

# The Arc Information Center: An Online Navigation Tool

## Empowering Individuals with Disabilities and Their Families



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**THE BOGGS CENTER ON DEVELOPMENTAL DISABILITIES**  
New Jersey's University Center for Excellence in Developmental Disabilities Education, Research, and Service  
New Jersey's Leadership Education in Neurodevelopmental and Related Disabilities Program

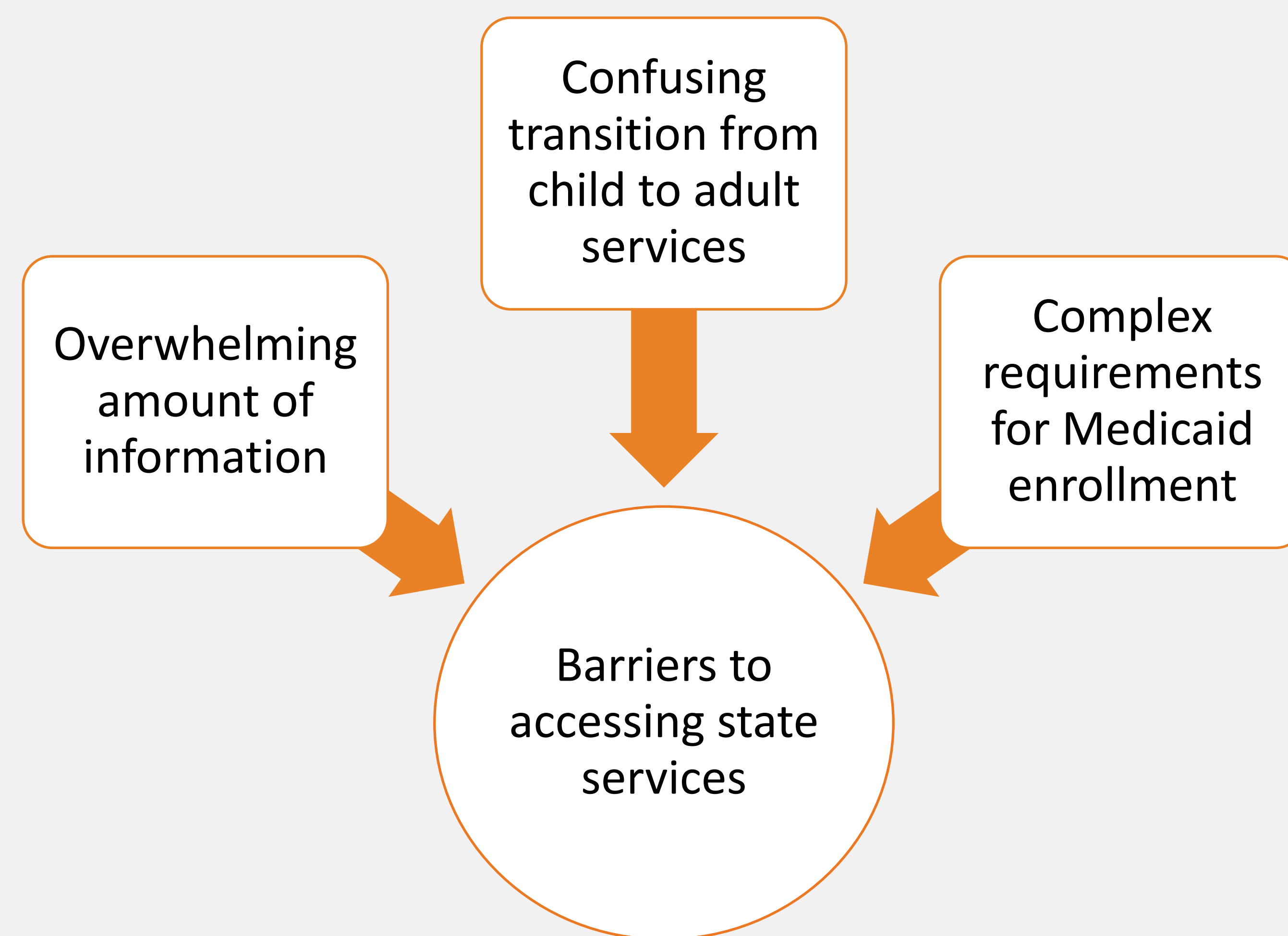
### Host Organization



### The Arc of New Jersey

The Arc of New Jersey empowers individuals with intellectual and developmental disabilities through advocacy, empowerment, education, and prevention, ultimately promoting individual growth and participation in the community throughout all phases of life.

### Project Need



### Acknowledgements

- Céline Fortin, Lisa Ford, Michael Pearson, and the rest of The Arc team for sharing their wealth of knowledge, wisdom, and encouragement throughout the development of our project
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## The Arc Information Center

### Overview

We developed “The Arc Information Center,” a new online navigation tool on The Arc of New Jersey Family Institute website that provides individuals with disabilities and their families with the information they need to access and navigate the state’s system of services.

### Objectives

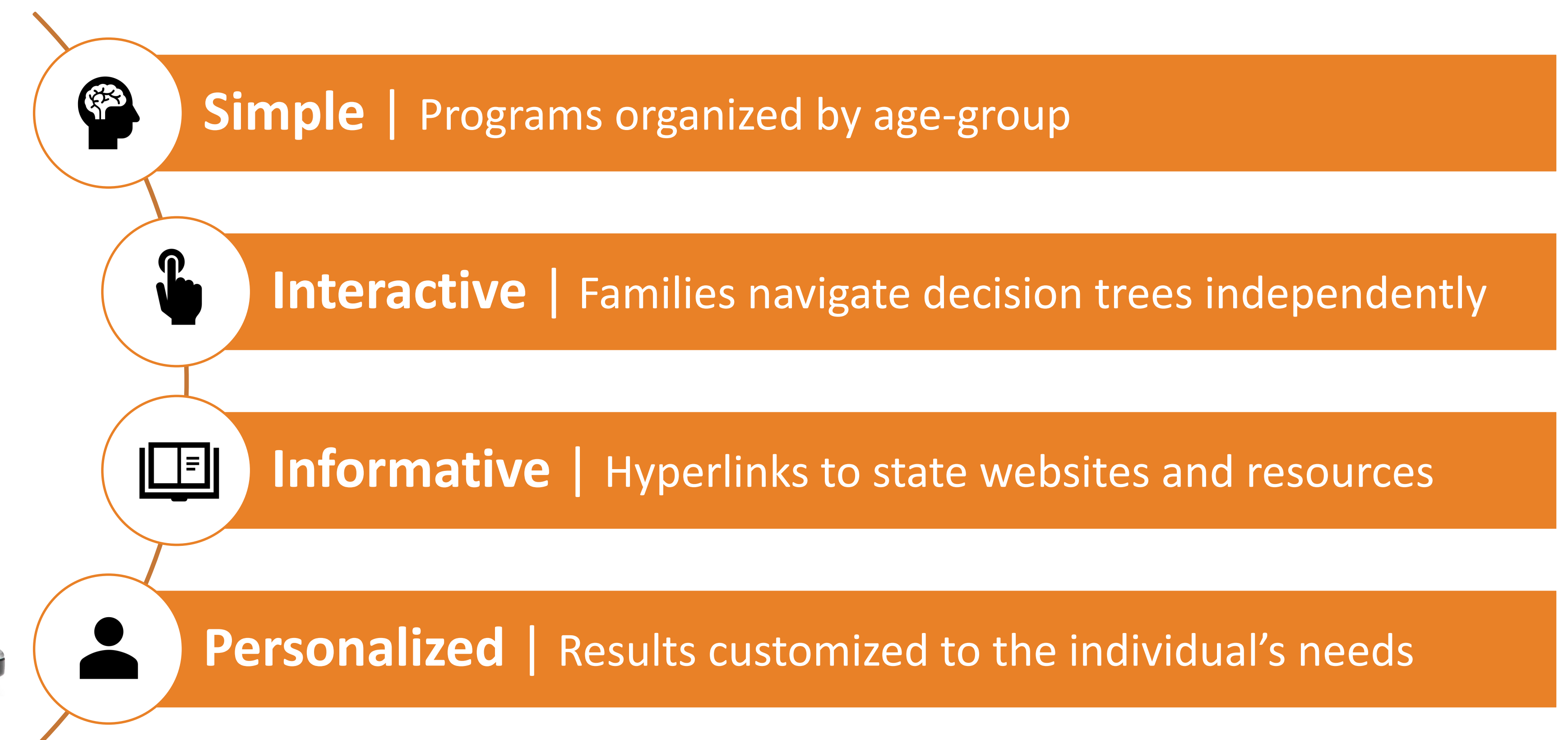
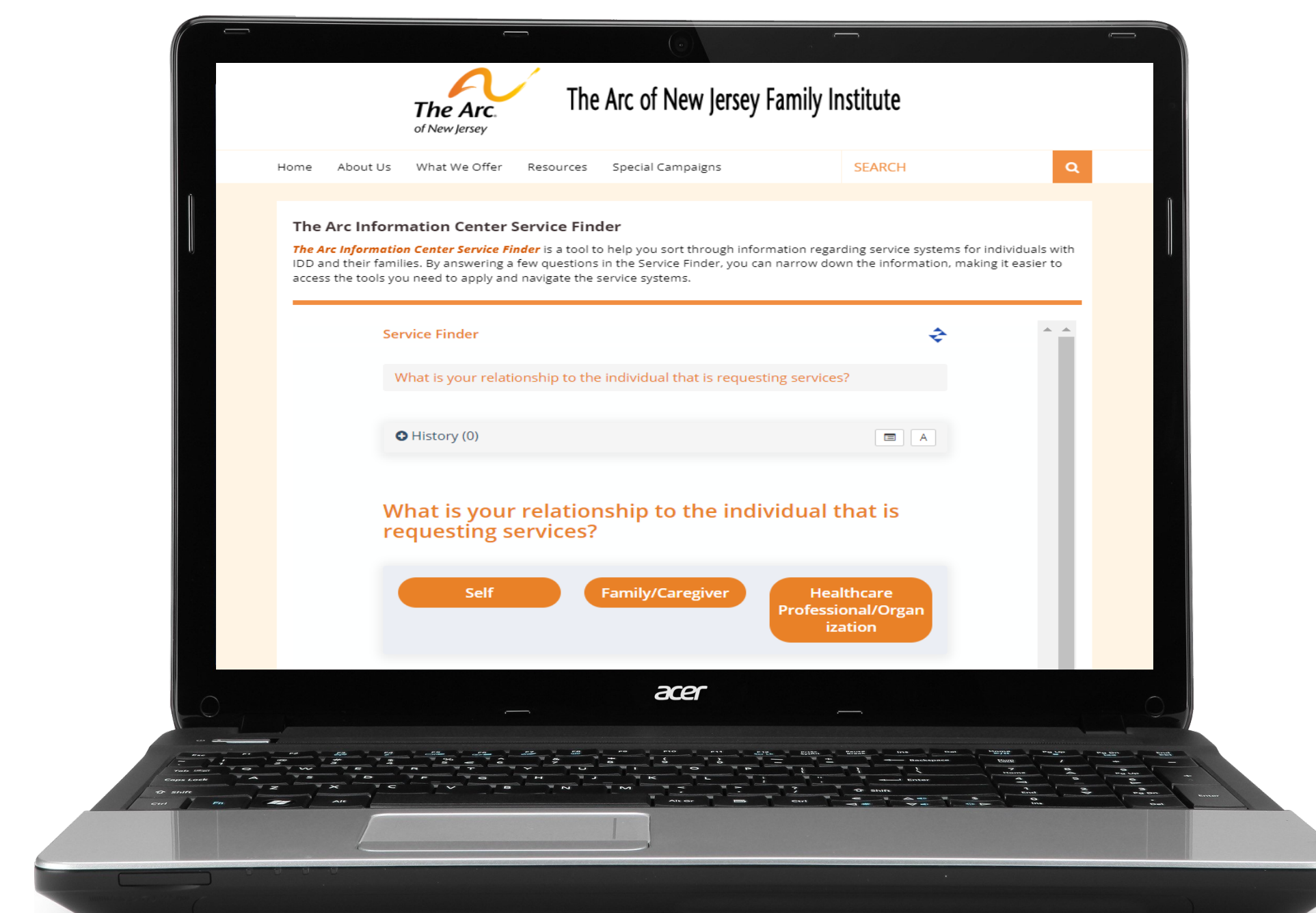
- Develop a central hub for information
- Break down confusing processes step-by-step
- Define types of services and important terms



### Implementation

- Systematically organized support services
- 2 interactive decision trees: “Service Finder” and “Navigating the Medicaid System”
- Parent check-lists, timelines, and process outlines

### Design



### Challenges + Solutions

Developing interactive tools	➡	Used Zingtree, a HIPAA compliant software company
Funding for new software	➡	Applied for private grants
Limited accessibility in multiple languages	➡	Current development of translation feature
Ubiquitous use of acronyms	➡	Compiled a glossary

### Long-Term Implications

- Internal use at The Arc
- Software-supported analysis on user functionality to assess barriers
- Future outreach through healthcare and educational settings

### The Founding Team



From left to right: Dayna Shin, Michael Pearson, Sreyashi Ghosh, Lisa Ford, Cristina Fernandez, Céline Fortin