New Haven Resource Access Mapping Project (RAMP):

Mapping Community Resources for Refugees, Asylum Seekers, and the Formerly Incarcerated

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Introduction

My capstone project involves creating a participatory resource map of the Greater New Haven Area, gathering information on resources in the community into a single platform for refugees, asylum seekers, and formerly incarcerated people. Despite the great number of resources spread across New Haven, for people navigating the processes of resettlement, release from detention, and re-entry, identifying and accessing these resources can be a slow and daunting process. Sizeable information gaps persist, especially for non-native English speakers. Currently, no single source exists for reliable, multi-lingual, up-to-date information on relevant resources for these marginalized communities. With my capstone project, I hope to fill this gap in a way that balances the specificity of groups' experiences while leaving room for overlapping needs.

This paper begins with a section on the political and philosophical contexts which inspired and continue to inform this project, followed by reflections on the course of the project thus far: the initial goals, logistical setbacks and successes, tensions, and ongoing questions. This is followed by a section on my priorities and plans for next semester and in the long term, and the paper is rounded out by a long appendix of product samples, screenshots from model maps, and documents for volunteers I have created in the course of working on this project.

Motivation: Political & Philosophical Context

New Haven presents a strange puzzle in terms of its local politics. It is a small, politically liberal city, home to a wealthy Ivy League university, and the Yale-New Haven Hospital, one of the nation's best hospitals. New Haven became the first city in the nation to issue a city

identification card, making it possible for undocumented people to obtain a valid photo ID

without proof of immigration status (see Fig. 1 for an artist's mockup of the Elm City ID card).

For this and other local immigration practices, including a city policy of instructing the police

not to act in enforcement of federal immigration law, New Haven has well-established Sanctuary

City status. In addition to being relatively accommodating to undocumented immigrants, as

Fig: 1: Elm City municipal identification card, *The New Journal*

compared to many other U.S. cities, New Haven features a staggering density of NGOs and other

social service providers. Still despite the profusion of these organizations, income inequality in

New Haven is growing faster than in *any other* city in the nation, according to a study by

Brookings published last January (see Fig. 2). The state of Connecticut has the highest income

inequality in the country, with both wealthy commuter suburbs and impoverished post-industrial

areas.

In many ways New Haven represents a condensed version of this larger dynamic,

between Yale and its attendant wealthy residential neighborhoods, on the one hand, and adjacent

neighborhoods like the Hill, Newhallville, and Dixwell, which struggle with concentrated

poverty, high incarceration rates, and dismal health and educational outcomes.

Table 2. Falling incomes at the bottom helped drive inequality increases in cities and metro areas

Rank Metro Area	Household Income Change,* 2007-2014		95/20 Ratio Change, 2007-2014
	20th percentile	95th percentile	
1 Bridgeport-Stamford-Norwalk, CT	-$5,552	$117,108	5.7
2 New Orleans-Metairie, LA	-$3,949	-$1,273	2.3
3 San Francisco-Oakland-Hayward, CA	-$1,378	$52,100	1.9
4 Sacramento--Roseville--Arden-Arcade, CA	-$5,152	-$3,031	1.8
5 Boston-Cambridge-Newton, MA-NH	-$2,204	$30,305	1.7
6 Stockton-Lodi, CA	-$4,915	-$10,924	1.7
7 Albuquerque, NM	-$3,338	$1,256	1.7
8 New Haven-Milford, CT	-$4,414	-$6,737	1.7
9 Milwaukee-Waukesha-West Allis, WI	-$3,441	-$1,402	1.4
10 Orlando-Kissimmee-Sanford, FL	-$4,827	-$13,345	1.4
City			
1 New Haven, Conn.	-$3,767	$44,882	6.7
2 New Orleans, La.	-$3,005	-$5,705	4.3
3 Boise City, Idaho	-$4,790	$33,964	3.4
4 Knoxville, Tenn.	-$3,122	$11,768	3.4
5 Stockton, Calif.	-$5,599	-$8,017	3.1
6 Cincinnati, Ohio	-$2,601	-$11,053	3.1
7 Boston, Mass.**	-$1,378	$21,679	2.9
8 Lakeland, Fla.	-$4,777	-$1,682	2.6
9 Cape Coral, Fla.	-$7,149	$11,961	2.5
10 St. Louis, Mo.	-$1,824	$7,520	2.5

* Changes in 20th and 95th percentile incomes shown here are not necessarily statistically significant
** Boston's 95/20 ratio change was not statistically significant at 90% confidence level
Source: Brookings analysis of 2007 and 2014 American Community Survey data

Fig.   **2:**

New Haven's disproportionate income inequality, *Brookings Jan 2016*

Yale, both in its capacity as a university and as a hospital, turns out to play a large part in New

Haven's economic vulnerability. Yale-owned buildings comprise the vast majority of the city's

best real estate. Yet besides a voluntary $8 million annual contribution to compensate the city for

fire department services and a nearly negligible amount of local taxes, Yale pays no taxes on any

of it, including commercial properties (see Figs. 3 & 4). This long-standing pattern constitutes

one of the major drivers of the city's uncommonly weak tax base, which has important

consequences for the city's ability to administer and monitor public services.
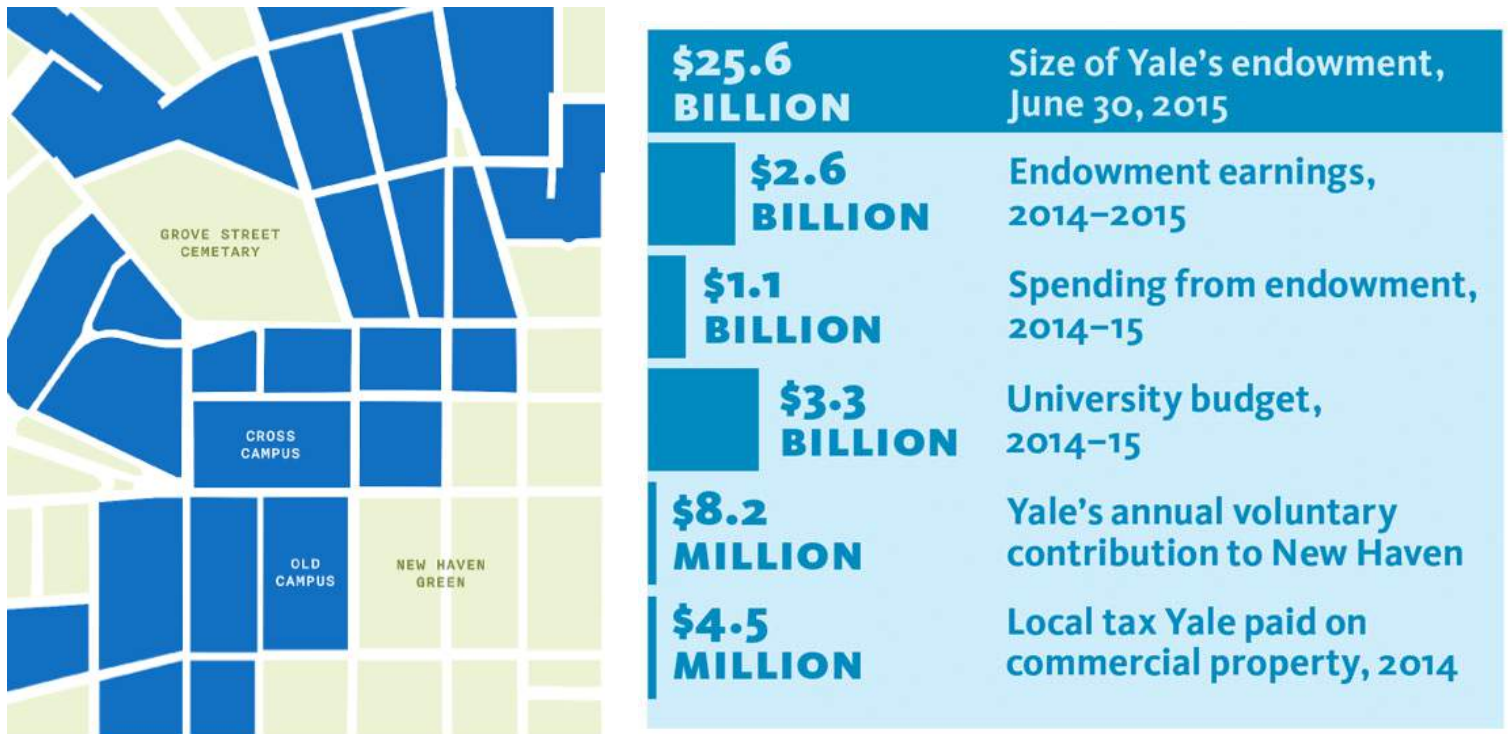
Figs. 3 & 4: Selection of Yale-owned buildings in central New Haven; a chart of Yale's endowment in comparison to its contributions to New Haven, *Yale Alumni Magazine, May/June 2016*

In interaction with New Haven's landscape of high social need, this lack of institutional capacity has resulted in both a profusion of local service providers and an overarching lack of coordination and oversight. Some reentry organizations in town, for example, do reputable, highly responsible work in the community, while others are widely viewed as manipulative, untrustworthy, and illegitimate. When it comes to my project, I see it in part as a tool to construct a more complete picture of these service providers in order to see which organizations are even operational and what particular programming and services they provide. The aim from this end is to foster monitoring and evaluation of New Haven service providers in a way that is useful for both city administrators and organization staffers, but ultimately remains transparent and accessible to all residents.

Across the board, disparities persist in who gets access to resources in the first place. Individuals with the most acute, overlapping needs are often the ones who are unable to take advantage of support services. This happens for a whole host of reasons: they do not know about the services; they do not know how to get there or cannot spare the time or money to take public transport; they do not understand why the services are relevant to them; they do not trust the service providers or otherwise fear being further victimized, shamed, or tricked; they are unsure of documents they need to bring or do not possess these documents; they assume they will not be able to afford the services; they do not know if their immigration/refugee/ex-offender status will preclude them from being served; or they do not speak enough English.

For someone who is poor, undocumented, and who does not speak very much English, getting a handle on what services they qualify for and understanding how to access them is far from straightforward. Likewise, for someone navigating the tangled process of re-entry after being incarcerated, the fear of reincarceration can outweigh the desire to get health, employment, educational, and other needs met. In this respect, my capstone project is oriented toward members of New Haven's most marginalized communities with the goal of reducing or eliminating as many of these barriers to resource access as possible.

Finally, against the city's baseline of racially and economic inequality, the prospect of post-election funding and policy shifts is monumentally concerning. While the extent to which Trump will follow through on the policy actions he has outlined as his plan for the first hundred days, rollbacks in funding for education, public health, re-entry programs, and the like seem imminent. What's more, his threats to defund sanctuary cities at the federal level could, if realized, bring New Haven to its knees. Cutting these funds would be icing on the toxic layer

cake of punitive law enforcement and sentencing practices, particularly toward undocumented immigrants, a freeze on refugee resettlement from 'terror-prone areas', massive tax cuts, and the potential repeal of the Affordable Care Act. While my capstone project is not equipped to counter any of these eventualities at the policy level, it could help mitigate some of the harm.

In terms of the philosophical and ethical underpinnings of the project, I am driven by a fundamental concept of International Covenant on Economic and Social Rights: that people deserve not just the bare minimum necessary for survival, but, rather, the support necessary to achieve self-realization and dignity:

> All peoples have the right of self-determination. By virtue of that right they freely determine their political status and freely pursue their economic, social and cultural development. [Everyone is entitled to] a decent living for themselves and their families…[and] the right to take part in cultural life.[1]

Addressing an individual's most immediate needs in terms of emergency shelter, food, and health resources is crucial, of course, but it is not enough. People should have access to art and the outdoors and recreation and respectful community connections, too. My capstone mapping project is built upon this idea, that full self-determination and fulfillment for all should be the standard we hold ourselves to as a society.

In addition, this project is motivated by a desire to support refugees, asylum seekers, and formerly incarcerated people *in collaboration with them.* Rather than a top-down, disempowering format, this project seeks to involve and incorporate the voices and priorities of the target users and community members. As with almost any student-directed initiative, this project has relied heavily on the personal and professional knowledges of others, particularly those of refugee leaders and asylum seeker advocates. I have attempted to strike a balance

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[1] United Nations. "International Covenant on Economic and Cultural Rights." 1976.
 http://www.ohchr.org/EN/ProfessionalInterest/Pages/CESCR.aspx

between asking for help, insight, and suggestions from others, with the desire to avoid burdening others. As it stands, this project has brought to bear the expertise of people from many disparate fields: software engineers and app developers; city reentry officials; medical students who work with asylees and refugees; local service providers; law students who provide legal counsel and representation to asylum seeker women; undergraduate data entry volunteers; refugee leaders; and others. As I continue with this project through next semester, I will continue to coordinate with all of these people, remaining critical of my own positionality and mindful of ethical issues of voice and representation.

Reflections on the Project's Execution: Initial Planning

The first phase of this project involved gathering as much information as I could about similar mapping projects.[2] While I couldn't find any map quite like what I planned to make, I chose three projects that were particularly effective for different reasons. The first, the Vancouver Welcome Map, is the most visually beautiful of the three, but its functionality in any language but English and Arabic is limited. It was also made by volunteers who didn't speak Arabic, and without interviews or consultations with any Syrian refugees, the map's target audience. The second map was developed by a group of refugees in Berlin, for other refugees in the city; as such, it probably does a better job than the other maps of reflecting services identified as useful by refugee communities themselves. The third, UNHCR's Services Advisor mapping project (launched in Jordan and in the works for Turkey, Greece, Lebanon, and possibly Iraq), stands out for the level of coordination with service providers and the level of detail provided about each

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[2] See Appendix for links to and screenshots from each of the four mapping projects from which I have been drawing.

service, though it uses a ridiculous amount of bandwidth, is only available in English, and only

features humanitarian aid services provided by UNHCR and peer NGOs.

This comparison helped me get a sense of what components I wanted to emulate in my

own project. Cobbling together the best parts of each map resulted in a plan for a map with the

following characteristics:

- *Visually attractive (colorful, clean icons) and simple to use (Google Maps-based)*
- *Directly informed by target users: refugees, asylum seekers, and ex-offenders*
- *Made in close coordination with service providers, to improve referrals and increase user base*

Still, though, there were pieces absent from all three which I planned to integrate:

- *Full translation by native speakers, not embedded Google Translate widget; to Spanish and Arabic, first, and subsequently to Pashto, Dari, Swahili, and Lingala*
- *Solid functionality across smartphones, tablets, and computers*

To get a more realistic sense of how feasible these goals were, I set up Skype conversations with

the leader of the Vancouver mapping project and the map's head web developer, as well as with

the Executive Director of PeaceGeeks, the developer of the Services Advisor. I learned that the

Vancouver map was made last fall by urban planning students and that the omission of refugee

perspectives was a function of the level of urgency, in the lead-up to a wave of Syrian refugees

about to be resettled in Vancouver. The web developer expressed interest in my project and told

me he would be willing to repurpose the Vancouver map's software to fit my map, free of charge.

This originally seemed like a great idea, though I ultimately changed course and am now

working with the founder of a locally-based crowd-mapping app called Kricket. The most

thought-provoking of the three conversations was with Renee Black from PeaceGeeks. She

emphasized the importance of the project's long-term sustainability, telling me that if the map

became obsolete, it wouldn't matter how thorough or well-made it was.

Middle-stage Execution & Logistics

With the issue of sustainability in mind, I spent the middle of the semester prioritizing

coordinating with community organizations and student groups, rather than trying to get the

whole spreadsheet of resource information finished immediately. On campus, I met with the Yale

Refugee Project, the Yale Undergraduate Prison Project, and MEChA de Yale. I have also been

worked closely with members of the Urban Justice Center's Asylum Seeker Advocacy Project

(ASAP); besides their legal advocacy work, they are putting together a statewide map of asylum

seeker resources, so we are sharing relevant resource information.

Off campus, I met with staff at IRIS (Integrated Refugee & Immigrant Services) to

discuss refugee-specific resources and resettlement challenges, especially pertaining to resource

constraints. They also put me in touch with members of its bi-monthly Refugee Leadership

group who had expressed interest in my project. Over the course of in-person interviews, I have

had long conversations with refugees (and in some cases with their whole families) from

Afghanistan, DR Congo, Kenya, and Iraq. We have talked about their experiences of

resettlement, from initial challenges of meeting immediate needs to longer-term problems with

finding fulfilling employment and strong community; about where they go to access services in

New Haven and where they feel most comfortable; about their hopes for themselves and for

other refugees in town.

These initial interviews were extremely informative, bringing up challenges I had not

previously enough thought about addressing in the map. For example, one refugee leader told me

that food pantries and transitional housing were not present back in his home country, so without

background information about what these services are and why they matter, he would not use

them. This idea echoed throughout all the interviews I conducted so far; people were excited

about the project, but concerned that people would not know how to make sense of it without

integrated guides. People made the following suggestions about what guides/instructions would

be most helpful:

- *Know your rights, as a formerly incarcerated person/refugee/asylee*
- *What is an emergency shelter/transitional housing/food pantry/community health clinic, etc.?*
- *Public school grade level conversions and enrollment instructions*
- *Instructions for applying for ID cards*
- *How to use the NH bus system*
- *How to use Google Maps for navigation*
- *How to use food stamps at farmers' markets/where and how to find healthy, affordable food*

While these interviews were encouraging, in that the refugee leaders I talked to told me they

thought this project was worthwhile, they were sobering at the same time. Most of the refugee

leaders were highly educated professionals back home, but here they struggled just to secure

entry-level jobs. One told me, "here we are just surviving," unable to attain any kind of

higher-level personal or professional fulfillment. And this is for the group that has the most

support of the three, in many ways; refugees go through resettlement agencies and are eligible

for long-term federal financial support. Asylum seekers, on the other hand, are not officially

resettled by the government and thus are barred from most case management services and cash

assistance; they also cannot legally work.

At two different community re-entry events, I heard similar things from service providers

who work with formerly incarcerated people: having a felony conviction, or even just a criminal

record, means that you face serious barriers to public housing, employment, and other services.

Even though the 'Ban the Box' initiative will go into effect starting in January 2017, employers can still use background checks to access criminal record information, and federal law allows public housing agencies to deny eligibility to almost anyone with a conviction.

Looking Forward: Goals & Limitations for the Coming Semester

It is clear that even a flawless, completely comprehensive map would not remedy these institutional and legal barriers. People will continue to be denied services they need; they will still have a hard time finding a job; and they will still experience different valences of prejudice and social marginality. I have been thinking a lot about the ways in which this project falls short of substantive policy reform that is so urgently needed, but even with that very much in mind, I still think this map will constitute an important contribution to the community. Making resource information more easily accessible to individuals and families has immense value in and of itself. Instead of relying on third parties, people using the map will be able to directly engage with this information in a way that they can tailor to their current needs and priorities. For people whose time is already stretched thin, it can be difficult to make time for independently researching particular resources, reaching out to social workers or other contacts, or traveling to service locations in person; this map could allow people to overcome these logistical barriers to access.

Many people face compounded challenges: a language barrier, young children or elderly relatives to care for, and tough transportation logistics. The hope is that this project will save people time and make learning about and accessing resources much simpler. Rather than just connecting people with the minimum services necessary for survival, this map also includes information on resources that contribute to quality of life more broadly: parks, sports fields,

beaches, and playgrounds; free museums; farmers' markets and specialty food markets; and community associations. Implicit in this map, therefore, is the argument that economic, social, and cultural rights are of fundamental value, and that empowerment comprises more than just attaining some minimum standard of housing security and economic stability.

Currently, my spreadsheet has 466 rows, and it is still expanding. The sheer amount of information we are gathering for each resource (including: latitude-longitude; documentation required; programs offered; target population served; languages spoken; hours of operation) presents a major challenge. After six work sessions and dozens of hours of volunteer engagement with data entry, the first phase of research for the spreadsheet is nearing completion. Over the winter break and into the beginning of next semester the project's focus will shift to making calls and conducting site visits to service providers.

Besides direct coordination with resources themselves, the second major priority for the first half of the spring semester is to produce, in collaboration with Kricket's developers, the first version of the English-language map. That way, we will be able to take it to community members, starting with folks at the Prison Re-entry Roundtable, the Yale School of Medicine refugee health clinics, IRIS, Junta, and ULA, in order to get preliminary feedback and begin making adjustments. From there, we will continue to work with members of the refugee leadership group, as well as with formerly and currently incarcerated people, asylees, and undocumented people, aiming to incorporate their feedback into subsequent iterations of the map.

Next semester I will be enrolling in an independent study and receiving credit for continued work on this project. I am extremely excited to keep going with the mapping project,

particularly because I have gotten approval from the Political Science DUS to produce a set of recommendations and best practices for scaling this project up, potentially for the State of Connecticut, and potentially for U.S. municipalities more broadly. I have been meeting intermittently with ASAP coordinators, and they are particularly interested in exploring the idea of scaling this map up to the state and national levels. Additionally, next semester I may take on the role of ASAP's general undergraduate liaison, which would allow me to garner more student involvement and support for ASAP while figuring out the best way to put my project in conversation with their closely related but still fledgling national asylum seeker mapping project.

I am hopeful about the prospect of getting the word out to the community and mobilizing the resources to make this mapping project sustainable. *The New Journal* is planning on writing a story for their February issue on my project, in the context of New Haven refugee resettlement and general service provision dynamics. Besides increasing the project's visibility on campus, I plan to devote a great deal of time next semester to advertising and coordination with the City of New Haven. I have been put in contact with the director of the Community Services Administration at City Hall, Dr. Martha Okafor, and I am looking forward to meeting with her early next semester to talk about how my project fits into the Get Connected New Haven database initiative that she has spearheaded. Further, I will be applying for the Dean's Challenge, a summer fellowship which provides $15,000 in funding and startup accelerator resources for projects aimed at addressing global issues such as health, education, or climate change. I am not yet sure whether I want to stay in New Haven to work on this project over the summer, so at this point I want to keep my options open. Whether I stay in New Haven over the summer or not, I want to graduate in May with a clear plan for New Haven RAMP.

While the project is far from finished, working on this project has been one of the best parts of this past semester and I am grateful to be able to see it through next spring. The mapping project owes much to both the guidance of community members and the generosity of student volunteers. In a political environment shot through with uncertainty and foreboding, this project feels more important than ever. While it will not directly prevent regressive legislation from being passed and implemented, I believe a mapping project like RAMP has immense potential to mitigate the harm done to marginalized communities by improving user outcomes, resource efficiency, and institutional accountability.

APPENDIX I: PROJECT SCREENSHOTS

Fig. 1 - Category Taxonomy

	A	B	C	D	E	F	G
7	Clothing			LIGHT MAGENTA	6D0240	5	
8	Community Group			DARK PURPLE	280649	6	
9	Counseling			LIGHT GREEN	6EAF54	7	
10	Education	ESL		LAVENDER	9377D1	8	
11	Education	Public Schools		LAVENDER	9377D1	9	
12	Education	Continuing Education		LAVENDER	9377D1	10	
13	Employment	Job Training		BROWN	563823	11	
14	Employment	Job Placement		BROWN	563823	11	
15	Families & Childre	Parenting Workshops & Family Servic	YELLOW	F2CC26	12	
16	Families & Childre	Childcare		YELLOW	F2CC26	13	
17	Families & Childre	Early Childhood Education		YELLOW	F2CC26	14	
18	Food & Shopping	Supermarket		TEAL	0A5259	15	
19	Food & Shopping	Restaurant		TEAL	0A5259	16	
20							

This category taxonomy is organized by broad categories and increasingly specific sub-categories. There are 52 categories, all told, with category groups assigned the same 6-digit color hex code, and icons assigned to correspond to category characteristics.

Fig. 2: Icon Graphics
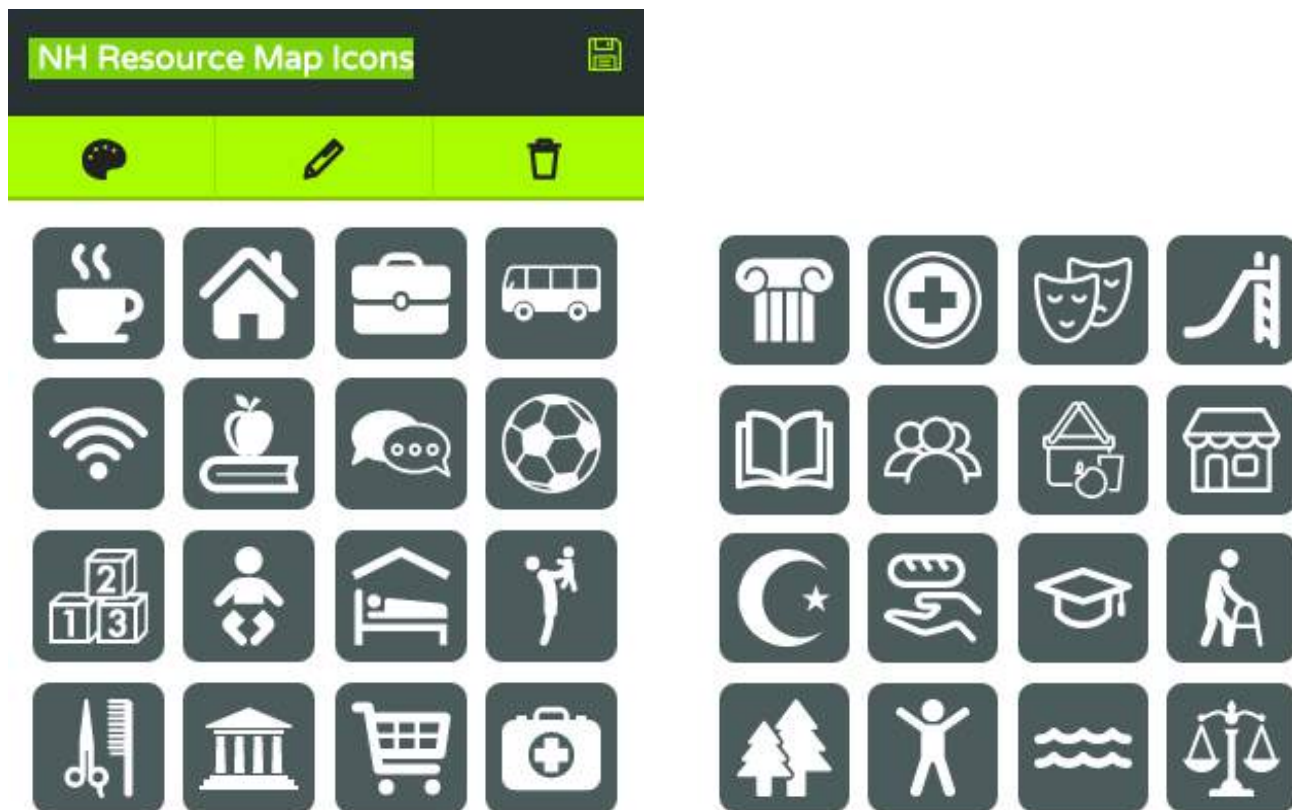
A selection of the flat, free vector icon graphics I gathered for the purposes of this project. The icons are specific to each category, from Islamic Centers & Mosques to Legal Services to Early Childhood Education.
http://www.flaticon.com

Fig. 3 &4: Master Spreadsheet Screenshots, circa. October 2016

	TITLE	SPECIFIC CHANNEL (IF APPLICABLE)	CATEGORY	SUB-CATEGORY 1	LATITUDE	LONGITUDE	STREET ADDRESS	CITY	STATE	COUNTRY	POSTAL CODE
100	Oxford House Placement Services		sober house	from MINI REENTRY GUIDE	41.3123505	-72.9491238	1580 Chapel St.		CT	USA	06511
101	Community Mediation, Inc.	p28 May12		from MINI REENTRY GUIDE	41.3828381	-72.8998656	3013 Dixwell Ave.	Hamden	CT	USA	06517
102	No Closed Doors	p31 May12		from MINI REENTRY GUIDE	41.3063667	-72.9252440999999	129 Church St.	New Haven	CT	USA	06510
103	Connecticut Fair Housing Center (CFHC)	p29 May12	Housing	from MINI REENTRY GUIDE	41.3061448	-72.92670220000002	900 Chapel St.	New Haven	CT	USA	06510
104	Fair Rent Commission	p30 May12	Authorities	from MINI REENTRY GUIDE	41.3072905	-72.9243414	165 Church St.	New Haven	CT	USA	06510
105	Housing Court		Authorities	from MINI REENTRY GUIDE	41.3088294	-72.9241697	121 Elm St.	New Haven	CT	USA	06511
106	Hamden American Job Center		Employment	from MINI REENTRY GUIDE	41.3551619	-72.9269435	37 Marne St.	Hamden	CT	USA	06514
107	Construction Workforce Initiative	p38 May12	Employment	from MINI REENTRY GUIDE	41.549312	-72.792418	547 Center St OR 5	Meriden	CT	USA	06450
108	Easter Seals Goodwill - Community Reentry Services	also other services	Employment	from MINI REENTRY GUIDE	41.3051357	-72.91210080000002	95 Hamilton St	New Haven	CT	USA	06511
109	Employment Center at Science Park		Employment	from MINI REENTRY GUIDE	41.3245817	-72.9273021999999	4 Science Park	New Haven	CT	USA	06511
110	JUNTA for Progressive Action		Adult ed, job training, legal assis	from MINI REENTRY GUIDE	41.3094236	-72.8939115	169 Grand Ave.	New Haven	CT	USA	06513
111	CT Adult Virtual High School		Education	from MINI REENTRY GUIDE							
112	Literacy Volunteers of Greater New Haven		Education	from MINI REENTRY GUIDE	41.3045993	-72.9274474	20 Church St.	New Haven	CT	USA	06511
113	Connecticut Talent Assistance Cooperative - Educational Opp		Employment	from MINI REENTRY GUIDE	41.2884189	-72.92624649999999	Gateway Commun	New Haven	CT	USA	06511
114	Gateway Community College		Education	from MINI REENTRY GUIDE	41.2884189	-72.92624649999999	60 Sargent Dr.	New Haven	CT	USA	06511
115	Centro San José Family Center	p15	Families & Children	from MINI REENTRY GUIDE	41.3085313	-72.8986496	290 Grand Ave.	Fair Haven	CT	USA	06513
116	Child Support Enforcement Agency (Judicial Branch)	p41 - May 12	Authorities	from MINI REENTRY GUIDE	41.3032776	-72.91159499999998	414A Chapel St.	New Haven	CT	USA	06511
117	Families in Crisis, Inc.	p42 - May 12	Family Services	from MINI REENTRY GUIDE	41.3055363	-72.9199582	45 Court St.	New Haven	CT	USA	06511
118	Nurturing Families Network - New Haven Health Dept		Family Services	from MINI REENTRY GUIDE	41.2998629	-72.9262741999997	54 Meadow St.	New Haven	CT	USA	06519
119	Yale New Haven Hospital Saint Raphael Campus		Health	from MINI REENTRY GUIDE	41.3102538	-72.94315319999998	1450 Chapel St.	New Haven	CT	USA	06511
120	Yale New Haven Hospital	combine?	Health	from MINI REENTRY GUIDE	41.3045496	-72.93579540000002	20 York St.	New Haven	CT	USA	06510
121	Fair Haven Medical Group		Health	from MINI REENTRY GUIDE	41.315924	-72.87248	339 Eastern St.	New Haven	CT	USA	06513
122	Hispanic Clinic		Health	from MINI REENTRY GUIDE	41.3054677	-72.9367699	34 Park St.	New Haven	CT	USA	06519
123	New Haven Health Dept (Preventive Medicine Clinics)		Health	from MINI REENTRY GUIDE	41.29986	-72.9262741999997	54 Meadow St.	New Haven	CT	USA	06519
124	Planned Parenthood		Health	from MINI REENTRY GUIDE	41.3198974	-72.9182872999997	345 Whitney Ave.	New Haven	CT	USA	06511
125	Transitions Clinic at Cornell Scott Health Center		Health	from MINI REENTRY GUIDE	41.297526	-72.93932760000001	428 Columbus Ave	New Haven	CT	USA	06519
126	AIDS Project New Haven		Health	from MINI REENTRY GUIDE	41.3097480000000	-72.9383665000003	1302 Chapel St.	New Haven	CT	USA	06511
127	AIDS Interfaith Network		Health	from MINI REENTRY GUIDE	41.3101785	-72.93833269999993	1303 Chapel St.	New Haven	CT	USA	06511
128	Hispanos Unidos Contra El SIDA		Health	from MINI REENTRY GUIDE	41.3099934	-72.9455299	116 Sherman Ave ,	New Haven	CT	USA	06511
129	New Haven Health Dept (AIDS Services)		Health	from MINI REENTRY GUIDE	41.29986	-72.9262741999997	54 Meadow St.	New Haven	CT	USA	06519
130	Yale New Haven Hospital (Yale AIDS Program)		Health	from MINI REENTRY GUIDE	41.3026254	-72.9349287	789 Howard Ave.	New Haven	CT	USA	06519
131	Access to Recovery III		Health	from MINI REENTRY GUIDE			213 Court St.	Middletown	CT	USA	6457
132	APT Foundation		Health	from MINI REENTRY GUIDE	41.2894852	-72.929888	1 Long Wharf Dr. S	New Haven	CT	USA	06511

WEBSITE	PHONE	EMAIL	OPENING HOURS INFO	DESCRIPTION	DOCUMENTATION	LANGUAGES SPOKEN
http://rkidsct.org/	(203) 865-5437			Family support, family reun		
https://www.startbank.com/	(203) 285-6490			Only local New Haven bank		
http://www.connecticut.va.gov/locations/	(203) 932-5711			Veteran health services		
http://childstudycenter.yale.edu/	(203) 785-2540			Mental health treatment ar		
http://www.cliffordbeers.org/	(203) 772-1270			Community-based mental		
http://medicine.yale.edu/psychiatry/mom	(203) 764-7374			Mental health and job read		
https://medicine.yale.edu/psychiatry/mom	(203) 764-7495			Hub location for Moms Part		
https://medicine.yale.edu/psychiatry/mom	(203) 535-9833			Hub location for Moms Part		
https://medicine.yale.edu/psychiatry/mom	(203) 535-9833			Hub location for Moms Part		
http://bgcnewhaven.org/	(203) 787-0187	kidscomefirst@bgcnewhaven.org		After school & summer chil		
http://bgcnewhaven.org/	(203) 469-9718			After school & summer chil		
http://bgcnewhaven.org/	(203) 946-8840			After school & summer chil		
http://bgcnewhaven.org/	(203) 498-8800					
	(203) 787-6867	FaithTemple834@aol.com				
http://www.orange-ct.gov/cominfo/senior	(203) 891-4786			Senior classes, transportati		
www.walkoffaithchurch.org	(203) 469-5134					
https://www.ynhh.org/about/community/	(203) 789-3312			Reasonably priced used clot		
http://www.cityofnewhaven.com/Parks/Pa				The 425-acre park is located		
http://www.cityofnewhaven.com/Parks/Pa	(203) 946-8028			The park extends roughly 1		
http://www.cityofnewhaven.com/Parks/Pa				This park is a southern exte		
http://www.cityofnewhaven.com/Parks/Pa				Summer beach access. Orig		
http://www.ct.gov/deep/cwp/view.asp?a=	(860) 424-3000					
http://www.cityofnewhaven.com/parks/pa	(203) 946-8027			This park takes up most of		
http://www.ct.gov/deep/cwp/view.asp?a=	(203) 287-5658					
http://www.edgertonpark.org/	(203) 777-1886					
http://sustainablefood.yale.edu/farm/yale	(203) 432-2084	sustainablefood@yale.edu	Public workdays: W, F,	A Yale affiliated park and ve		
www.facebook.com/cityseed/ or citysee	(203) 773-3736	info@cityseed.org				
www.facebook.com/pages/Wooster-Squar	(203) 773-3737	info@cityseed.org	Sat 9am-1pm through [	Local produce, prepared foo		
www.facebook.com/pages/Edgewood-Park	(203) 773-3738	info@cityseed.org	Sun 10am-1pm through	Local produce and prepared		
cityseed.org/downtown/	(203) 773-3739	info@cityseed.org	W 11am-2pm (mid Jun	Local produce and prepared		
cityseed.org/fair-haven/	(203) 773-3740	info@cityseed.org	Th 3pm-6pm (early July	Local produce and prepared foods available from vendors. Items are		
cityseed.org/mobile-market/	(203) 773-3741	info@cityseed.org	Varies depending on lo	This local produce van trave		
	(203) 773-3742	info@cityseed.org	Sat 10am-1pm Jan thro	Local produce market indoo		

Fig. 5 & 6: Master Spreadsheet Screenshots circa December 2016

Methadone Maintenance Clinic - Legion	https://aptfoundation.org/calendar/legion/	(203) 781-4740			
Methadone Maintenance Clinic - Orchard Hill	http://interventionamerica.org/Methadone	(203) 781-4695			
Methadone Maintenance Clinic - Park Hill	http://interventionamerica.org/Methadone	(203) 781-4710			
Connecticut Mental Health Center (CHMC)	http://www.ct.gov/dmhas/cwp/view.asp?a	(203) 974-7713, (2			Provides mental health servi
Connecticut Mental Health Center (CHMC) - Substance Abus	http://www.ct.gov/dmhas/cwp/view.asp?a	(203) 974-5777		M-F: 8am-4:30pm	Offers substance abuse eval
Yale Clinical & Community Research (YCCR)	http://www.yccr.yale.edu/domestic/	(203) 764-9995			Substance abuse & HIV treat
Yale Program for Recovery and Community Health	http://medicine.yale.edu/psychiatry/prch/	(203) 764-7594 / (			Promotes recovery, self-dete
North Side Community Outpatient Services	http://health-centers.healthgrove.com/l/8(	(203) 503-3470			Adult outpatient substance a
Veterans' Administration CT Healthcare	http://www.connecticut.va.gov/locations/c	(203) 932-5711			Veteran health services
Yale School of Medicine - Child Study Center	http://childstudycenter.yale.edu/	(203) 785-2540			Mental health treatment and
Clifford Beers Clinic	http://www.cliffordbeers.org/	(203) 772-1270		Limited walk-in hours or	Community-based mental he
Ariel's Recovery Home LLC	www.arielsrecoveryhomellc.com	(203) 915-1883			Provides temporary and stru
Village of POWER	http://www.cornellscott.org/documents/re	(203) 503-3484		M-F: 9am-5pm	A case management program
Northside Community Outpatient Services	hillhealthcenter.com	(203) 503-3470			Behavioral Health, Family He
Women's Health Services	http://cornellscott.org/	(203) 777-4781		Call for hours	Free gynecology and other w
Dixwell Newhallville Community Mental Health Services	http://psychiatry.yale.edu/csn/agencies/di	(203) 776-8390			Mental health services to th
Giving Back House of Recovery (GBHR)		(203) 494-5041			Provides living arrangement
Norton House	http://www.nortonfoundationllc.com/hom	(203) 605-4070		No hours; application is	Independent sober housing
Recovery Supports Program	www.ct.gov/dmhas/cwp/view.asp?a=2900/	(800) 658-4472			
New Reach, Inc - Main Office	http://newreach.org/	(203) 492-4866			Temporary housing for wom
New Reach, Inc - Care Ways Shelter	http://newreach.org	(203) 492-4866			
New Reach, Inc - Martha's Place	http://newreach.org	(203) 492-4866			
Farnam Center	http://www.farnamcommunity.org/	(203) 562-9194	egambardella@farnamcommunit	M-F: 9am-9pm; Sat: 8:3(	Nurturing preschool, aftercar
Emergency Shelter Management Services	http://esmsshelter.org/	(203) 777-2522		Staffed 24 hours per day	For homeless men: emergen
Columbus House	http://www.columbushouse.org/programs,	(203) 401-4400			Since 1982 we have been pr
Brownell House	http://www.erreraccc.com/cwt-tr-brownel	(203) 479-8035, (2			A residential treatment prog
Umbrella Center for Domestic Violence Services	http://bhcare.org/page/22595-The-Umbrel	HOTLINES: (203) 7	confidential: UCDVS@bhcare.org	24/7	Crisis services + 24 hour hotl
Errera Community Care Center — Next Steps	http://www.erreraccc.com/	(203) 479-8000		Walk-in hours M-F: 7:30	Community reintegration pr
Veterans Support Foundation — Bassett Court		(203) 931-0887			Provides housing to veteran

Progress on master spreadsheet, top; logged initials from data entry volunteers

Fig. 7: Resources without Addresses

TITLE	CATEGORY	SUBCATEGORY	WEBSITE	PHONE	EMAIL	HOURS	DESCRIPTION
RESOURCES WITHOUT ADDRESSES							
Dial 2-1-1 (Info-Line)	Information		www.infoline.org/	2-1-1			
Sports & Recreation - City of New Hav	Outdoors & Public			(203) 946-8088			
Outdoor Recreation - City of New Hav	Outdoors & Public			(203) 946-6768			
Regional Growth Connection (CT Worl	Transportation			(203) 624-1493 ex			Transportation for
CT Transit	Online transportat		https://www.cttra	(203) 624-0151 / H			Online info on rou
LOGISTICARE of Connecticut	Transportation			(1-888) 248-9895			Transportation ass
Community Health Care Van	Health						
Homelessness Prevention and Rapid R				Call 2-1-1 for scree			
Domestic Violence Services of Greater			http://www.dvsgn	(203) 865-1957 / (	endabuse@dvsgnh		Emergency shelter
Liberty Community Services — Transit	Housing		http://www.libert	(203) 495-1764			Housing Assistance
HUSKY Health Insurance	Public health insur		http://www.husky	(877) 284-8759			HUSKY A—Medica
Connecticut Adult Virtual High School	Education		https://www.ctvhs				
Department of Corrections - Informati			http://www.ctinm	(860) 292-3486			Online database o
Information for families - Department			http://www.ct.gov				
CT Coalition Against Domestic Violence	Toll-Free 24-Hour Crisis Line:			1-888-774-2900			
CT Adult Virtual High School		Education	https://www.ctvhs	(860) 515-3712	Susan Champine, (		Provides students
DMHAS Basic Needs Program				(1-800) 368-1526			Temporary help w
Fresh Start	Housing, Education		http://www.cityof	(203) 946-7821	NHFreshStart1@n		Project Fresh Start
Statewide Legal Services Hotline	Legal Assistance		http://slsct.org/co	(800) 453-3320			Free legal services
ASAP - Pro-Bono Legal Services	Legal Assistance						
West River Neighborhood Services Co	Community Group		www.westriverne		wrnscsecretary@g		Community garder
Mobile Farmers' Market	Food	Farmers' Market	cityseed.org/mobi	(203) 773-3741	info@cityseed.org		This local produce

This tab within the spreadsheet is serving as a catch-all for resources which either have no physical address, have a confidential address, or are mobile, with shifting address information
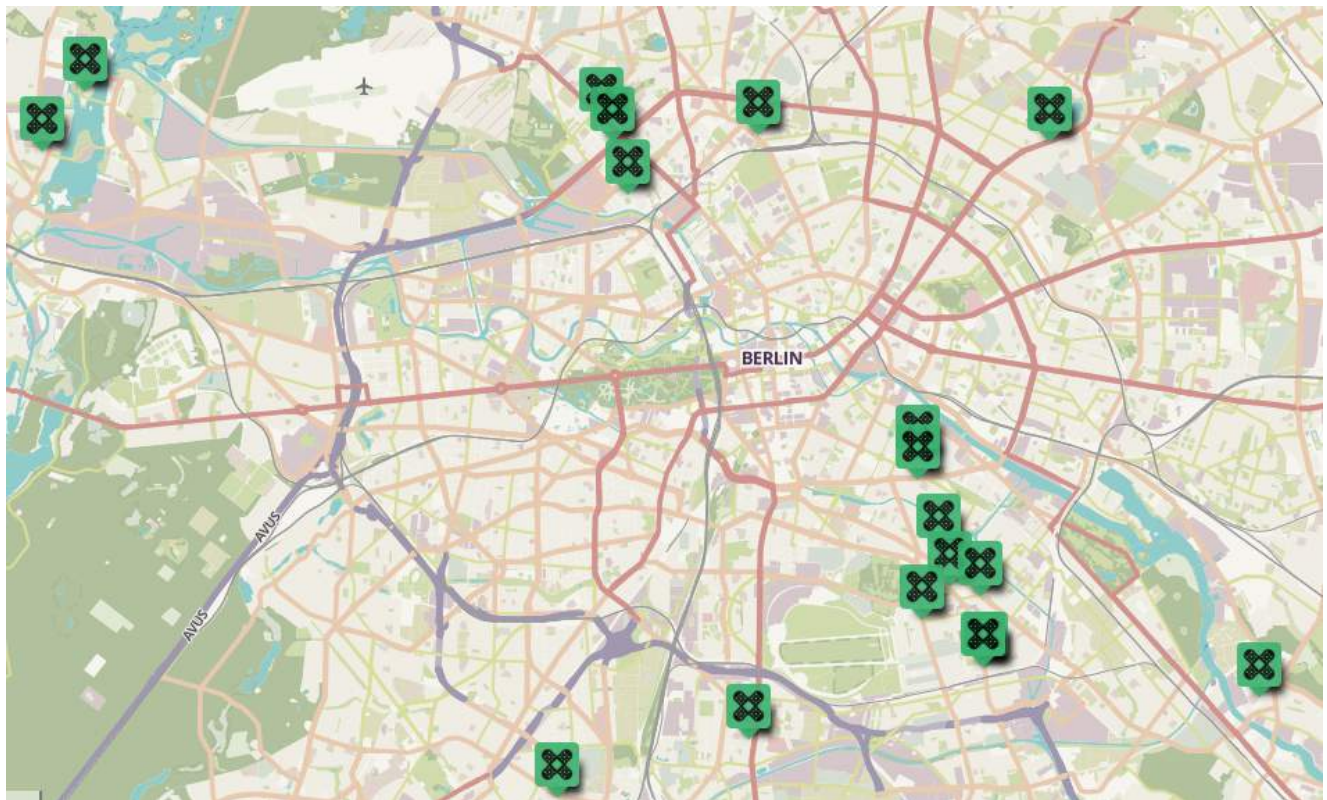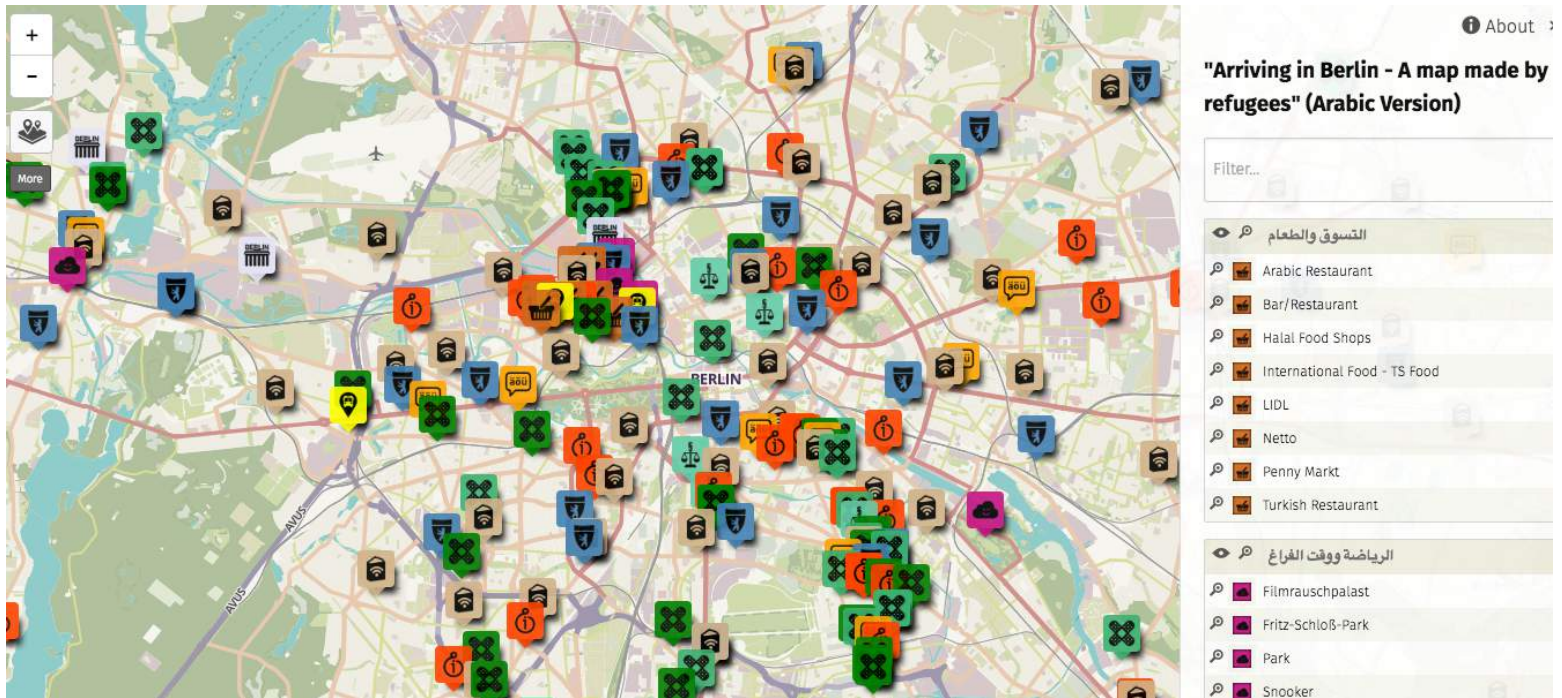
APPENDIX II: EXAMPLE MAPS

Map. 1: Vancouver Welcome Map
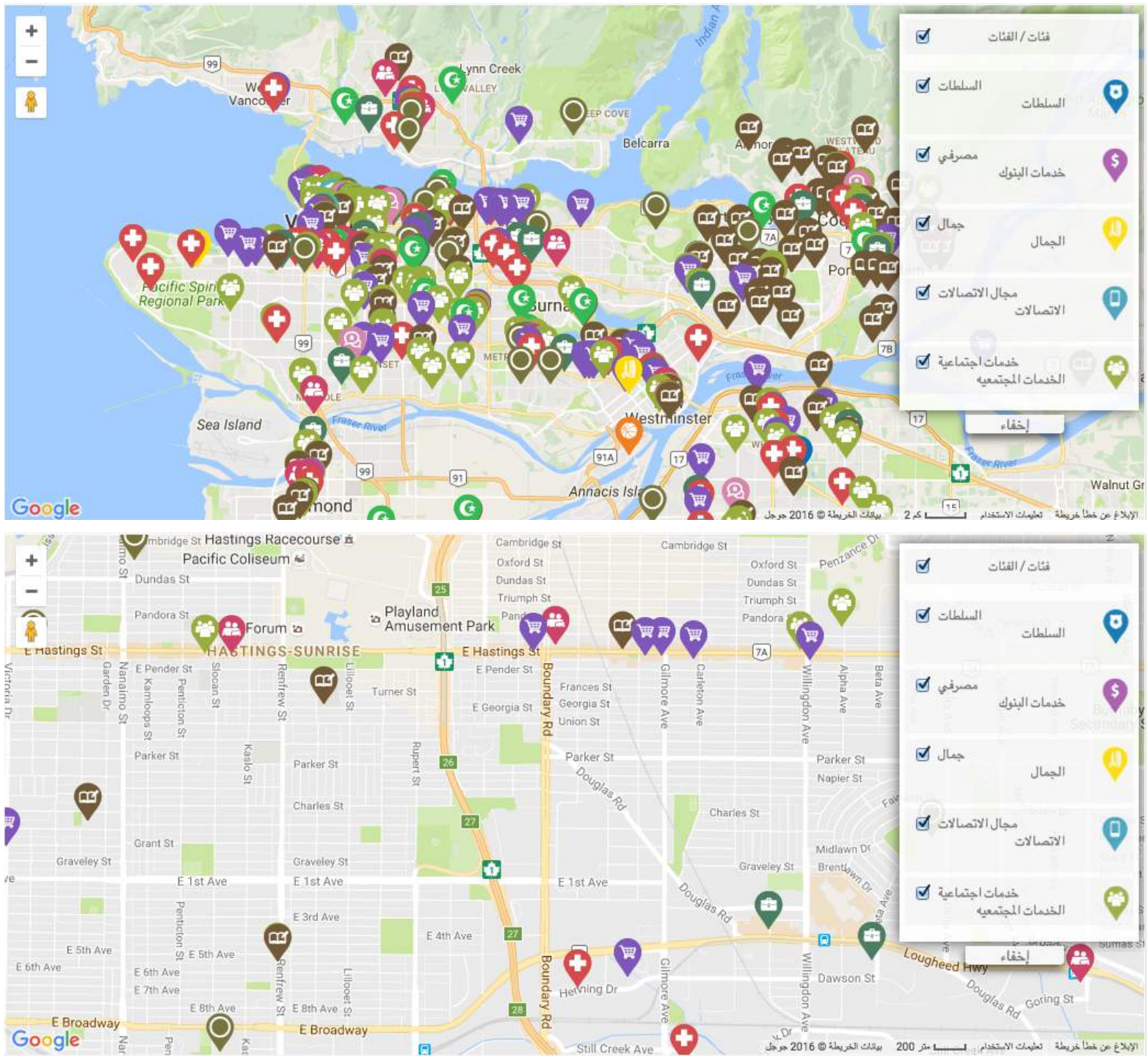
Figs. 1 & 2: *Zoomed-out, all-Arabic version; close-up, all-Arabic version*
http://vancouverwelcomemap.ca/

Map 2: Arriving in Berlin: A Map Made by Refugees

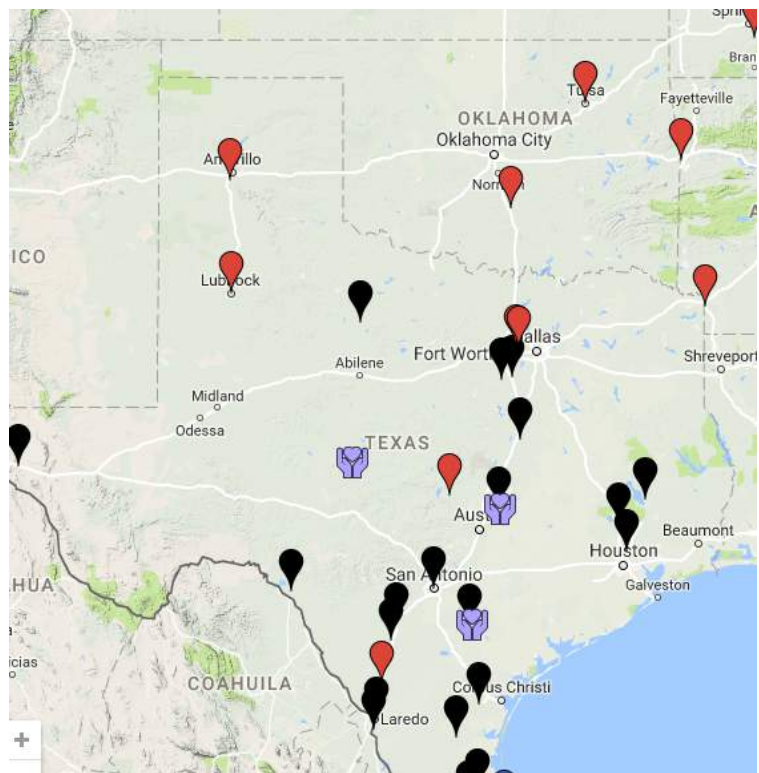Figs. 3 & 4: *Zoomed-out with all layers showing; Close-up with one layer visible*
http://umap.openstreetmap.fr/en/map/arriving-in-berlin-a-map-made-by-refugees-arabic-v_57088#12/52.5150/13.4198
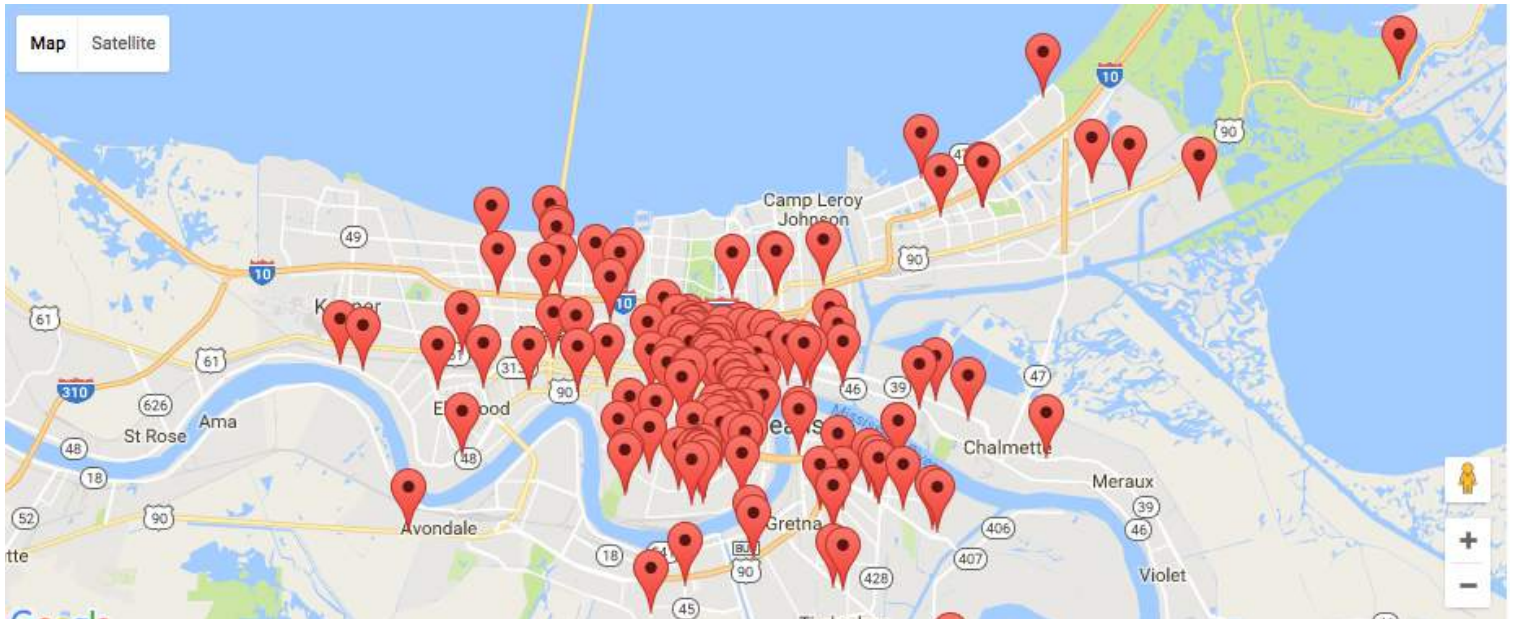
Map 3: UNHCR Services Advisor Map

Figs. 5-8: *Jordan services overview; screenshots of service details*
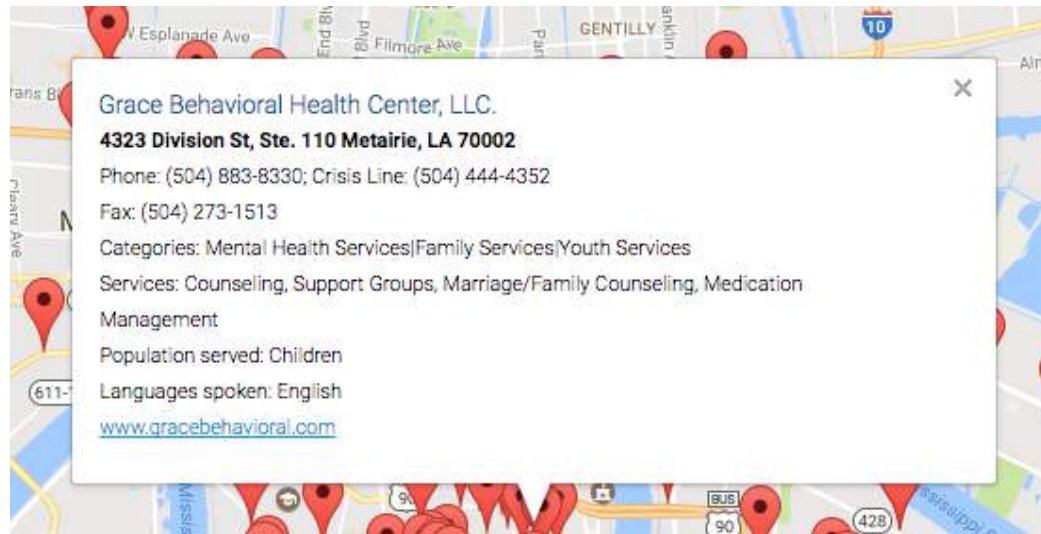http://data.unhcr.org/jordan/services-advisor/

Map 4: CIVIC Immigration Detention Map

Figs. 9-11: *Immigration detention map;*
Layers: private, ICE-operated, and city/county facilities, and CIVIC visitation programs
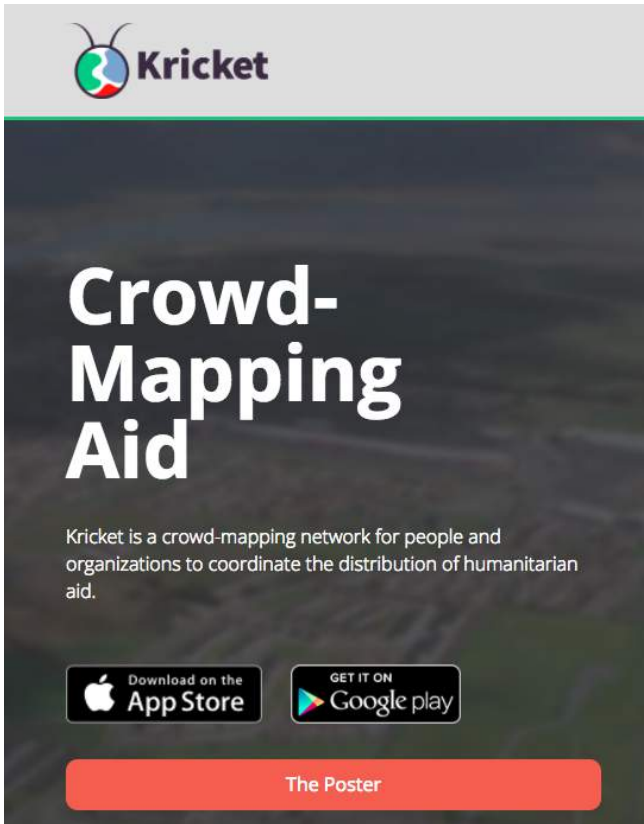http://www.endisolation.org/resources/immigration-detention/

Map 5: City of New Orleans Resource Map

Figs. 12-15: *Map showing all resources; resource detail; category list; detail from scrollable resource list*
http://www.nola.gov/health/resources/

APPENDIX III: APP SCREENSHOTS

Figs. 1-4: Screenshots from crowd-mapping app Kricket

Kricket's home page; Kricket logo; refugee resource icons; Sustainable Development Goals
https://www.kricket.co/

Figs. 5 & 6: Preliminary Pilot on Kricket
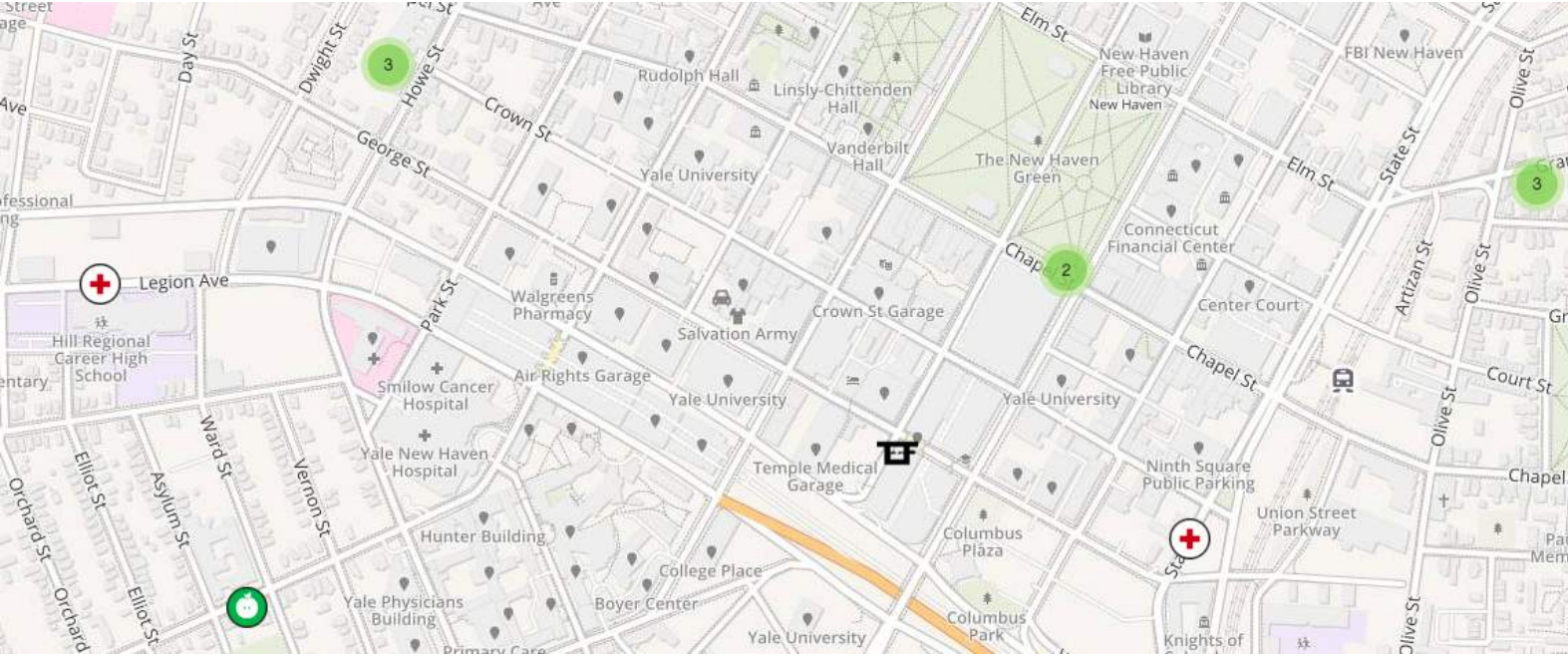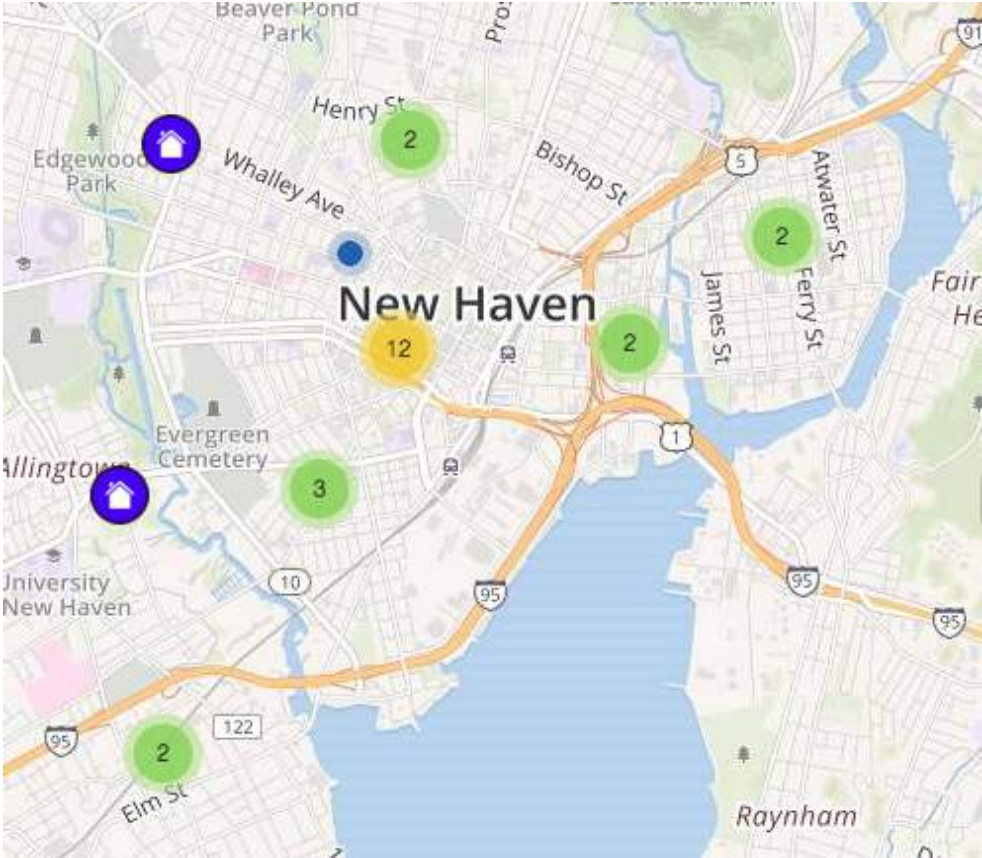
Zoomed-out version of the initial pilot; medium-zoom view of central New Haven
https://app.kricket.co/

Figs. 7 & 8: Preliminary Pilot on Kricket

Close-up of two resources; screenshot of resource detail page [still blank at this stage]
https://app.kricket.co/

APPENDIX IV: SPREADSHEET INSTRUCTIONS

New Haven RAMP (Resource Access Mapping Project)

Spreadsheet Guide:
Instructions for Data Entry and Calls to Organizations
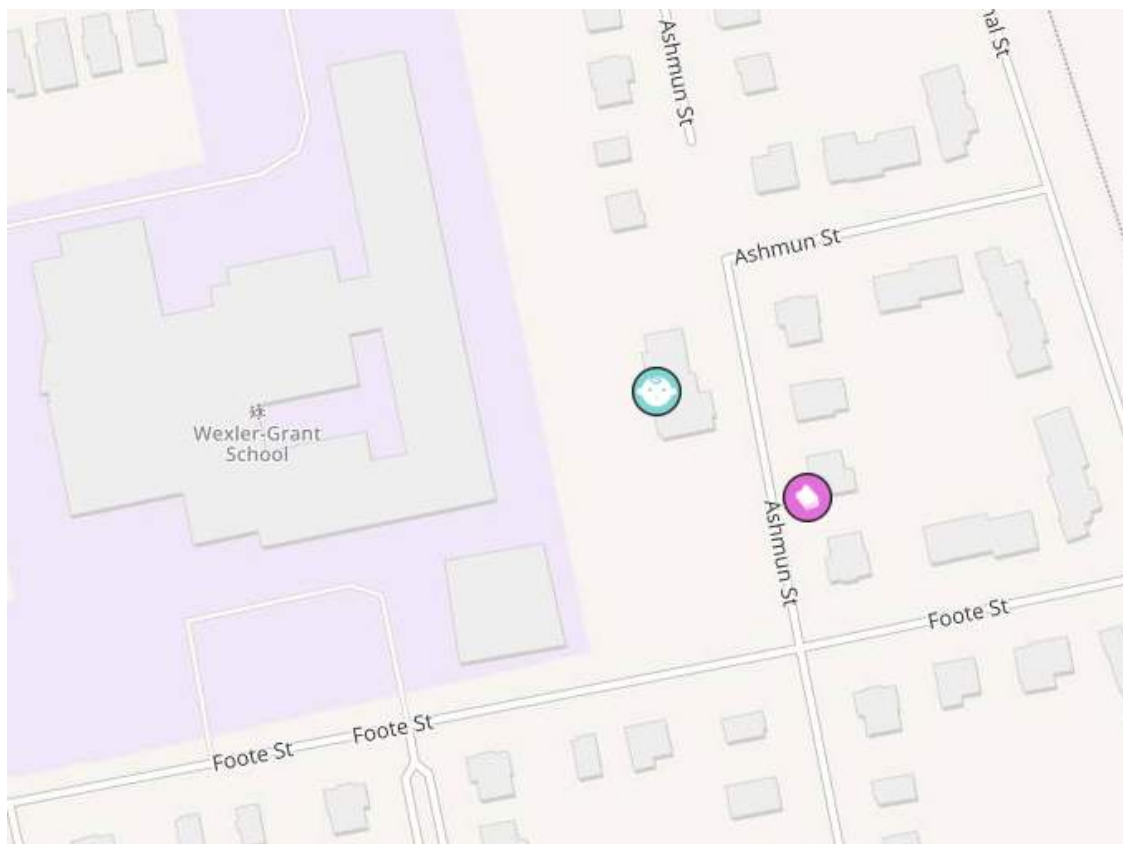Last updated: 12/03/16

TABLE OF CONTENTS

Hello, and thanks very much for taking the time to volunteer with the New Haven Resource Access Mapping Project (RAMP)! This mapping project seeks to support refugees, asylum seekers, and formerly incarcerated people in the Greater New Haven area as they navigate resettlement, release from immigration detention centers, and re-entry. Your contribution will help make this resource map as comprehensive and accurate as possible. The sooner we complete the spreadsheet, the sooner we can launch the English version and move into Arabic and Spanish translation.

Below is a step-by-step guide to **data entry** and **making calls** to each resource/organization. After reading through the instructions, if you have any questions or suggestions for modifications, please feel free to email me at elena.hodges@yale.edu.

We hold weekly mapping project work sessions on **Thursdays from 7-9pm in Room 112 of the Yale Law School, 127 Wall St.** There are two remaining works sessions for the Fall semester, on **12/1** and **12/8.** Stop by for a few minutes or stay the whole time -- there will be food!

Many hands make for light work, so if you know people who might be interested in getting involved at any level of commitment, don't hesitate to spread the word.

All the best,
Elena Hodges

RESEARCH-BASED DATA ENTRY

For each row, the goal is to double-check previously entered information and fill in all possible columns. Primary information (address, phone number, and website) is generally easiest to gather through Google searches. Sometimes Google will automatically spit out information such as address/phone number/hours/website/photos on the right side of the search results. Contact pages on resources' websites are also good places to start.

1. **ADDRESS - Columns H-L**
   a. Check that the address is correct (cross-reference via Google search)
   b. Enter the street type with the following abbreviations (including a period):
      i. **St.** for Street
      ii. **Ave.** for Avenue
      iii. **Pl.** for Place
      iv. **Blvd.** for Boulevard
      v. **Rd.** for Road
      vi. **Pkwy.** for Parkway
      vii. **Ln.** for Lane
      viii. **Ct.** for Court
      ix. **Bldg.** for Building
      x. **Way** stays as is

2. **CATEGORY & SUBCATEGORY - Columns B-D**
   In the spreadsheet, go to the second sheet, labeled 'Category Taxonomy':

   Find the best fit for the resource's category in Column A, then find the best fit for subcategory 1 and 2, if applicable. If a resource falls under more than one category or sub-category, indicate them all. Example: an emergency shelter would fall under the category 'Housing', sub-category 1 'Shelter', and sub-category 2 'Emergency Shelter'. A public library would fall under the category 'Public Services' and sub-category 1 'Library', with no sub-category 2.

3. **ICON - Column E -** Skip this column.

4. **LATITUDE & LONGITUDE (LAT-LON) - Columns F and G**
   a. Go to http://stevemorse.org/jcal/latlon.php and paste or type address info in the left-hand box: address, city, state, zipcode, and country. Do not check "Access geocoder.us/geocoder.ca. Click the "**determine Lat/Lon**" button:

b. The engine will spit out a list of lat-lon info from a variety of sources (Google, Geo Coder, OpenStreetMap, US Census Bureau, etc.):

from google	latitude	longitude	altitude
decimal	41.2946077	-72.94647559999999	
deg-min-sec	41° 17' 40.5877"	-72° 56' 47.3122"	

from yahoo	latitude	longitude	altitude
decimal	41.294802	-72.945923	
deg-min-sec	41° 17' 41.2872"	-72° 56' 45.3228"	

580 Ella T Grasso Blvd, New Haven, Connecticut 06519

from open street map	latitude	longitude	altitude
decimal	41.2936563063275	-72.9447749361094	
deg-min-sec	41° 17' 37.1627"	-72° 56' 41.1898"	

Usually the computed values for lat & lon vary minimally between sources, so you can copy-paste from the first result (usually Google). If you notice a large discrepancy between computed values, choose the value that appears most frequently.

c. Copy the computed value for latitude, in the "latitude,decimal" cell, then paste into **column F** of the spreadsheet for the appropriate row:

from google	latitude	longitude	altitude
decimal	41.2946077	-72.94647559999999	
deg-min-sec	41° 17' 40.5877"	-72° 56' 47.3122"	

d. Repeat for longitude, pasting into **column G**. Make sure to include the **negative sign:**

from google	latitude	longitude	altitude
decimal	41.2946077	-72.94647559999999	
deg-min-sec	41° 17' 40.5877"	-72° 56' 47.3122"	

e. If you are entering lat-lon for multiple resources, the search engine will automatically keep the previous search information, so you only need to worry about changing the address and zip code cells (more rarely, the city, too).

5. **WEBSITE - Column M**
   Enter website if one exists for the resource. Confirm that the link works, and that it directs you to the correct organization/resource. DO include http://.

6. **PHONE NUMBER - Column N**

   Should be entered in the format (xxx) xxx-xxxx -- not xxx-xxx-xxxx or variants. If more than one phone number is relevant, separate with a backslash (/).

7. **EMAIL - Column O**

   Enter relevant email address(es). Organization's main email is preferable, but if not available, Enter email of coordinator/leader/principal/other contact person.

8. **HOURS - Column P**

   Enter hours of operation, if you can find them, in the following format: Abbreviated day(s) of the week (**M/Tu/W/Th/F/Sat/Sun**): hours open (**x:xxpm or am**); Other day(s) of the week: hours open.
   a. Example: M,W: 8:30am-6pm; Tu,Th,F: 8:30am-4:30pm
   b. Avoid: PM/P.M./p.m./full spellings of days (Monday, Tuesday, etc.)

9. **DESCRIPTION - Column Q**

   Enter brief descriptive information for each service provided (programs, workshops, areas of care, etc.) separated by **commas**. Be brief and use phrases, not sentences.

10. **DOCUMENTATION & REQUIREMENTS - Column R**

    If applicable, enter any documentation required (proof of residency, photo ID, utility bills, etc.). Next, enter any restrictions to eligibility (Is the resource only for veterans? For youth? For women? Do they serve undocumented people?).

11. **LANGUAGES SPOKEN - Column S**

    Enter any languages, other than English, services are provided in.

12. **ACCESSIBILITY - Column T**

    Enter any information about whether the resource is accessible to people with disabilities (wheelchair ramps, handicapped parking, etc.)

13. **NOTES - Column U**

    Add any notes/questions. For internal use only -- won't be added to the map.

14. **FORMATTING**
    a. Change text to the following settings:
       i. Font: Calibri

        ii.   Text Size: 10

        iii.   Text Color: Black

        iv.   Fill Color: **Clear** (default); **Orange** to flag incomplete rows or rows with potentially incorrect info (color name: light orange 2, 2nd from the top in the orange column).

    b.   Remove italics, bold, underline, and hyperlinks (hyperlinks okay in the website column).

15. FINISHING UP

Once you've entered all the information you can find online:

- First: Enter your initials in **column V.**
- Second: Highlight the whole row in **Light Green** (color name: light green 2, 2nd from the top in the green column)

MAKING CALLS TO ORGANIZATIONS

After a row has been completed with all applicable information (see above section), the next step is giving them a call.

1. **CONFIRM PHONE NUMBER**

   Call the number listed in column N for the resource; make sure that it is in service and that it goes to the right organization/resource.

2. **IF NO ANSWER → <u>Do not leave a message.</u>** Go to step 3

   IF ANSWER → TALK WITH STAFF PERSON TO CONFIRM INFORMATION

Be courteous, introduce yourself, and give a very brief explanation of why you're calling and what New Haven RAMP is. Make sure the person you're speaking with is knowledgeable about the programs and services offered by their organization, including whom they serve and what documentation and other requirements they have. Let them know you're hoping to speak with them for 5-10 minutes. If it's not a good time for them → go to step 3

    Sample Conversation:

        Staff Person: Hello, this is [Organization Name]. How can I help you?

        Volunteer: Hi, my name is [your name]. Do you have 5 or 10 minutes to tell me about your organization and the programs and services it offers?

    Scenario 1 - SP: No, I'm afraid now's not a good time.

        V: Okay, when would be a better time to call back?

    [Record suggested time in the Notes column, thank the staff person, and highlight the row in light yellow -- jump to number 3]

    Scenario 2 - SP: Sure. Who are you calling with/why do you ask?

V: Great, thank you. I'm a student volunteer for a mapping project called New Haven RAMP (Resource Access Mapping Project). We're gathering information about resources around town to make a map that works as a phone and web app, and we want to include your organization. The project is geared toward refugees, asylum seekers, and formerly incarcerated people, and the goal is to provide people with an easy, clear way to get information about all kinds of resources specific to their needs. We're working directly with service providers to make sure the information included in the app is updated and accurate. We're recording basic contact info, like hours and address and programming, but also other things like what documentation is required and what languages services are provided in. Are you the right person to talk to about this? [*If yes, move into asking questions to get information about each of the fields below; if no, thank them for their time and ask to be transferred to the appropriate person*]

a. NAME AND POSITION - record person's name and role in the organization.
b. ADDRESS - make sure the address entered is correct (zipcode, too!).
c. HOURS - check that listed hours of operation are correct.
d. REQUIREMENTS & DOCUMENTATION - ask about what documents people need to bring (ex: photo ID; utility bills; proof of residence; Social Security card, etc.) and if specific groups are served (ex: veterans; homeless women and children; adult males, etc.)
e. LANGUAGES SPOKEN - confirm all languages services are offered in.
f. ACCESSIBILITY - confirm whether the resource has accessibility for people with disabilities (wheelchair ramps, handicapped parking spots, etc.)
g. PROGRAMS/WORKSHOPS OFFERED - ask the staffer to walk you through all services/programs/workshops their organization offers -- **this will take up the majority of the conversation.**
    i. Be ready to add this information to the Description column, with each program or type of services offered separated by commas. List everything, but be as concise and you can.
    ii. Indicate what services are year-round and which are seasonal or temporary.
    iii. If particular services are much more important than others, list the primary services first.
    iv. If the organization offers services to other service providers (e.g. referrals, service provider training, other group-to-group coordination, be sure to indicate this at the end of the Description section, in a separate sentence). If it turns out that the organization **only** provides secondary

services and does not directly work with individuals or families, highlight the whole row in **light blue** (color name: light blue 2, 2nd from the top in the blue column).

3. **NOTES - Column V**
   Add any comments and callback times. For internal use only -- won't be added to the map.

4. **SIGN OFF ON YOUR ROWS**
   Indicate the rows you have completed by entering **your initials in column W.**
   - **If there was no answer when you called or if it was not a convenient time for a knowledgable staff member to speak with you:** Highlight the whole row in **yellow** (color name: light yellow 2, the 2nd from the top in the yellow column)
   - **If you successfully completed the row:** Highlight the whole row in **dark green** (color name: dark green 1, the 4th from the top in the green column)

FREQUENTLY ASKED QUESTIONS

1. **What if one organization contains a distinct program or programs? Do I split the resource into two or more rows, or keep it as one row?** *Ex: an emergency shelter that contains a distinct childcare program and workshops about financial literacy*
   Keep it as one row. The spreadsheet is designed so that each row corresponds to one physical location. That means that if an organization has multiple branches, it will have multiple rows, and that if a single organization offers many different programs at the same location, they will all be part of the same row.

2. **If I can't find anything for a particular column, should I write N/A?**
   No, just leave the column blank.

3. **What if I can't find very much information online?**
   Don't worry about it. If the resource has no website or easily accessible information, most of the data entry will have to wait until the organization calling step.

4. **What if the organization has moved or closed, or has changed its name?**
   Make edits to previously-entered information as appropriate. Much of it has been scraped from now-dated lists put together by City of New Haven agencies, so don't be afraid to make changes where necessary.

5. **If the organization only provides services in English, should I write 'English' in Column T, Languages Spoken?**
   No. Leave the cell blank unless services are provided in languages *other than* English.

6. **When making calls to organizations, should I leave a message if no one picks up?**
   No. Highlight the row in yellow and move to the next row.

Thank you for your work on this project!
Still have a question? Email elena.hodges@yale.edu

Works Cited

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