Exploration of Community Resources for Adults and Children with Disabilities and Their Caregivers in Middle Tennessee

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**Mission & Vision of Agency**

National Seating and Mobility’s mission is to “deliver personalized solutions to individuals with mobility challenges by bringing together industry-leading expertise, uniquely engineered systems and breakthrough technologies. Our products and services provide independence and self-reliance to clients; reassurance to family and caregivers; and responsive, flexible and highly professional clinical support to our referral sources”.

Their vision is summarized as “…we will never be satisfied until we have exceeded the expectations of those we serve in our quest to be a trusted partner. Breaking more barriers, impacting more lives. Taking us where we aspire to be, and our clients, where they deserve to go”.

**Agency Needs**

- Research and disseminate available resources for clients in Middle Tennessee, including but not limited to: ramp building, financial resources, home modifications, and supplemental equipment.
- Create a dynamic platform to disseminate the resource information in more detail, while also allowing for additional resources to be added in the future.

**Project Goals**

- Create a comprehensive resource guide for clients of NSM.
- Create a physical directory version of the resource guide for distribution.
- Create a website with comprehensive, detailed description of resources.

**Deliverables & Outcomes**

**Directory of Resources**

**Goal:** To produce a physical directory of resources available to clients in Middle Tennessee that can be printed and distributed during the clients’ appointments with ATPs. The goal of this directory was to be a brief overview of the resource including contact information, website, services provided, and service area of the resource to allow the client to know what the resource provides at a glance.

**Process:**
- Identify best format and organization for resources for clients to navigate (i.e. alphabetically, by service provided, by diagnosis or population served, etc.)
- Create icons and icon key for directory that are easy to interpret to provide clients with a quick glance understanding of what that resource offers.
- Research and gather resources available to residents of Middle Tennessee.
- Produce resource guide and make suggested revisions.

**Outcome:** The outcome of this deliverable was a 23 page PDF file of the resources with their contact information (website, email, phone number, address), service provided, service area, and icon indicating the services.

**Website of Resources**

**Goal:** To produce a website of resources available to clients in Middle Tennessee to facilitate clients discovering and utilizing different services. The goal for this website was to develop a format for the resource guide that can provide more detailed information about each agency, links to applications for clients, and provide a way to sustain the project following the completion of capstone.

**Process:**
- Identify best, most accessible virtual platform to disseminate research to clients and continue to add resources to moving forward.
- Create domain name and layout of website.
- Research and gather resources available to residents of Middle Tennessee.
- Write detailed descriptions of each agency and the service they provide.

**Outcome:** The outcome of this deliverable was a blog of 57 resources, where each agency has its own blog post that includes details about contact information, the application process, eligibility requirements, links to the website, and labels so that resources and agencies can be organized and easily searched. The website is available at: [https://communityresourcesmiddletn.blogspot.com/](https://communityresourcesmiddletn.blogspot.com/)

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**Sample of resource directory**

**Sample of resource website**