



USE CASES

2018



USE CASE

Opioid Resources Application

Use Case Name: Opioid Resources Application Use Case

Use Case Description: With more than 1,200 people expected to die from an overdose in Philadelphia alone this year, it may not be surprising that a new study by Well Being Trust, a national foundation focused on the mental health of America, ranked Pennsylvania's opioid overdose death rate as the sixth highest in the nation. According to the Drug Enforcement Agency, in 2016 overdose deaths in Pennsylvania rose to 4,642 individuals, or about 13 deaths per day. Governor Wolf and his administration are working to provide real solutions to save lives and help addicted individuals and their families get the treatment they need to live long, productive lives.

We have heard a great need from First Responders, Parents, Victims, and Providers for a very quick access to available resources. Information is needed for treatment facilities, recovery centers and safe schools and zones, licensed and reputable counselors, programs, individual and family support groups, etc.

Actors:

- Parents
- Individuals in need
- Providers
- First Responders
- Community Support Groups

Triggers:

- Not knowing all the support resources available and where they are located

Preconditions:

- Not having the resources available to quickly give a victim while they are ready to accept help.

Post-conditions:

- Provide access to care at the exact time of need.

Normal flow:

1. An individual is looking for help. They access the app and immediately find the resources.
2. A parent, sibling or friend is searching for information to help. They pull up the app and quickly find the information they need to provide help to someone in need.
3. First responders and providers access the app and provide valuable information/resources based on the geographical area they are located at the exact time of need.

4. Someone is in a new area of the state, they access the app and find resources based on geographical information.
5. Someone is leaving the criminal justice system and needs information to get connected to support groups and people.

Summary

By utilizing all available datasets, and any other information, create a mobile-optimized web site that pulls together the services that can be quickly accessed by anyone to supply resources/information to the person at the exact time it is requested/needed. Create an expandable app, so it can be built to provide resources/information for the entire Commonwealth of Pennsylvania.

Enable a community piece allowing citizens to add their own event and a piece for individuals/leadership to respond if the event is approved/legitimate providing testimonies to ensure a safe environment. Individuals can also leave reviews to help determine if this is the place to go.

Provide a spot for community/ leaders, front-line care takers, criminal justice to enter alerts.

Provide such things as the appropriate Single County Authorities (SCA's) available, where to buy Narcan, Narcan trainings, 12 -step recovery programs, recovery support groups, family groups, grief, support, young people recovery, smart recovery, women in recovery, safe schools, counselors, community events, who can help with insurance, etc.

Possibly connect with the use case named Opioid First Responders Communication Support Network App – review if this app could have a sign-in internal side for our First responders and licensed professions and community supports to connect and share current events, ideas and offer support.

Some Sources:

Open Data Portal: <https://data.pa.gov>

DDAP Get Help page - <https://apps.ddap.pa.gov/gethelpnow/>

PA Gov information - <https://www.pa.gov/guides/opioid-epidemic/>

Look at the Pittsburgh Homeless Application - <https://www.bigburgh.com/app.html#/who>



USE CASE

**Opioid First Responders
Communication Support
Network App**

Use Case Name: Opioid First Responders Communication Support Network App Use Case

Use Case Description: First Responders wish to communicate with other first responders/community support individuals in their hometown community and in other communities across the Commonwealth.

Actors:

- First Responders
- Community Support Individuals
- Providers

Triggers:

- Need for information
- Have a real time platform
- Proactive on where heroin supplies are
- Availability of Narcan
- Proactively deploy community resources
- Current events/challenges

Preconditions:

- Lack of information
- Lack of quick Mobil way to communicate with other community support individuals

Post-conditions:

- Easy way to communicate across the state very quickly
- First responders, community support groups and providers have an open line to other community's support individuals for everything from information to creating a real-time support network
- First responders receive information from other communities to proactively prepare themselves with knowledge and resources for what may be coming their way
- Offer support to each other as they deal with a lot of challenges
- Have real-time support and not feel alone

Summary

Build a secure application for our Commonwealth Support Personnel, First Responders, and Providers to build a network of communication across the Commonwealth. Build a real-time support network of individuals who understand the challenges being faced by these dedicated personnel on a daily and hourly basis.

Possibly connect with the use case named Opioid Resources Application - maybe both use cases could be built into one application or 2 different teams could collaboratively work one part and add into one application. Be creative.

Some Sources:

Open Data Portal: <https://data.pa.gov>

DDAP Get Help page - <https://apps.ddap.pa.gov/gethelpnow/>

PA Gov information - <https://www.pa.gov/guides/opioid-epidemic/>