

NYC Hope Wireframes

Version History of This Document

Version 1.0 - 3/18/19

- Original mockup as tested.
- Added mock search result page and mock result detail page. *SEE PAGES 29 - 34*

Version 2.0 - 4/5/19

- Added print button and Jump to Top button to Neighborhood Services/Resource Directory Page *SEE PAGES 12 - 13*
- Added print button to Search Results Page *SEE PAGES 29 - 31*
- Added print button to Result Details page. *SEE PAGES 33 - 34*
- Added City Map to Result Details Page *SEE PAGES 33 - 34*

Version 3.0 - 4/25/19

- Added Translate Button to top nav and Footer *SEE PAGES 5 - 7*
- Updated visual design of Support Others *SEE PAGES 28 - 30*
- Updated visual design of Staying Safe page *SEE PAGES 31 - 35*
- Added City Map to Family Justice Centers Page *SEE PAGES 17 - 20*

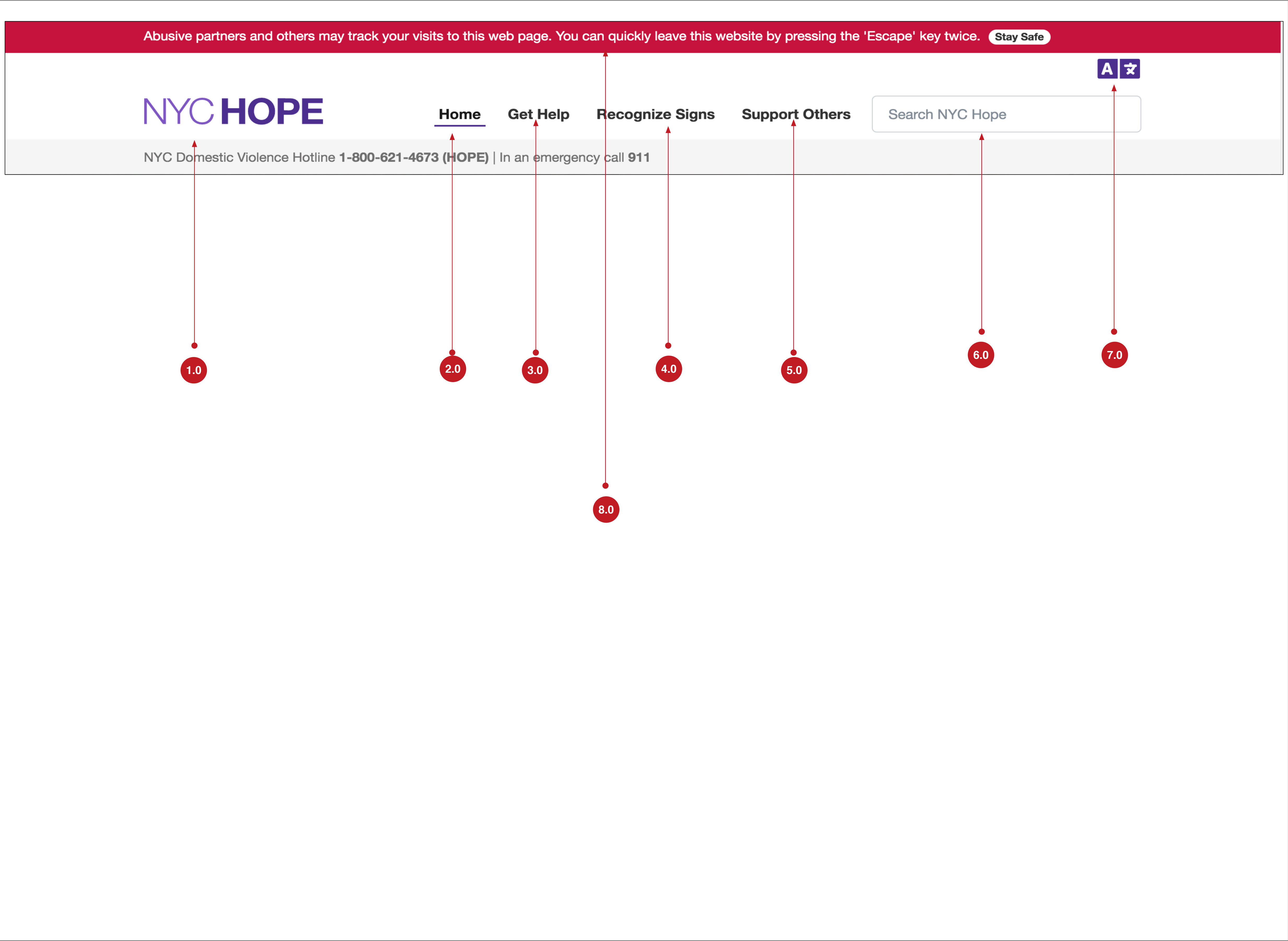
Version 4.0 - 6/06/19

- Added Final content *SEE ALL PAGES*
- Updated visual design of search feature. *SEE PAGES 41-48*

Version 5.0 - 6/12/19

- Fixed languages for links *SEE ALL PAGES*
- Added language for references to data dictionary. *SEE PAGES 4, 15*
- Made scroll-to-top button global. *SEE ALL PAGES*
- Added language for exit modal. *SEE PAGE 49*

1. Top Nav



Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/index.html>

- 1.0 NYC Hope Logo

Clicking NYC Hope logo navigates user to Home page. **SEE PAGE 8**
- 2.0 Home Nav Link.

Clicking Home link navigates user to Home page. **SEE PAGE 8**
- 3.0 Get Help Nav Link.

Clicking Home link navigates user to Resource Directory page. **SEE PAGE 14**
- 4.0 Recognize Signs Nav Link.

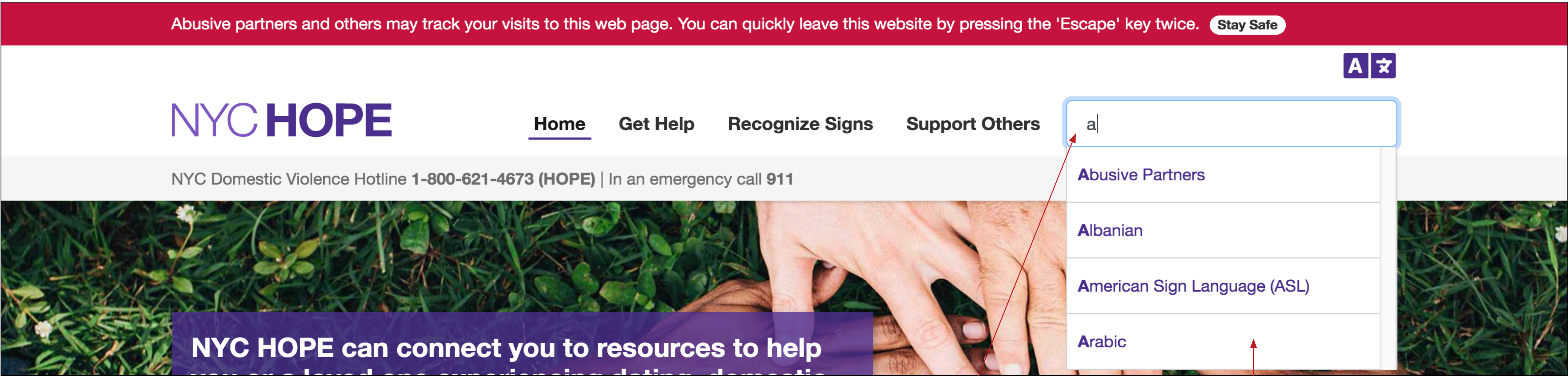
Clicking Recognize Signs link navigates user to Recognize Signs page. **SEE PAGE 25**
- 5.0 Support Others Nav Link.

Clicking Support Others link navigates user to Support Others page. **SEE PAGE 32**
- 6.0 Search Field.

SEE PAGE 4
- 7.0 Translate Widget.

Google Translate Widget to translate text on site. **SEE PAGE 5 - 7**
- 8.0 Stay Safe Banner

Displays content related to website tracking, instructions on using the escape hotkey, and a link to the Online Safety page. Clicking Learn More Link link navigates user to Online Safety page. **SEE PAGE 36**



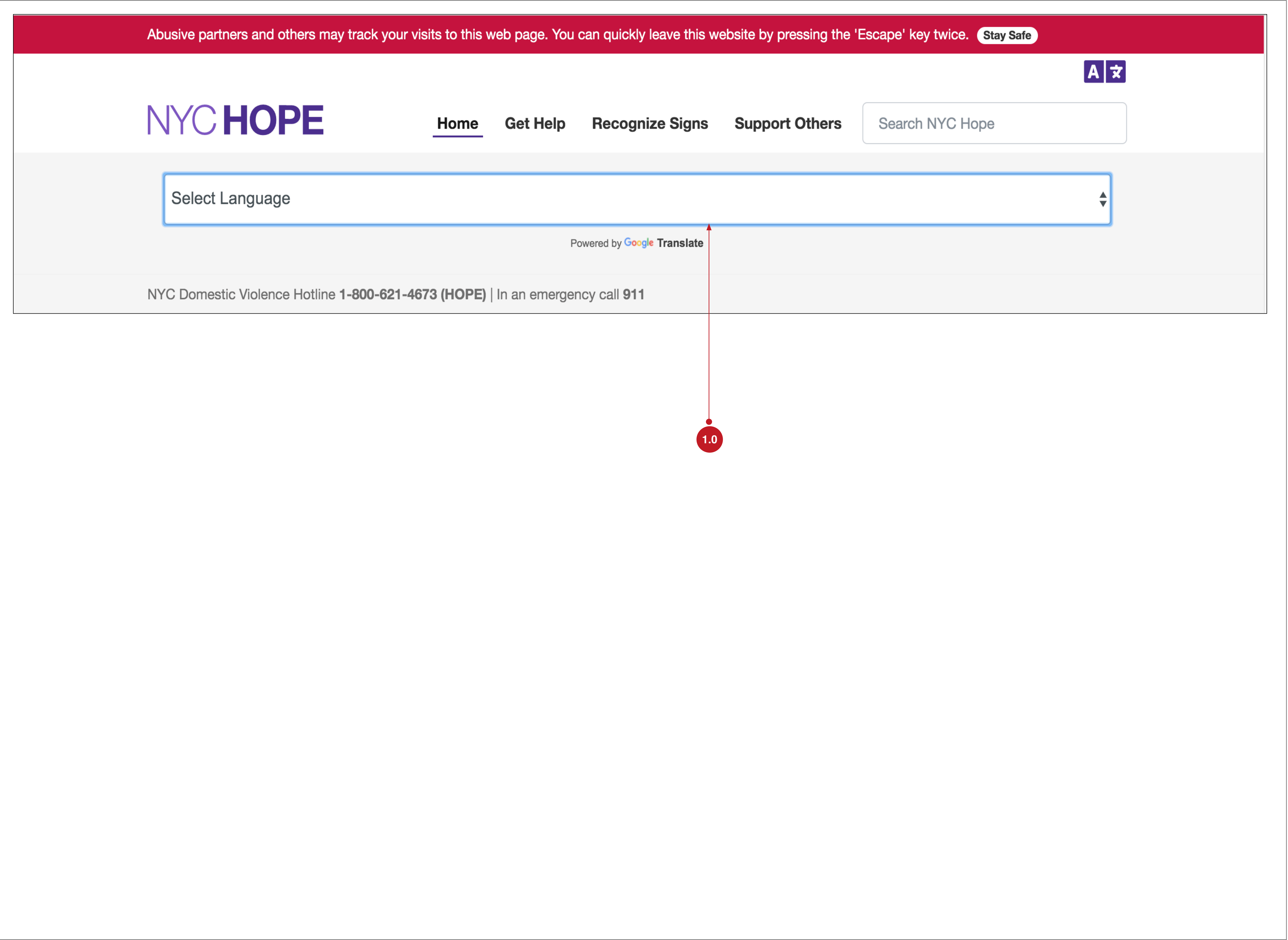
Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/index.html>

1.0 Search Field

User can enter text into the input field. Autocomplete functionality will attempt to match the entered text so far to one of NYC Hope’s predefined keyword tags. If user clicks one of those tags, rest of the keyword is entered automatically. For different types of searches and their results, **SEE PAGE 41**, For listing of all tags, **SEE DATA DICTIONARY**

2.0 Autocomplete dropdown.

A list of keyword tags appears under input field with a list of tags that match the entered text so far.

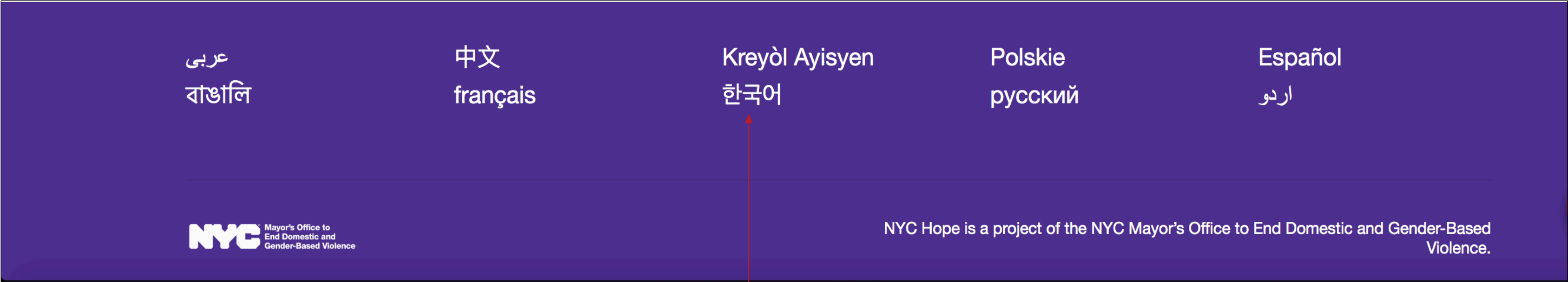


Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/index.html>

1.0 Language Dropdown

A dropdown list of languages appears underneath the main navigation. When a language is selected, Google Translate attempts to translate the text content of the page into the chosen language.

2. Footer

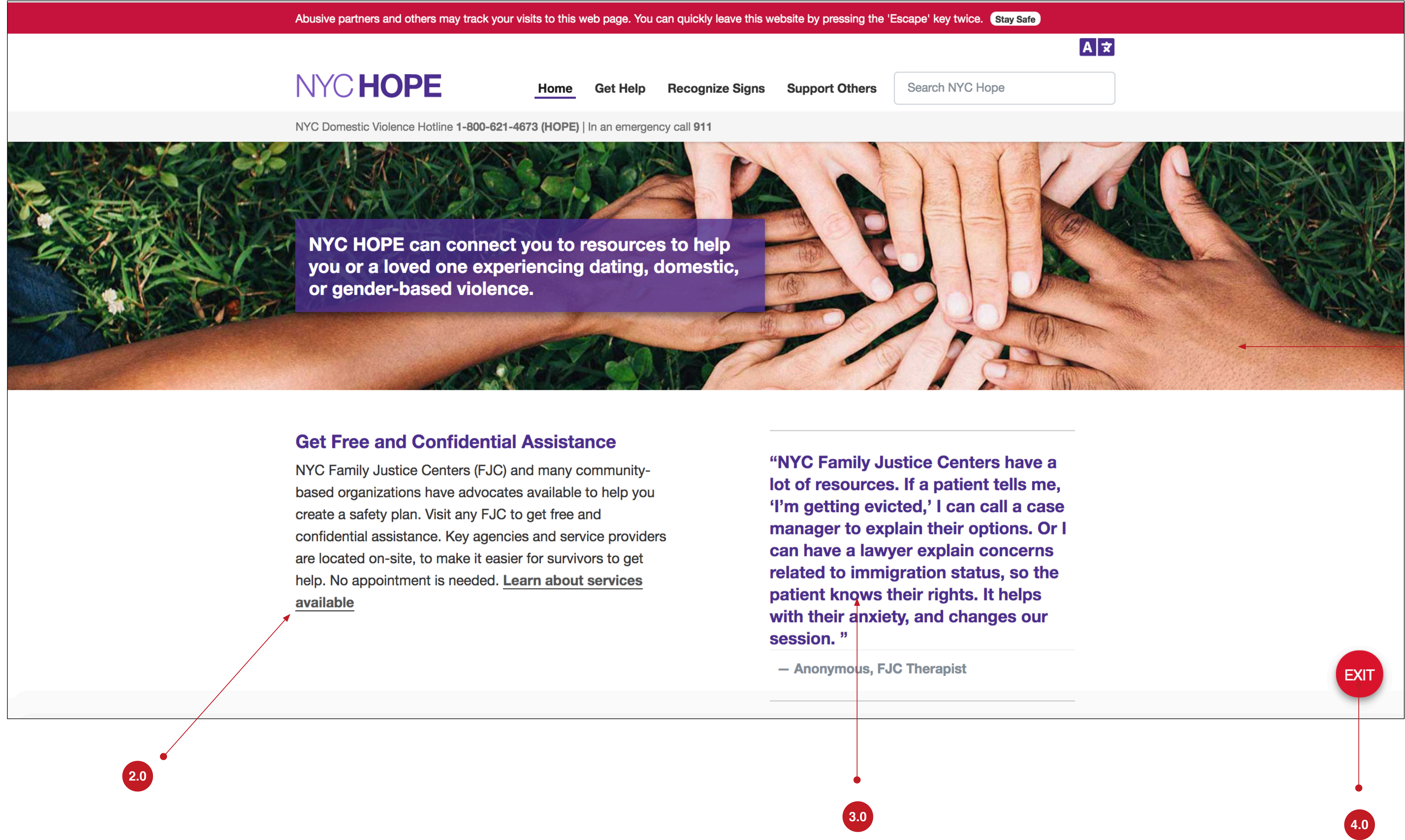


Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/index.html>

1.0 NYC ENDGBV Logo
Clicking on this logo will navigate users to the NYC ENDGBV website.

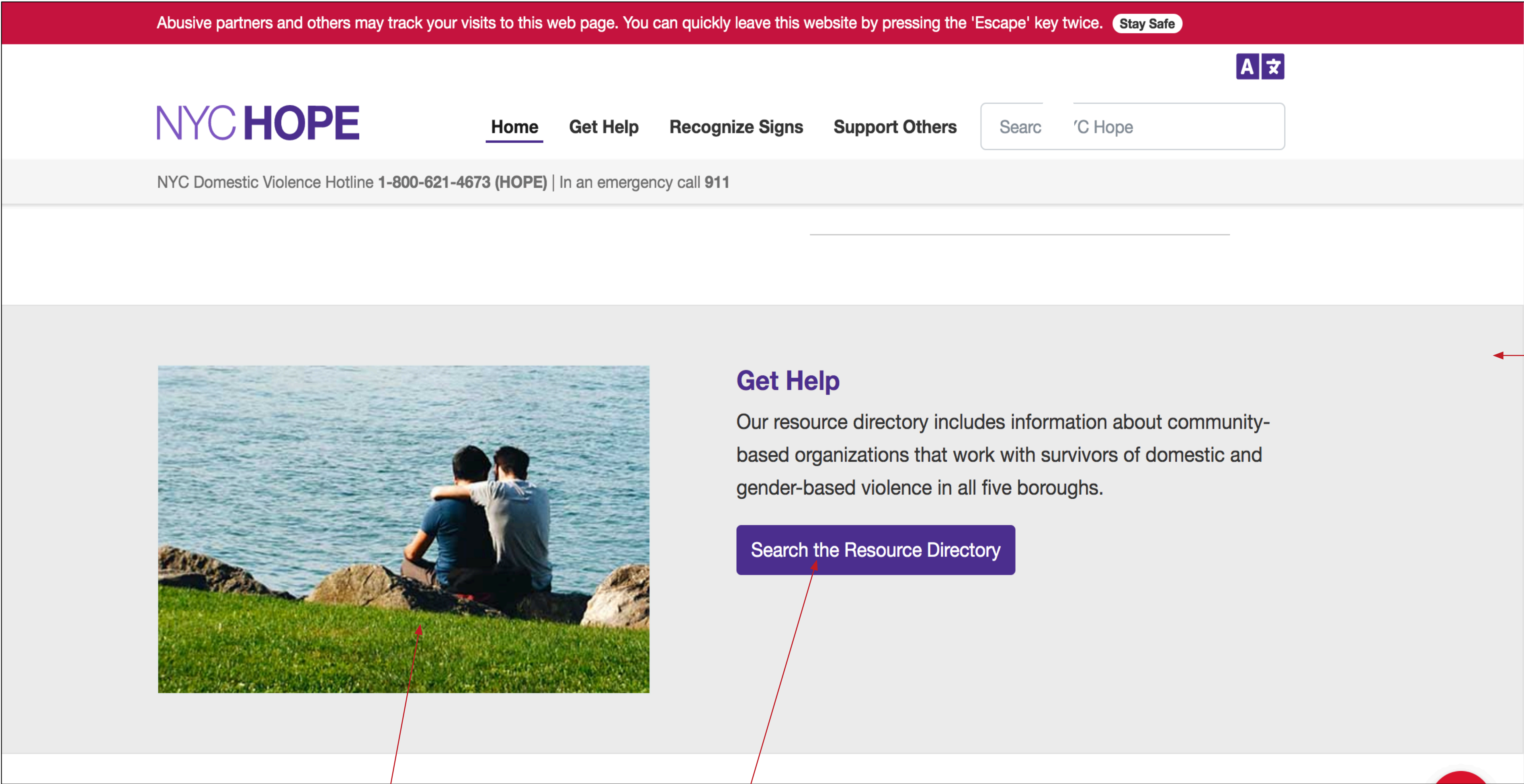
2.0 Official NYC Language list.
A list of the 10 official NYC languages. Clicking one of the languages activates the same translate function as the Google Translate Widget. **SEE PAGE 5.**
Google Translate will attempt to translate the text content of the page into the selected language.

3. Home Page



Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/index.html>

- 1.0 Main banner.
Will display a background image and introductory content.
- 2.0 Content Area.
Displays text content and a link to Family Justice Centers page. Link should NOT refresh page. SEE PAGE 18
- 3.0 Content Area.
Displays testimonial text content.
- 4.0 Exit Button.
Clicking this button will navigate users away from NYC Hope. (To weather.com) Button should remain in lower right hand corner of screen regardless of screen size or orientation.

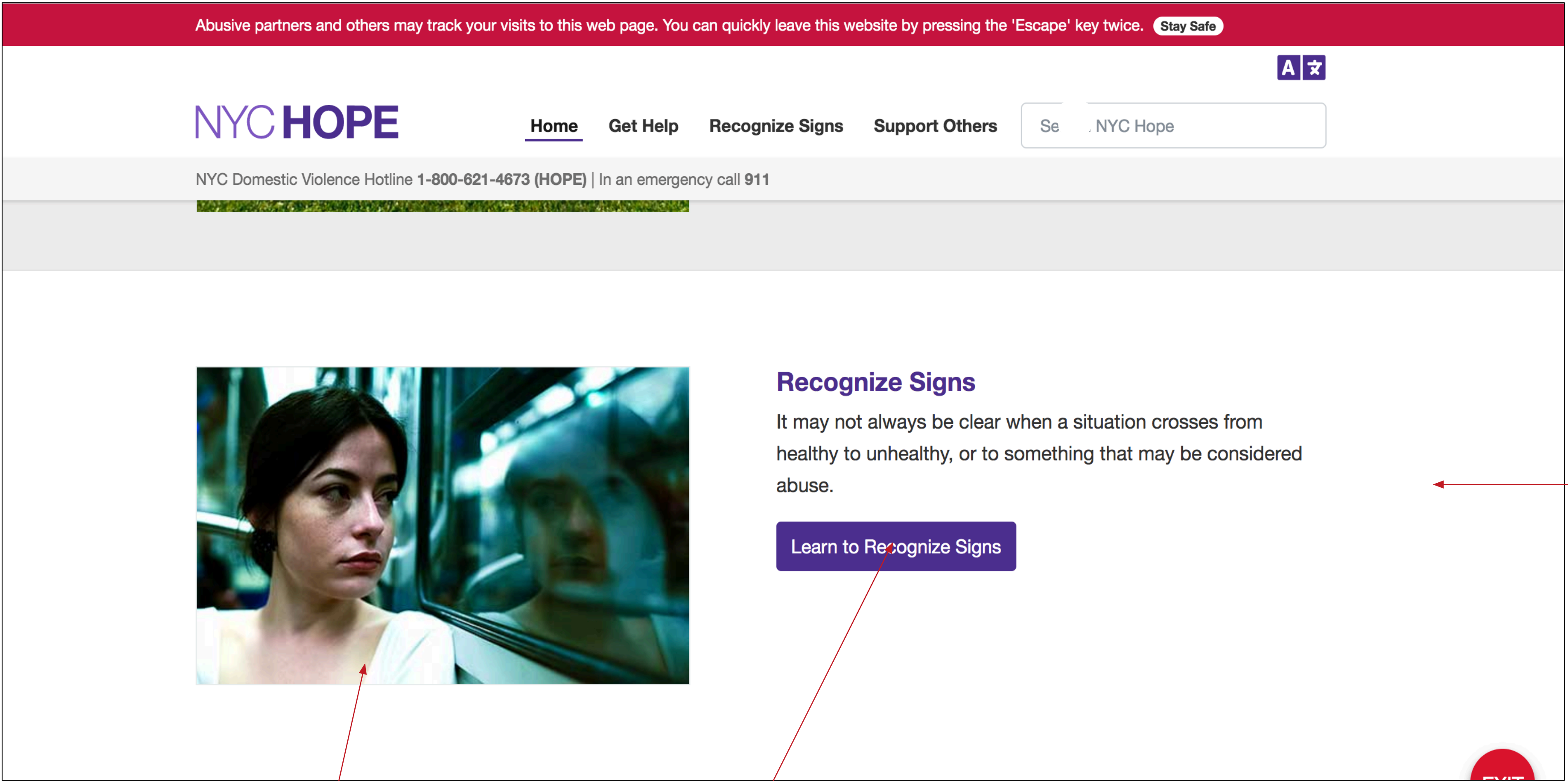


Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/index.html>

1.0 Get Help Content Area.
Displays text content related to Get Help page.

2.0 Search for Resources button.
Clicking this button will navigate users to Resource Directory page. Link should NOT refresh page. **SEE PAGE 14**

3.0 Section Image.



Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/index.html>

1.0 Recognize Signs Content Area.

Displays text content related to Recognize Signs page.

2.0 Recognize Signs button.

Clicking this button will navigate users to Recognize Signs page. Link should NOT refresh page. **SEE PAGE 25**

3.0 Section Image.

Abusive partners and others may track your visits to this web page. You can quickly leave this website by pressing the 'Escape' key twice. Stay Safe

NYC HOPE

[Home](#)[Get Help](#)[Recognize Signs](#)[Support Others](#)

Search...NYC Hope

NYC Domestic Violence Hotline 1-800-621-4673 (HOPE) | In an emergency call 911



Support Others

When someone you know has experienced harm or violence, it may be hard to know what to say or do.

Learn to Support Others

1.0

4.0

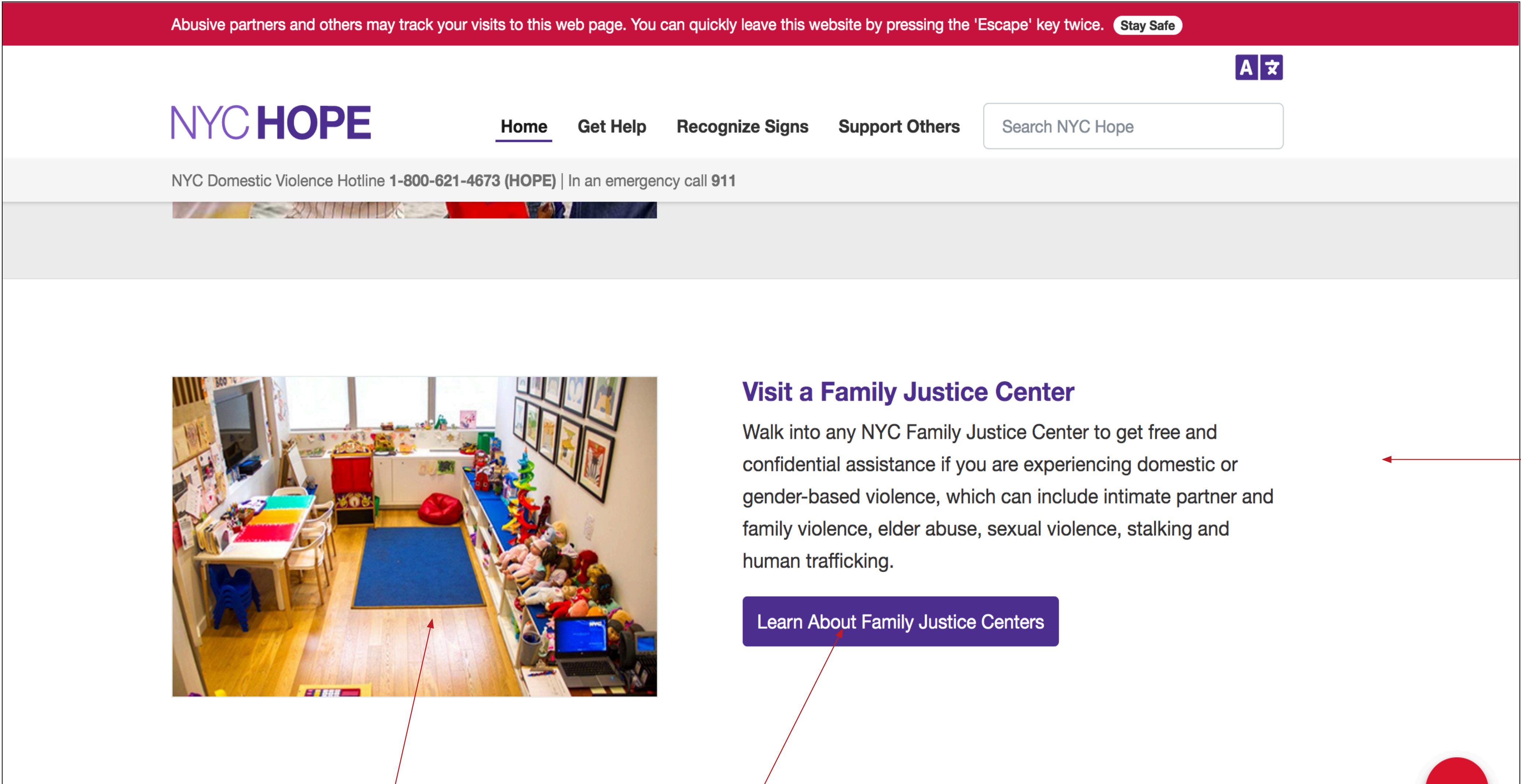
Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/index.html>

1.0 Support Others Content Area.
Displays text content related to Support Others page.

2.0 Support Others button.
Clicking this button will navigate users to Support Others page. Link should NOT refresh page. SEE PAGE 32

3.0 Section Image.

4.0 Jump to Top button.
This button will appear in the lower right hand corner of the screen if the user scrolls away from the top of the page. Clicking it will result in the page automatically scrolling back to the top.



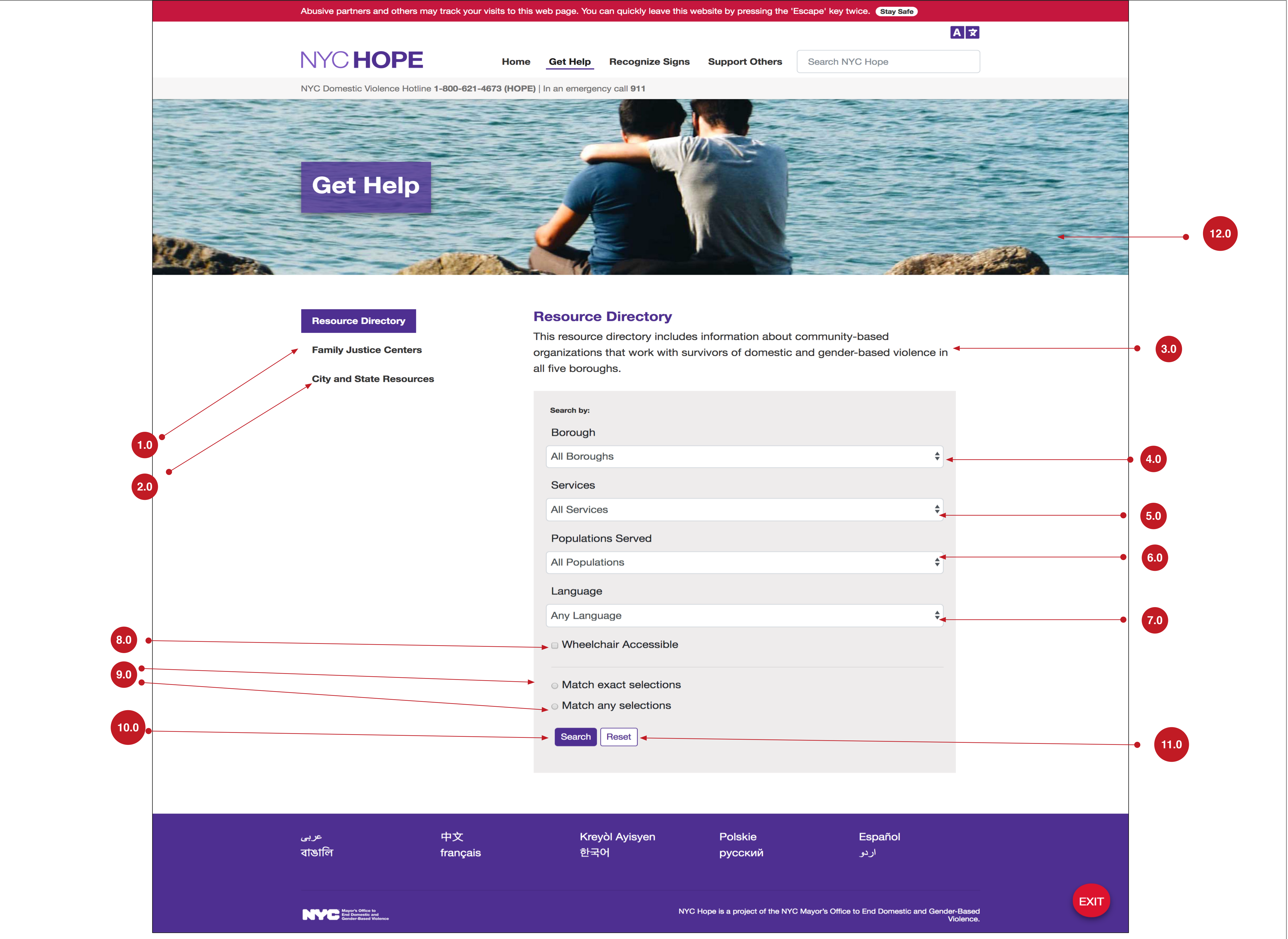
Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/index.html>

1.0 Family Justice Centers Content Area.
Displays text content related to Family Justice Centers page.

2.0 Family Justice Centers button.
Clicking this button will navigate users to Family Justice Centers page. Link should NOT refresh page.
SEE PAGE 17

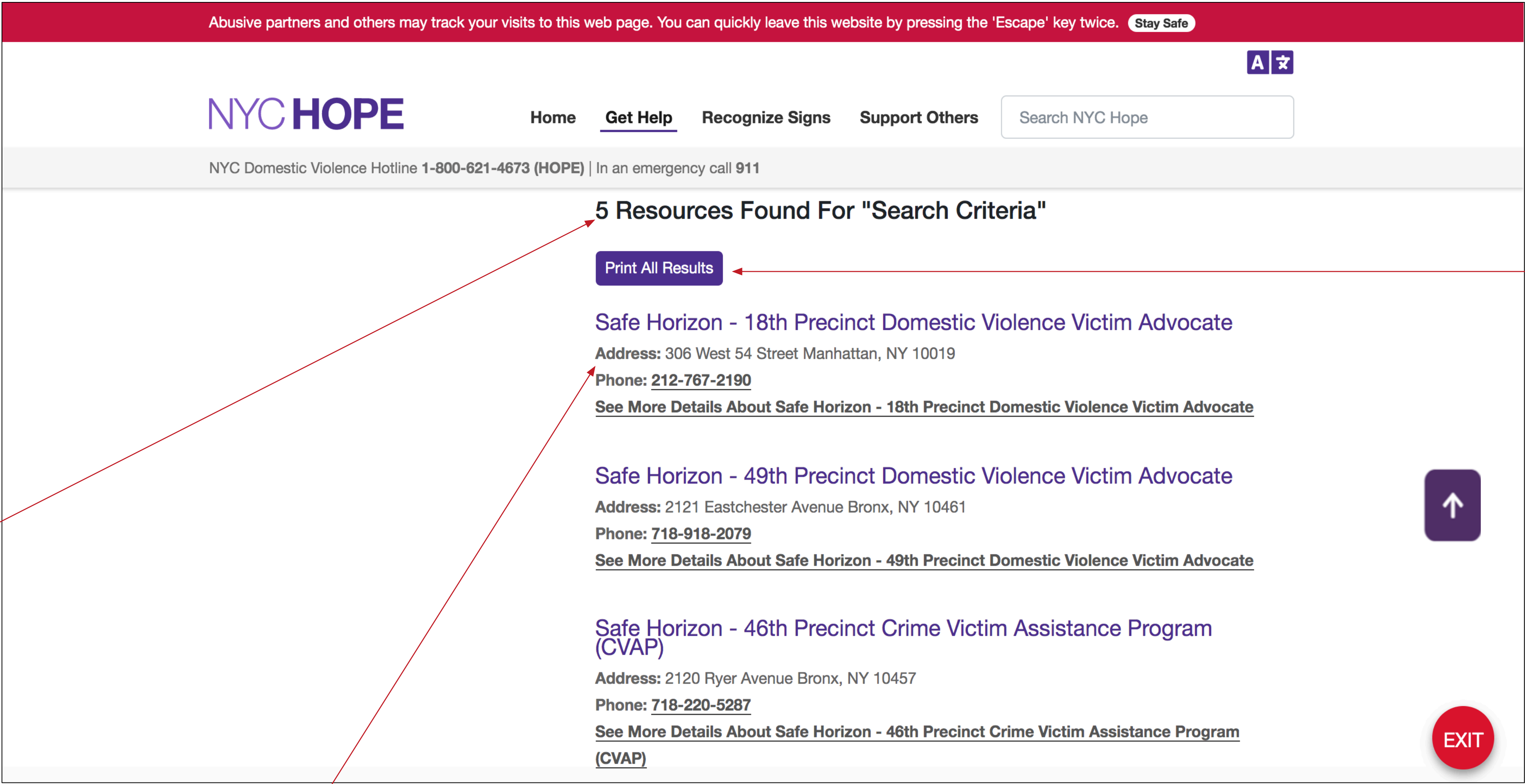
3.0 Section Image.

4. Get Help - Resource Directory



Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/neighborhood-services.html>

- 1.0 Family Justice Centers link.**
Clicking this button will navigate users to Family Justice Centers page. Link should NOT refresh page. **SEE PAGE 17**
- 2.0 City and State Resources link.**
Clicking this button will navigate users to the City and State Resources page. Link should NOT refresh page. **SEE PAGE 21**
- 3.0 Resource Directory Content Area.**
Displays text content related to The Neighborhood Services Resource Directory.
- 4.0 Resource Directory Borough dropdown.**
When user clicks dropdown, a list of the valid borough tag selections will appear. The user may click on only one. The default state for this dropdown is 'All Boroughs'. For listing of all tags, **SEE DATA DICTIONARY**
- 5.0 Resource Directory Services dropdown.**
When user clicks dropdown, a list of the valid service tag selections will appear. The user may click on only one. The default state for this dropdown is 'All Services'.
- 6.0 Resource Directory Populations Served dropdown.**
When user clicks dropdown, a list of the valid population tag selections will appear. The user may click on only one. The default state for this dropdown is 'All Populations'.
- 7.0 Resource Directory Language dropdown.**
When user clicks dropdown, a list of the valid language tag selections will appear. The user may click on only one. The default state for this dropdown is 'Any Language'.
- 8.0 Wheelchair Accessible checkbox.**
User can click to fill this checkbox. Results from this search will be limited to only those services which are tagged as accessible by wheelchair. This checkbox's default state is unfilled.
- 9.0 'Match Exact' and 'Match Any' selection radio buttons.**
User can click to fill only one of these radio buttons. Results from this search will either limited to those services which meet every selected dropdown or any of the selected dropdown, respectively. By default, Match Exact Selections is filled.
- 10.0 Search Button.**
Clicking this button will trigger a search of the services defined by the chosen dropdowns and radio buttons..
- 11.0 Reset Button.**
Clicking this button will return every dropdown and button to its default state, and clear any results of a previous search.
- .12.0 Get help main banner.**
Will display page title with a background image.



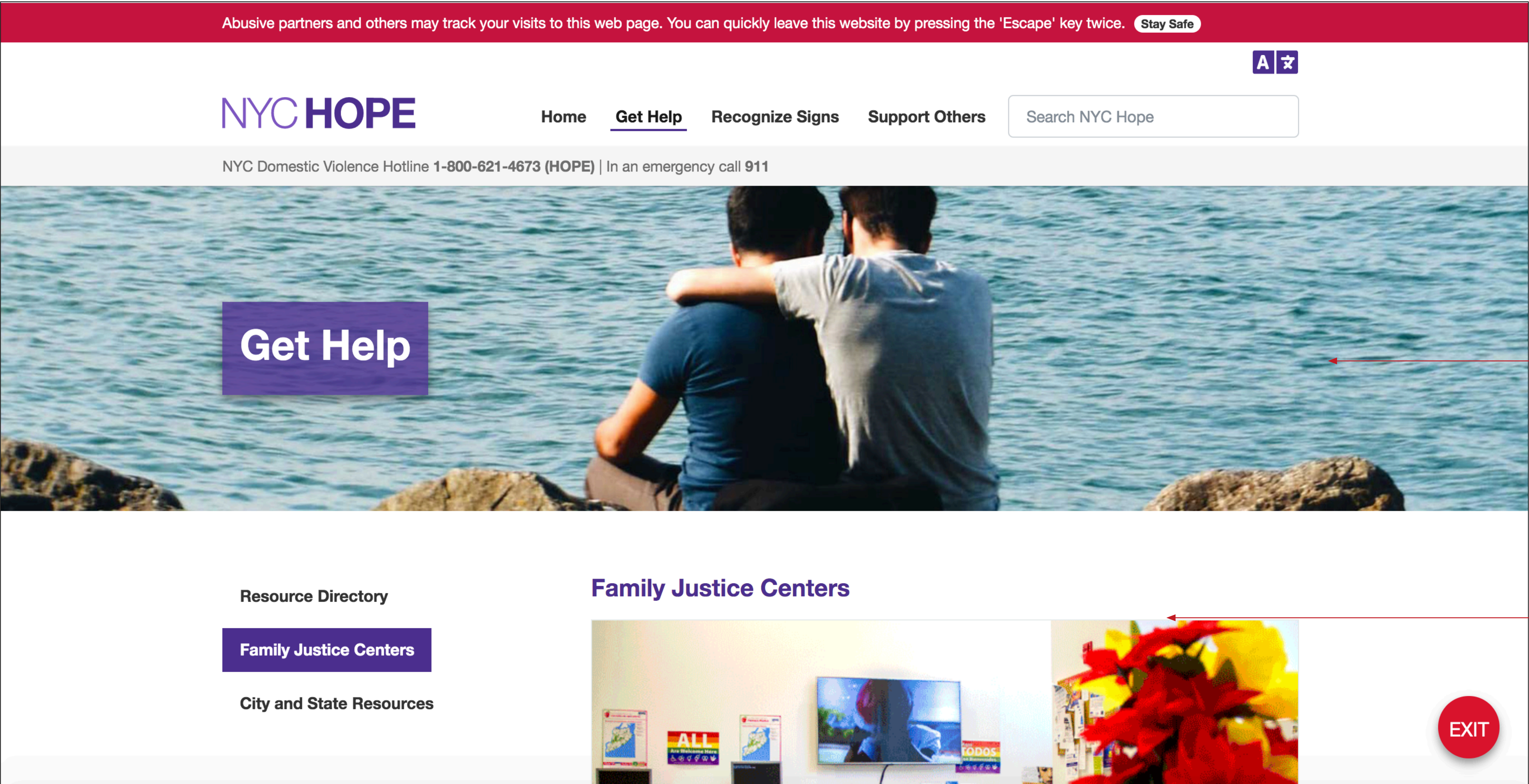
Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/neighborhood-services.html>

1.0 Results area header
Any results of a search will display underneath search module. The header will display the number of results and the tag selections chosen for that search

2.0 Sample Service Search Result.
Displays a single Neighborhood Service. When available, this block of text will display the title of the service, an Address, a Phone Number, and a link to this Service's Details page. For information on the Detail page, **SEE PAGE 45**

3.0 Print Button
Clicking this button will print everything from the Results area header and below, using the browser's 'print' functionality. All other content on the page besides results should be excluded.

5. Get Help - Family Justice Centers

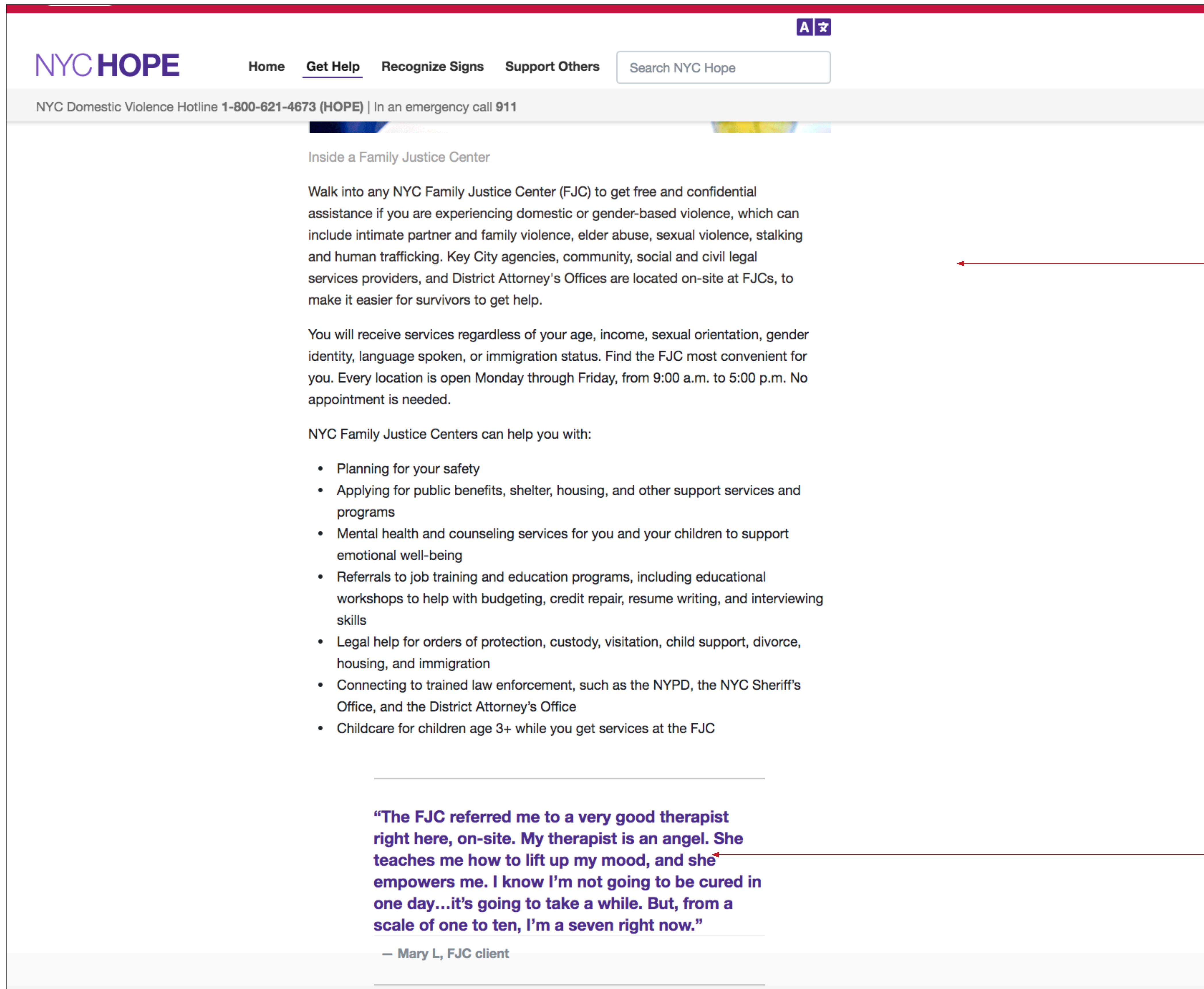


Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/fjc.html>

1.0 Get Help main banner.
Will display page title with a background image.

2.0 FJC Image.
An image of one of the FJCs.

Family Justice Centers Part 2



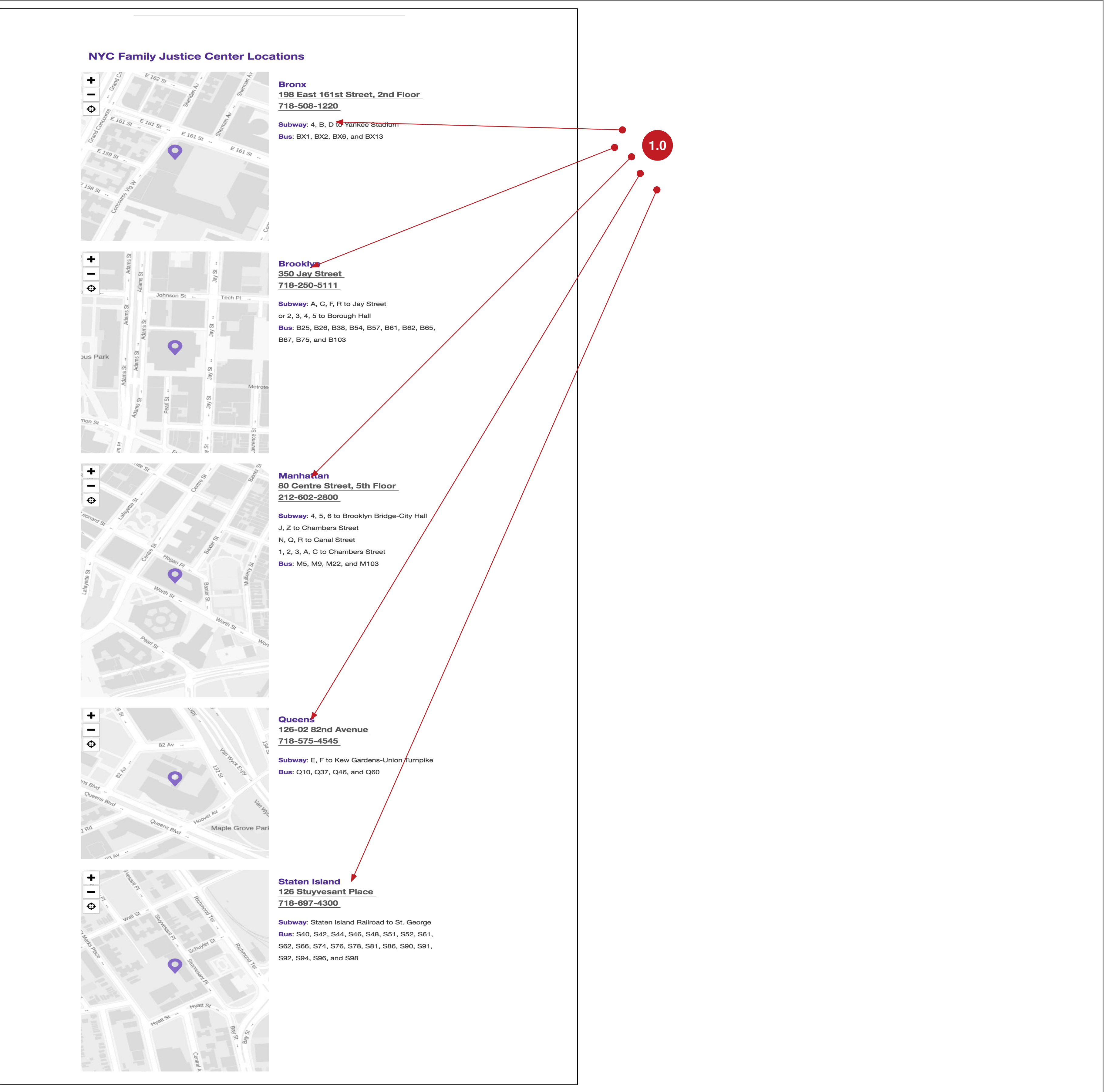
Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/fjc.html>

1.0 Content Area.

Displays some introductory content related to FJCs.

2.0 Content Area.

Displays some testimonial content related to FJCs.



Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/fjc.html>

1.0 FJC Content blocks.

Displays information for each of the five FJC locations: addresses, subway/bus directions, and an NYC CityMap of the location.

6. Get Help - City and State Resources

Abusive partners and others may track your visits to this web page. You can quickly leave this website by pressing the 'Escape' key twice. Stay Safe

NYC HOPE

HomeGet HelpRecognize SignsSupport Others

Search NYC Hope

NYC Domestic Violence Hotline 1-800-621-4673 (HOPE) | In an emergency call 911

Get Help

Resource Directory

Family Justice Centers

City and State Resources

City and State Resources

It can be challenging to navigate the City systems and services available to you. To help you understand the types of Key Resources available to survivors and connect with them, here is a list of key city agencies, how they most frequently help survivors of domestic and gender-based violence, and ways to contact them.

Each person’s situation is unique. To get information more specific to your needs, consider reaching out to a community-based service provider.

- Visit any NYC Family Justice Center to get free and confidential assistance. Key City agencies, community, social and civil legal services providers, and District Attorney's Offices are located on-site at FJCs, to make it easier for survivors to get help

EXIT

Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/what-to-expect.html>

1.0 Get Help main banner.

Will display page title with a background image.

2.0 Content Area.

Displays some introductory content related to City and State Resources page. Will contain links to the FJC page, the Resource Directory page, and hotline numbers. Links should NOT refresh page.

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Stay Safe

NYC HOPE

Home

Get Help

Recognize Signs

Support Others

Search NYC Hope

NYC Domestic Violence Hotline 1-800-621-4673 (HOPE) | In an emergency call 911

City Agencies, State Agencies, and District Attorney Offices

Expand All

Collapse All

Administration for Children's Services (ACS)

NYC Commission on Human Rights (CCHR)

Department for the Aging (DFTA)

NYC Department of Education (NYCDOE)

Department of Health and Mental Hygiene (DOHMH)

EXIT

Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/what-to-expect.html>

1.0 ‘Expand All’ and ‘Collapse All’ buttons.

Clicking ‘Expand All’ will open every accordion on the current page to reveal its content section. Clicking ‘Collapse All’ will close every open accordion. The default state of all accordions is *closed*.

2.0 Resource content block.

Each block consists of three parts: 1) the Agency name, which will function as both the title and clickable link for the accordion. Clicking the name will open that accordion and reveal 2) the Agency content, which will consist of an “About” section, a “Key Resources” section, and a “Reach Out for Help” section. By default, all content is hidden until clicked, or until ‘Expand All’ is clicked.

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NYC HOPE

Home

Get Help

Recognize Signs

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Administration for Children’s Services (ACS)

About ACS

The Administration for Children’s Services (ACS) protects and promotes safety and well-being of NYC’s children and families by providing child welfare, juvenile justice, and early care and education services.

Key Resources

A Parent’s Guide to a Child Abuse Investigation

Reach Out for Help

If you need help finding counseling, child care, treatment for substance abuse or any other program that will help you care for your children, you can call 311 and ask for Parenting Support. Or, you can call the Parent Helpline at 1- 800-CHILDREN. The Parent Helpline is an information and referral line that can help direct you to the services you need, for instance assistance locating services such as parenting skills classes, domestic violence services, or child care. It is free, confidential, and multi-lingual. This is NOT the NYS Child Abuse Hotline.

If you suspect child abuse or neglect, learn how to make a report.

If you have an active Child Protective Investigation, you have the right to talk with the Child Protective Services (CPS) team assigned to your case, at any time. Get help with your CPS case

NYC Commission on Human Rights (CCHR)

1.0

EXIT

Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/what-to-expect.html>

1.0 ‘Open’ Resource content block.

Each block consists of three parts: 1) the Agency name, which will function as both the title and clickable link for the accordion. Clicking the name will open that question and reveal 2) the Agency content, which will consist of an “About” section, a “Key Resources” section, and a “Reach Out for Help” section. By default, all content is hidden until clicked, or until ‘Expand All’ is clicked.

7. Recognize Signs

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NYC HOPE

HomeGet HelpRecognize SignsSupport Others

Search NYC Hope

NYC Domestic Violence Hotline 1-800-621-4673 (HOPE) | In an emergency call 911

Recognize Signs

What is Gender-Based Violence?

Gender-Based Violence (GBV) is any type of violence that takes advantage of people by using unequal power relationships and situational power imbalances that are rooted in society’s gendered expectations.

Who Experiences GBV?

Anyone can experience gender-based violence regardless of age, sexual orientations, gender identity, ethnicities, and social groups.

Recognizing GBV...

Most forms of GBV involve one person having power and control over another. This often looks like someone crossing your physical, emotional, sexual, or financial boundaries in a specific situation, or on an ongoing basis. It may not always be clear when a situation crosses from healthy to unhealthy, or from unhealthy to something that may be considered gender-based violence. Read on to learn more about common types of GBV...

“My therapist said something that changed my life. She said that, as a mother, I have all the power. I can’t control what other people do, but I can be that rock and use my pain to strengthen myself and my son. I can be there for him always. That helped me so much. ”

— Gabriela P, FJC Client

Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/recog-signs.html>

- 1.0 Recognize Signs main banner.
Will display page title with a background image.
- 2.0 Content Areas.
Displays some introductory and testimonial content related to Recognize Signs page.

Intimate Partner Violence

A healthy relationship is one where the partners have equal power and opportunity to express their feelings, thoughts, and needs. Relationship abuse is a pattern of behavior where one intimate partner gains (or tries to gain) power and control over another intimate partner. This includes current or former dating partners, on again/off again relationships, married or divorced partners, and those living together or apart. Intimate partner violence can occur between people of any gender identity or sexual orientation.

Expand All Collapse All

Emotional Abuse

Financial Abuse

Physical Abuse

Sexual Abuse

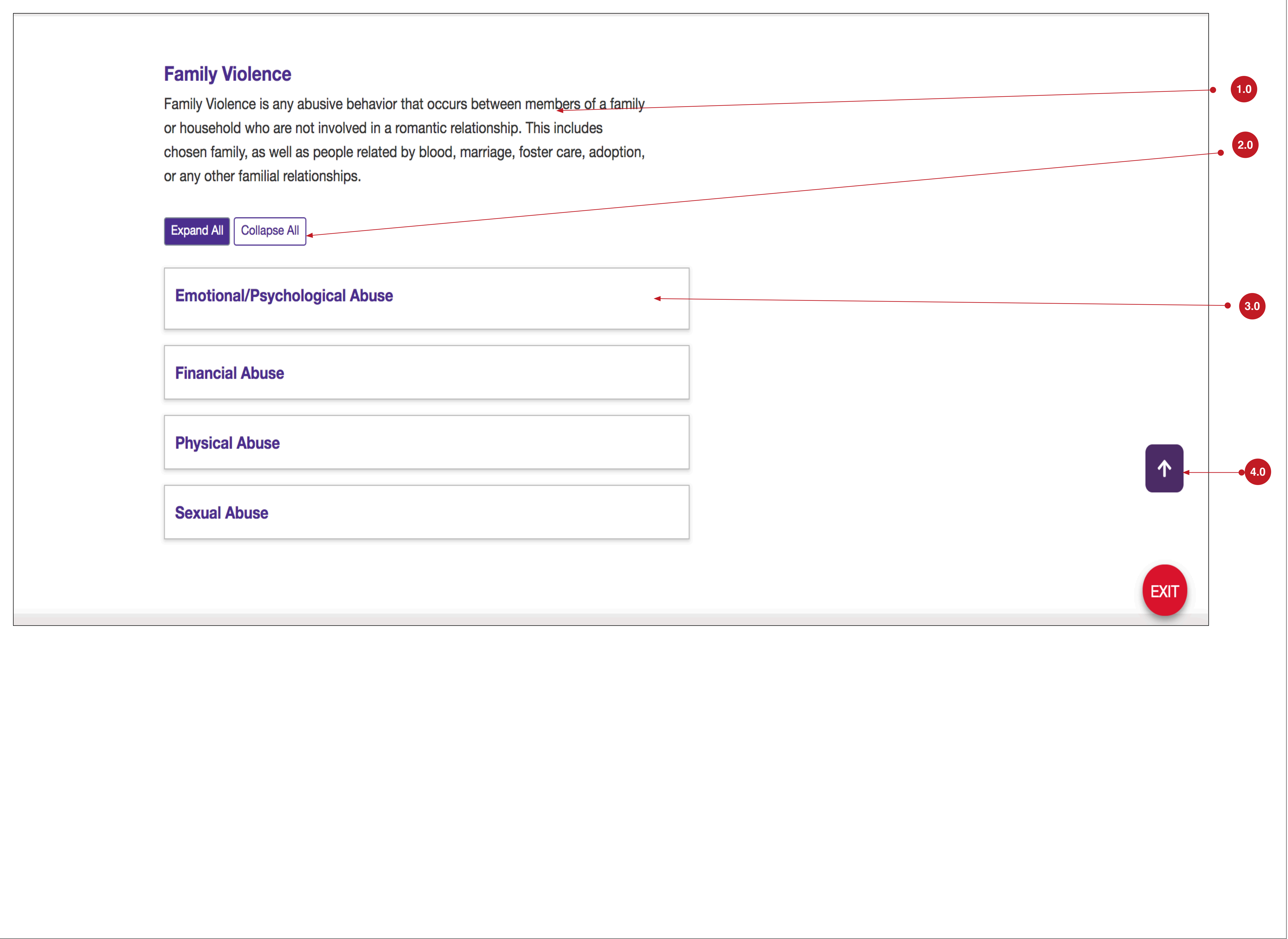
1.0

2.0

3.0

Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/recog-signs.html>

- 1.0 Section introductory content.**
Content consisting of two parts: 1) the title of the section. 2) a short paragraph
- 2.0 ‘Expand All’ and ‘Collapse All’ buttons.**
Clicking ‘Expand All’ will open every accordion on the current page to reveal its content section. Clicking ‘Collapse All’ will close every open accordion. The default state of all accordions is *closed*.
- 3.0 Abuse content blocks.**
Each Abuse Type block consists of two parts: 1) the Abuse Type, which will function as both the title and clickable link for the accordion. Clicking the type of abuse will open that section and reveal 2) the explanation content, which will consist of text content that describes each abuse type. By default, all abuse type content is hidden until clicked, or until ‘Expand All’ is clicked.



Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/recog-signs.html>

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- 4.0 Jump to Top button.**
This button will appear in the lower right hand corner of the screen if the user scrolls away from the top of the page. Clicking it will result in the page automatically scrolling back to the top.

Sexual Violence

Sexual violence is any action that results in someone losing their right or ability to give consent about when, with whom, and under what circumstances they engage in sexual activity. Sexual violence is a broad term that includes sexual harassment; sexual assault; sex trafficking; non-consensual distribution of intimate images; and any other non-consensual, forced, or substance-facilitated or drug-facilitated sexual action.

Expand All Collapse All

Sexual Harassment

Sexual Assault

Sexual Trafficking

Non-consensual Distribution Of Intimate Images

1.0

2.0

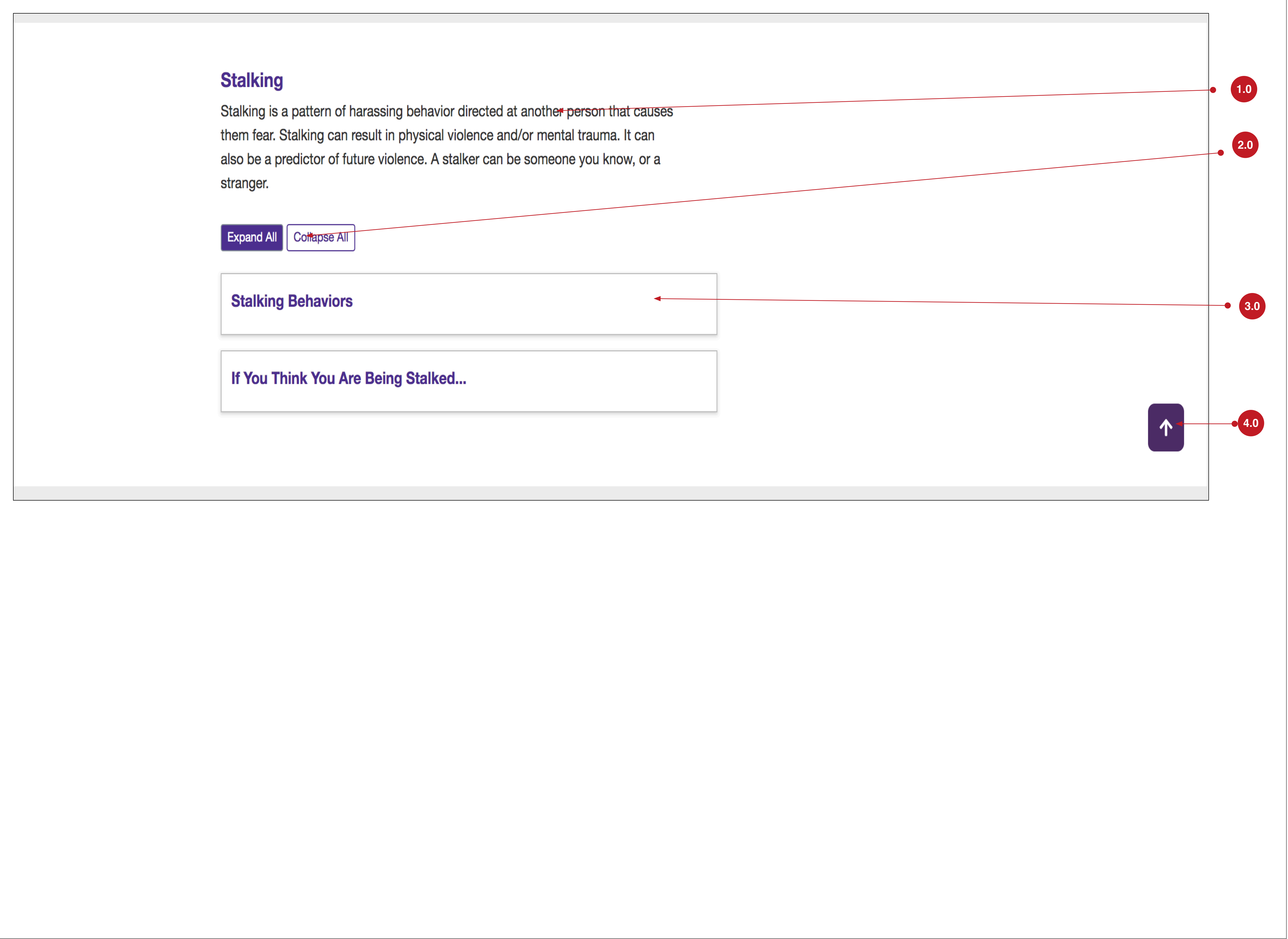
3.0

4.0

EXIT

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Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/recog-signs.html>

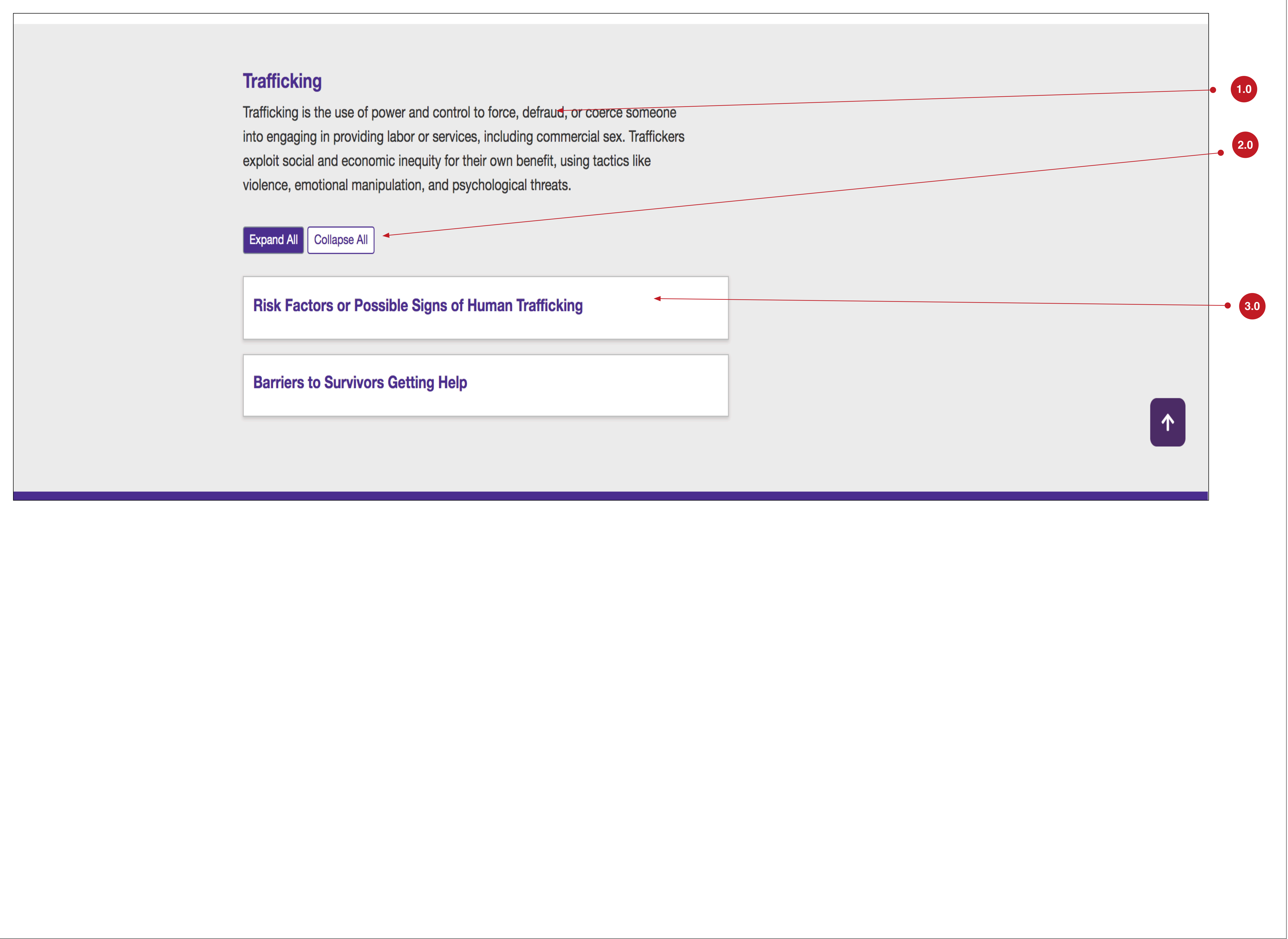
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8. Support Others

Abusive partners and others may track your visits to this web page. You can quickly leave this website by pressing the 'Escape' key twice.

Stay Safe

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NYC HOPE

Home

Get Help

Recognize Signs

Support Others

Search NYC Hope

NYC Domestic Violence Hotline 1-800-621-4673 (HOPE) | In an emergency call 911

Support Others

1.0

How You Can Support Others

When someone you know has experienced harm or violence, it may be hard to know what to say or do. Try following the steps below, and remember that your continued support is probably important to them, no matter what they decide.

2.0

EXIT

Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/support-others.html>

- 1.0

Support Others main banner.

Will display page title with a background image.
- 2.0

Content Areas.

Displays some introductory content related to Support Others page.

Consider the Impact of Trauma

- Recognize that trauma can affect people in many ways.
- Remember that people may express the same emotions in different ways.
- Let the person experiencing abuse decide how much they are ready to share with you.
- Be mindful of your facial expressions, body language, and other non-verbal cues.

Listen Actively and Be Open

- Start by believing the person being harmed or experiencing violence.
- Listen without judgment or giving advice.
- Recognize and accept the feelings of the person being abused without telling them how they should feel.
- Mirror the person's language when referring to their situation or experience of violence, including how they refer to the person who caused or is causing them harm.
- Avoid judging or criticizing the person's behavior, or the behavior of the person causing harm (in cases of intimate partner or family violence). This may make the person feel reluctant to speak with you again.
- Avoid blaming or defending the person's culture.

Respect the Person's Choices

- Let the person experiencing harm decide what is best for them, even if you disagree.
- Talking about their experiences does not mean the person is ready to take action
- Leaving an abusive situation can be complicated. A person experiencing harm may not want to or be ready to leave. Leaving may also put the person in more danger.
- Offer options, your support, and information about resources—not your opinion on what they should or shouldn't do.

Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/support-others.html>

1.0 Support Others Content blocks.

Each content block will consist of a title and bullet-point text content.

Consider Privacy and Safety

- Try to move to a private space to talk; be aware of who is around, and where the person may feel more comfortable.
- Do not share information about their situation with anyone unless the person experiencing harm asks you to.
- In cases of intimate partner violence, do not confront or attack the person causing harm. This may put both you and the person experiencing harm at risk.
- Remember that there can be serious safety risks involved in intimate partner and family violence. Leaving the situation or breaking up with the person causing harm may not be safe for the person experiencing harm, or their family.

Use Supportive Statements

- “It’s not your fault; anyone could find themselves in this situation.”
- “What can I do to support you?”
- “It must be very painful when someone you care about is frightening you.”
- “I am worried about your safety. What do you think would help you feel safe?”
- “How can I help?”
- Do not place conditions on your support, by saying things like, “I can only help you if…” e.g. report it to the police

Avoid the Following Types of Questions

- “Why would you let your partner/family member treat you that way?”
- “What did you do to make your partner/family member angry?”
- “Why are you still with your partner?”
- “How can you love someone like that?”
- “Why don’t you just leave”
- "Why did you go out alone at night?"
- "Did you do anything to lead them on?"
- "What were you wearing?"
- “How much did you drink?”

Share Resources and Information

- Encourage the person experiencing harm to get help when they are ready. Let them know about **NYC Family Justice Centers** and **other local community-based organizations** where they can go to receive free, confidential information and services.
- Get information on relationship abuse, stalking, sexual violence, and other forms of gender-based violence, and share it with the person experiencing harm, if they want it.
- Call **311** or NYC’s 24/7 hotlines for Domestic Violence (**1-800-621-4673**), Sexual Assault (**1-212-227-3000**), or Trafficking (**1-718-943-8631**) to find out what you can do to help, and/or to learn more about resources. Calls can be made anonymously.
- Call 911 in case of emergency.

Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/support-others.html>

1.0 Support Others Content blocks.

Each content block will consist of a title and bullet-point text content. “Share Resources” section contains links to FJC page, and Resource Directory page. Links should NOT refresh page.

9. Online Safety

Abusive partners and others may track your visits to this web page. You can quickly leave this website by pressing the 'Escape' key twice. Stay Safe

NYC HOPE

HomeGet HelpRecognize SignsSupport Others

Search NYC Hope

NYC Domestic Violence Hotline 1-800-621-4673 (HOPE) | In an emergency call 911

Staying Safe Online

Tech Safety

Anyone with access to your accounts or devices with personal information can potentially access your phone, tablet, email, social media, and other accounts. To maintain your privacy, check your settings and change your passwords regularly. In order to secure your accounts, computers, and devices, choose different passwords for every device and online account. Avoid using security questions (for password recovery) that can be easily answered by others.

Technological abuse is any behavior that uses technology (including but not limited to texting, social media, or the Internet) to harass, stalk, intimidate, or cause harm to another person to control them.



Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/safety-online.html>

- 1.0 Online safety main banner.

Will display page title with a background image.
- 2.0 Introductory Safety Content.

1) A title, describing the instructions to be displayed underneath. 2) A short paragraph.
- 3.0 Image.

Displays a small image.

Stay Safe on Desktop

Check privacy & security settings.

Avoid downloading search toolbars since many track your search history, even across accounts. Change your browser settings to manage your privacy and safety, such as blocking cookies and limiting how long your device keeps your browsing history and other data.

Avoid saving passwords or logging into online accounts automatically

While convenient, allowing a device to save your passwords means that you are always connected to accounts that may contain sensitive information. Log out so that others will not be able to access them.

Use a computer that the person using harm doesn't have access to

Use a different computer especially when seeking or reaching out for help, including visiting websites that contain advocacy or safety planning resources. Public places such as libraries, community centers, or internet cafes may be safer options than a personal computer at home.

When using a computer in common, partners and others may track your visits to this and other websites. Here's how you can...

Delete Your Browsing History

Delete your history on Chrome

Delete your history on Firefox

Delete your history on Internet Explorer

Delete your history on Microsoft Edge

Delete your history on Safari

Browse the Internet with More Privacy

Use Incognito Mode in Google Chrome

Use Private Mode in Mozilla Firefox

Use Private Mode in Internet Explorer

Use Private Mode in Microsoft Edge

Use Private Mode in Safari

1.0

2.0

3.0

Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/safety-online.html>

1.0 Section Title
A title, describing the section to be displayed below.

2.0 Section Content
A content block consisting of a title and a short paragraph below.

3.0 Safety Links.
Displays two content blocks consisting of the following: 1) A title, describing the instructions to be displayed underneath. 2) Links to instructions on the websites of different browser manufacturers. Links should launch “Exit site” Modal. **SEE PAGE 49**

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Stay Safe on Mobile Devices

Keep your mobile phone and apps up-to-date

Mobile devices are just as vulnerable as PCs or laptops. The best defense against online threats is having up-to-date security software, web browsers, operating systems, and apps.

Know which apps are on your phone and if you have an unfamiliar app, delete it. Apps are easy to download and could still be accessing your information after you’ve forgotten about them. An unknown app could be a monitoring program that someone installed without your knowledge.

It's not uncommon for someone to be tracked through their smartphone because someone installed a tracking app or service on their phone. If you think this is the case, **you can schedule a phone security check at any NYC Family Justice Center.** You can also restore your phone to factory settings.

If removing a tracking app or turning off your phone may be dangerous, develop a safety plan that details how to communicate with others until the app can be removed safely, or you’re able to get a new phone.

Secure your devices:

Using a passcode, strong passwords, or touch ID features to lock your devices will make it harder for someone to access your accounts or install something malicious without your knowledge.

Turn off location sharing

Most phones have a GPS that can pinpoint your location. With this feature turned on, apps can collect and share your location, which may allow someone to track you. Most smartphones give the option of turning off location sharing under “settings.” If you keep this feature turned on, you can choose which apps are allowed to access your location. If you have a smartphone and it’s possible that someone is tracking you, you can turn on airplane mode or turn your phone off completely before visiting a Family Justice Center or another setting where you require safety.

Turn off Bluetooth when you’re not using it.

1.0

2.0

Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/safety-online.html>

- 1.0

Section Title

A title, describing the section to be displayed below.
- 2.0

Section Content

A content block consisting of a title and a short paragraph below.

require safety.

Turn off Bluetooth when you’re not using it

Bluetooth allows your phone to communicate with other devices, such as the hands-free option in your car or your printer. It can also be misused to retrieve your information or intercept your calls. Turn Bluetooth on only when you need to connect with another device. Some phones allow you to set passcodes or additional security levels on your Bluetooth.

Check your privacy & security settings

Most devices have settings to help you manage your privacy and safety. You can use these controls to limit an app’s access to the data on your device, including your location, pictures, and contacts. You may also be able to block tracking cookies and limit what data your mobile browser collects.

Check which online accounts you’re automatically logged into

One of the most convenient features of a smartphone is being able to access email or social media accounts quickly. However, this means that you are always connected to accounts that may contain sensitive information, such as your location. Log out of certain accounts so that others will not be able to access them even if they are using your phone.

Lock down your online phone account

Even if someone doesn’t have access to your phone, it may be possible for them to access your wireless carrier account. Online accounts can include your call and text logs, email or social media accounts, or Google Play, Apple AppStore, or iCloud accounts. Update your passwords and security questions for those accounts and use different passwords for each to ensure someone else can’t get access.

Start fresh

When you get a new cell phone, don’t import everything from your old phone. Importing all your data may inadvertently install the tracking app on your new phone too.

1.0

Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/safety-online.html>

1.0 Section Content

A content block consisting of a title and a short paragraph below.

10. Search Results

Abusive partners and others may track your visits to this web page. You can quickly leave this website by pressing the 'Escape' key twice. Stay Safe

NYC HOPE

HomeGet HelpRecognize SignsSupport Others

Search NYC Hope

NYC Domestic Violence Hotline 1-800-621-4673 (HOPE) | In an emergency call 911

Your Search:

Elder Abuse Services

1.0

Print Results

2.0

7 Results Found For "Elder Abuse Services"

Family Justice Centers

https://www1.nyc.gov/nychope/site/page/family-justice-centers

Walk into any one of the NYC Family Justice Centers to receive free and confidential assistance if you are experiencing intimate partner violence, sex trafficking, or **elder abuse**.

Home

https://www1.nyc.gov/nychope/site/page/home

Walk into any one of the NYC Family Justice Centers to receive free and confidential assistance if you are experiencing intimate partner violence, sex trafficking, or **elder abuse**.

EXIT

Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/search-results.html>

1.0 Search Bar.

Displays the value of whatever text was used to search. Users may conduct a brand new search in this search bar by deleting the value set there and typing new text, and clicking the search icon will trigger that new search. The search functionality is identical to the search functionality of the top nav global search. **SEE PAGE 4.**

3.0 Print Button

Clicking this button will print everything from the search bar downwards, using the browser’s ‘print’ functionality. All other content on the page besides results should be excluded.

Abusive partners and others may track your visits to this web page. You can quickly leave this website by pressing the 'Escape' key twice.

Stay Safe

NYC HOPE

HomeGet HelpRecognize SignsSupport Others

Search NYC Hope

NYC Domestic Violence Hotline 1-800-621-4673 (HOPE) | In an emergency call 911

Print Results

7 Results Found For "Elder Abuse Services"

Family Justice Centers

https://www1.nyc.gov/nychope/site/page/family-justice-centers

Walk into any one of the NYC Family Justice Centers to receive free and confidential assistance if you are experiencing intimate partner violence, sex trafficking, or **elder abuse**.

Home

https://www1.nyc.gov/nychope/site/page/home

Walk into any one of the NYC Family Justice Centers to receive free and confidential assistance if you are experiencing intimate partner violence, sex trafficking, or **elder abuse**.

Safe Horizon - 18th Precinct Domestic Violence Victim Advocate

Address: 306 West 54 Street Manhattan, NY 10019

Phone: 212-767-2190

See More Details About Safe Horizon - 18th Precinct Domestic Violence Victim Advocate

EXIT

Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/search-results.html>

1.0 Search Results Header

This section will display the results of a search done with the search terms entered either into the top nav global search or the search bar on this page.

2.0 Sample Google search result.

A google search result will consist of the following: 1) a bold page title for the result, which will also function as a link to that page. Link should NOT refresh page, 2) the actual url of that page result. 3) a page excerpt, which will consist of the sentence, or segment of the sentence, in which the term that was searched for appears. The term itself will be bolded.

3.0 Neighborhood Services Resource Directory Results

SEE PAGE 44

Abusive partners and others may track your visits to this web page. You can quickly leave this website by pressing the 'Escape' key twice.

Stay Safe

NYC HOPE

HomeGet HelpRecognize SignsSupport Others

Search NYC Hope

NYC Domestic Violence Hotline 1-800-621-4673 (HOPE) | In an emergency call 911

7 Results Found For "Elder Abuse Services"

Family Justice Centers

https://www1.nyc.gov/nychope/site/page/family-justice-centers

Walk into any one of the NYC Family Justice Centers to receive free and confidential assistance if you are experiencing intimate partner violence, sex trafficking, or **elder abuse**.

Home

https://www1.nyc.gov/nychope/site/page/home

Walk into any one of the NYC Family Justice Centers to receive free and confidential assistance if you are experiencing intimate partner violence, sex trafficking, or **elder abuse**.

Safe Horizon - 18th Precinct Domestic Violence Victim Advocate

Address: 306 West 54 Street Manhattan, NY 10019

Phone: 212-767-2190

See More Details About Safe Horizon - 18th Precinct Domestic Violence Victim Advocate

Safe Horizon - 49th Precinct Domestic Violence Victim Advocate

Address: 2121 Eastchester Avenue Bronx, NY 10461

Phone: 718-918-2079

EXIT

Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/search-results.html>

1.0 Sample Service Search Result.

Displays a single Neighborhood Service. When available, this block of text will display the title of the service, an Address, a Phone Number, and a link to the service’s Details page. Link should NOT refresh page. For information on the Detail page, **SEE PAGE 46**

NYC Domestic Violence Hotline 1-800-621-HOPE | In an emergency call 911

Sorry, we found 0 results for "test".

Still searching? We can help. Call 311 to get connected to safety planning and other resources—help is available 24/7. We recommend trying the advanced search for more services and resources, or one fo these suggested pages:

Resource Directory

Family Justice Centers

City & State Resources

Recognize Signs

Home

EXIT

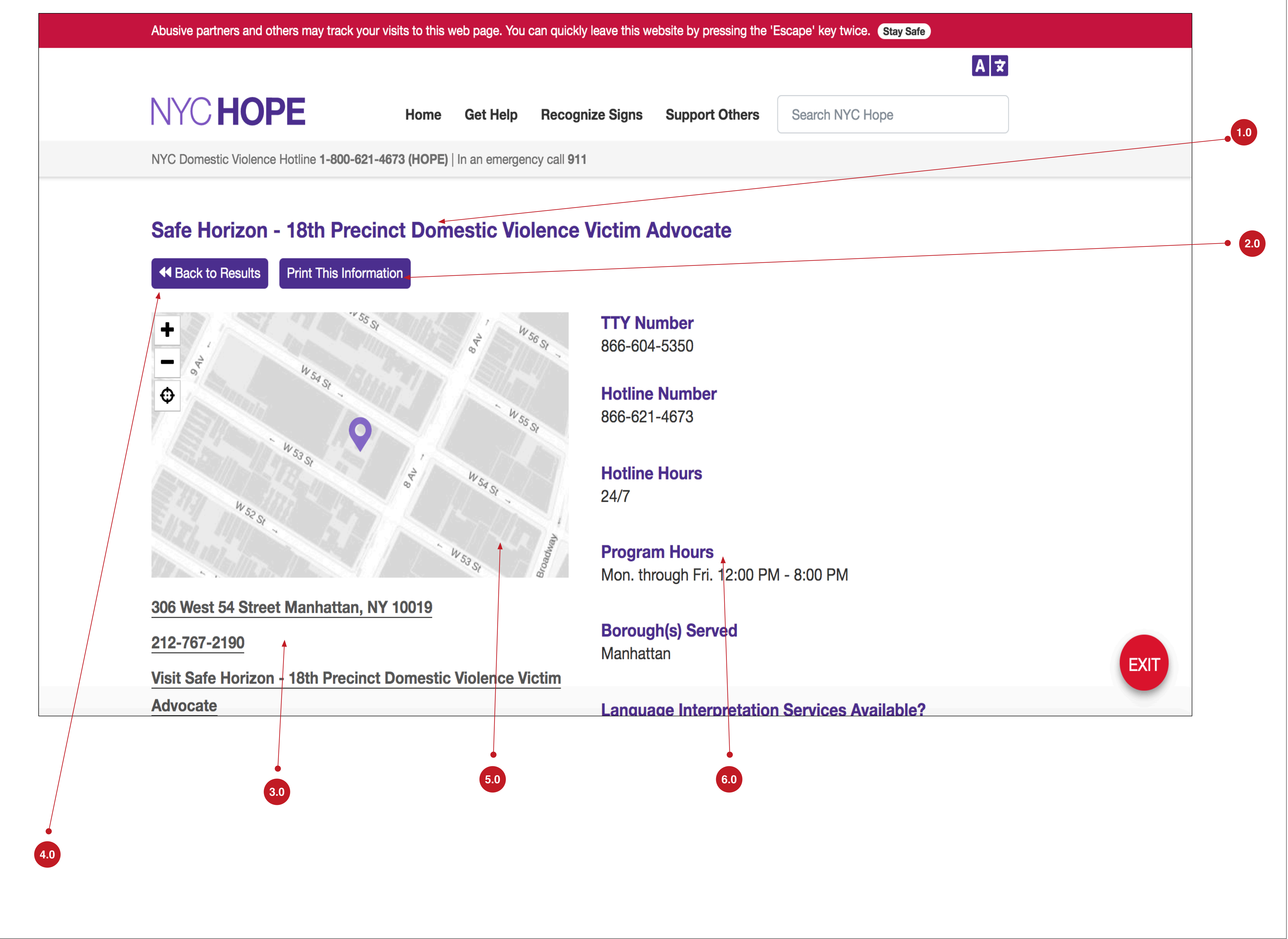
1.0 “No Results” Header and Content.

If no results are found as part of a search, will display a short explanation with a link to the Resource Directory Page, as well as a list of links to:

- 1) The Resource Directory page
- 2) Family Justice Centers page
- 3) City and State Resources page
- 4) Recognize Signs page
- 5) Home page

Links should NOT refresh page.

11. Result Details Page



Mockup Link: <https://cityofnewyork.github.io/NYC-Hope/details-page.html>

- 1.0 Service Title**
Displays the title of the selected service.
- 2.0 Print Button**
Clicking this button will print everything on the page, below the top navigation.
- 3.0 Contact Information Section.**
Will display the following, if available: 1)A Google Maps link to the address for the service, 2) a link to the phone number, 3) a link to the service's website, which will trigger the External Site Modal, **SEE PAGE 49**
- 4.0 Back Button**
Clicking this button will return users to the previous page, which may be one of two options:
1) If the search was done from the top nav search bar, this button will return the user to the Search Results Page, with their search term saved. **See Page 41.**
2) If the search was done on the Resource Directory page, clicking this button will return users to the Resource Directory page. **See Page 14**
- 5.0 NYC Map**
Provides a map of the specific location of the selected service. The map will have options to zoom in and out. The 'find my location' button will do nothing.
- 6.0 Contact Information Section, cont'd.**
See Page 48

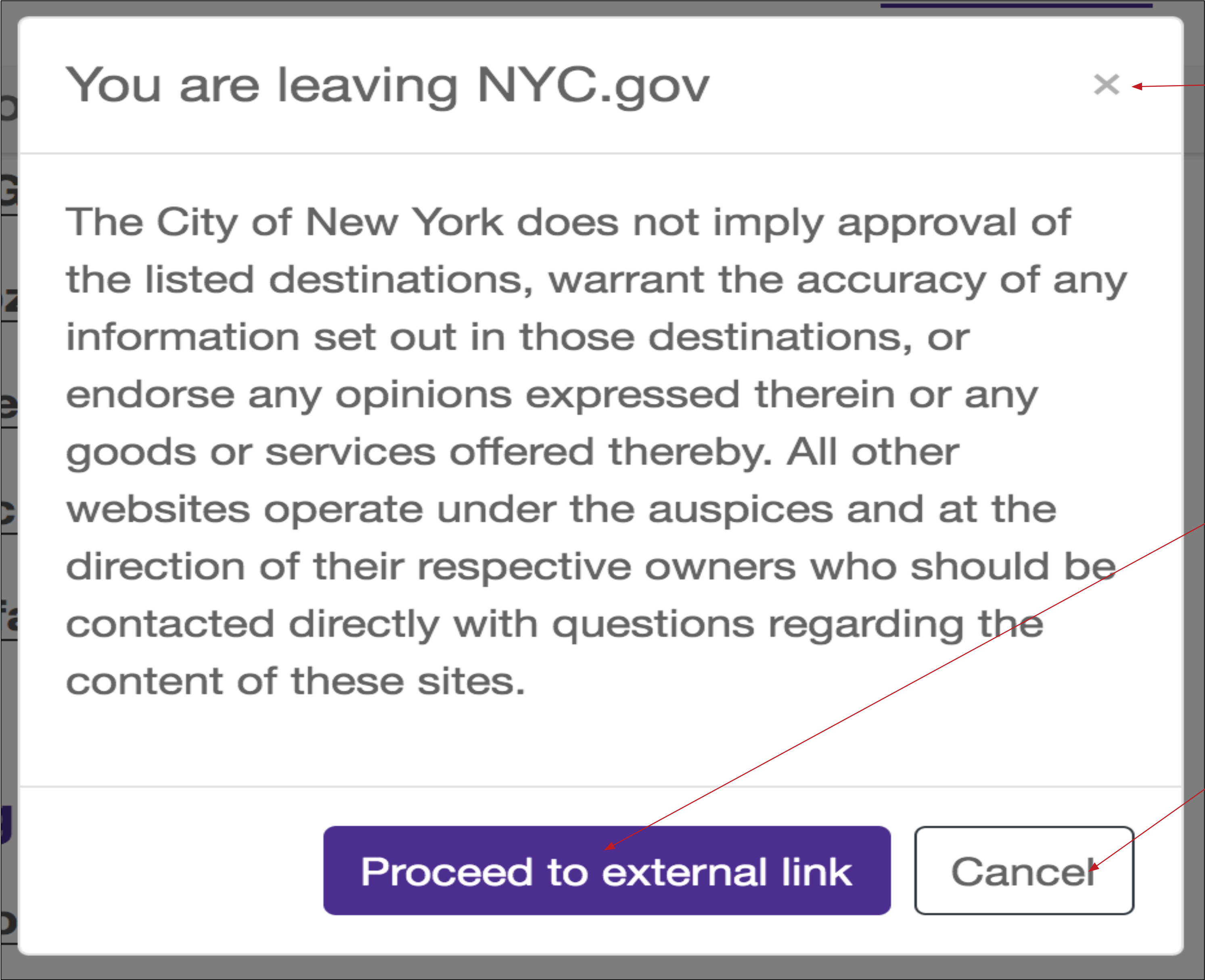
Visit Safe Horizon - 18th Precinct Domestic Violence Victim Advocate

Community Education, Court/Police Accompaniment, Crisis Counseling, General Domestic Violence Services, Elder Abuse Services, Emergency Assistance/Transportation, Lock Replacement, Sexual Assault Services, Services for Stalking Survivors, Shelter Assistance/Housing Assistance

1.0

- 1) a TTY Number,
- 2) a Hotline Number,
- 3) Hotline Hours,
- 4) Program Hours,
- 5) Boroughs Served,
- 6) Language Interpretation Services Available?
- 7) Language Services Provided in?
- 8) Wheelchair Accessible?
- 9) Fee Service?
- 10) Specializes in the provision of services to the following populations
- 11) Services Provided:

12. Exit Site to External Link



- 1.0 Close Button**
Dismisses the modal and returns user on the current page.
- 2.0 External Link Button**
Navigates to the original link that was clicked.
- 3.0 CANCEL Button**
Dismisses the modal and returns user on the current page.