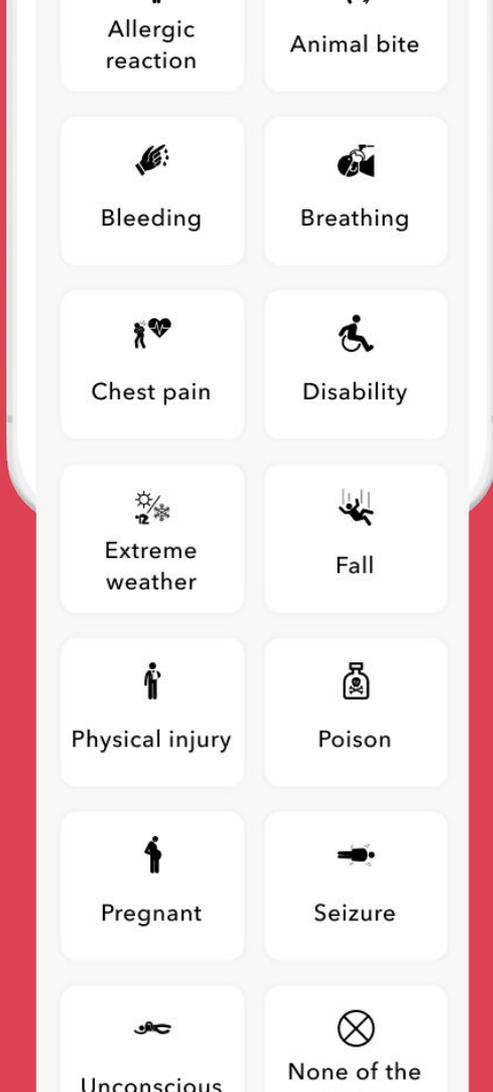
There's a
high cognitive load
to **effectively processing**
and **routing**
an **emergency call.**

- Director of a Sexual Violence Prevention Center



“easy to use!”

“made sense to me”





Quicker access to emergency help

Provides most relevant information

Reduces unnecessary police involvement

Founder

Gabriella Wong

Professors

Coye Cheshire, Niloufar Salehi, Morgan Ames, Jay Chen

Graduate Students

Helena Karnilowicz, Kimberly Hirsch, Sepideh KarimiZiarani

Research Assistants

Cynthia Salazar, Maneet Bhatia, Peggy Maleki

Volunteers

Aindrila Haldar, Jochem Dierx, Stanley Wong

Thank you !

Making emergency help accessible for **Everyone**

People who are deaf or hard of hearing

People with speech disabilities or limited English proficiency

Domestic violence survivors

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example@email.com

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