

Helping Hands

Shiv Ahluwalia, Awet Alazar



Problem

What percentage of homeless people in Washington are newly homeless (i.e., homeless within the last year)?

Contextual Inquiry



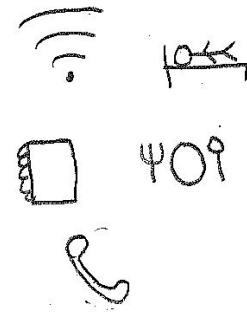
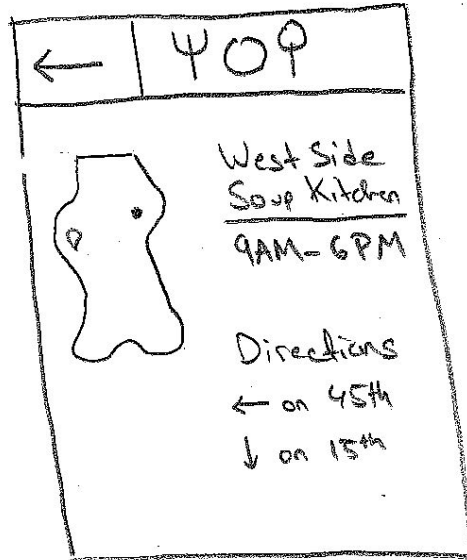
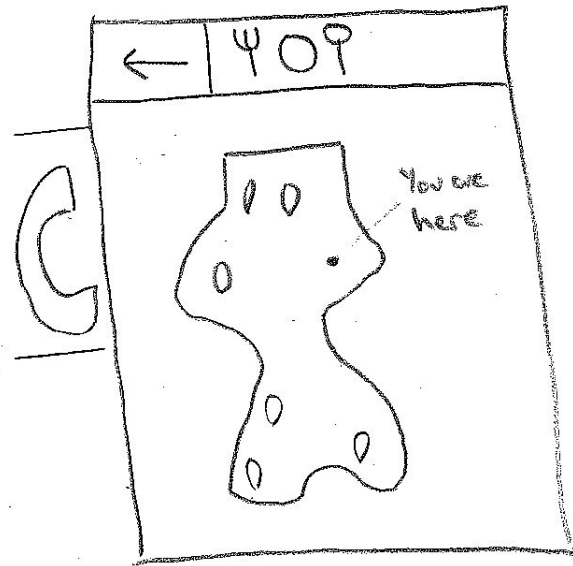
Findings

- Not able to access information and services quickly
- Territorial claims in city pose a hazard
- Lack of real-time information
- Isolation and poor mental well-being

Tasks

1. Get list of resources
2. Provide a helpline
3. Find shelter
4. Use map to find safe places
5. Get real-time information about homeless services
6. Connect homeless with recently homeless to gain employment

Design 1: Public Display



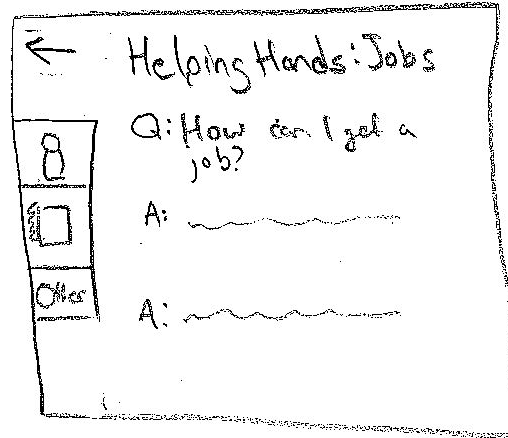
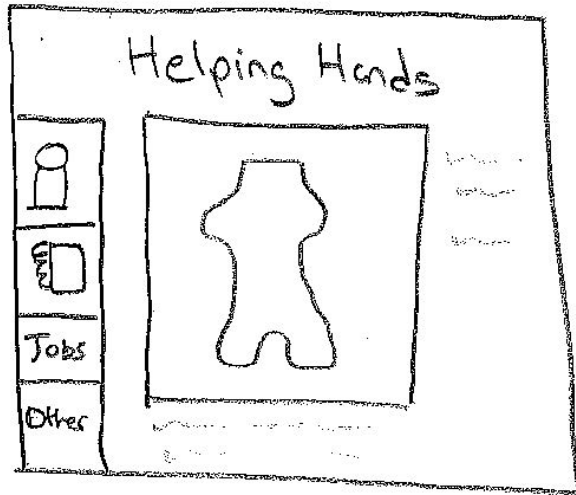
Design 2: SMS

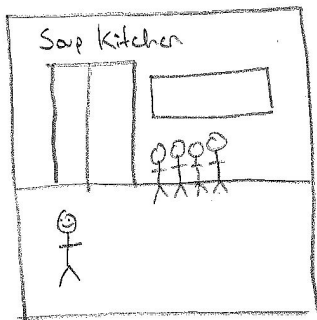
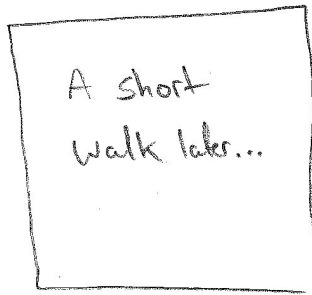
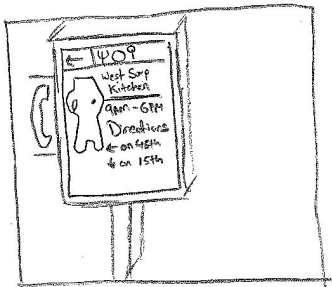
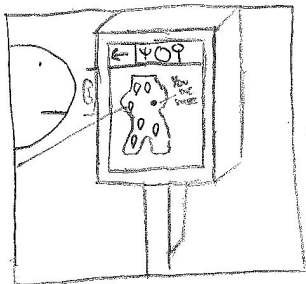
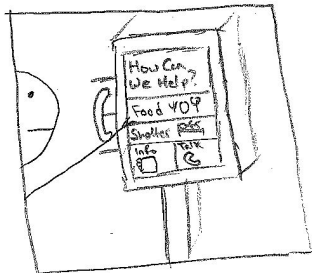
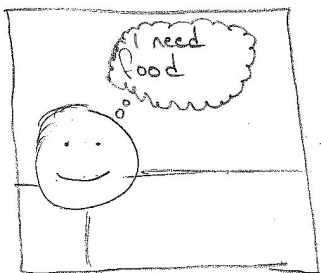
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HelpingHands sleep
71320



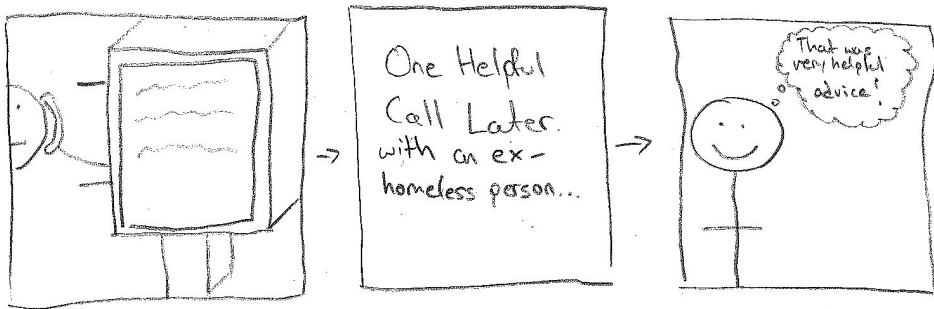
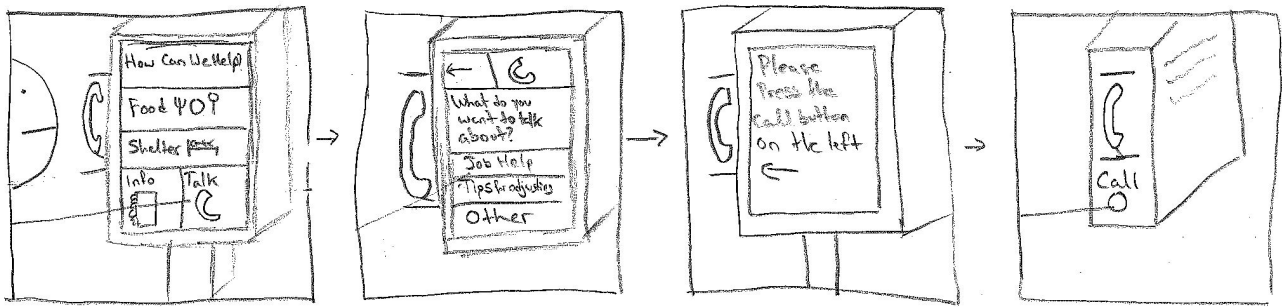
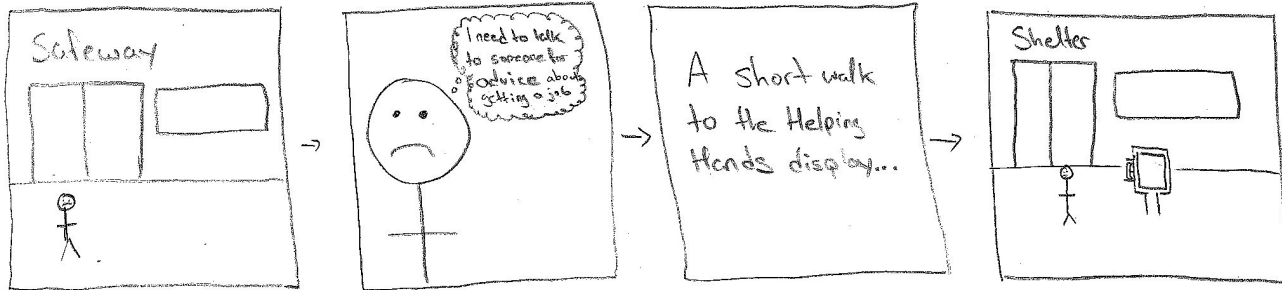
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2D7F YMCA
2D76 Young Roots

Design 3: Web





CityGuide



Life line

Summary

- Homeless people are people too!
- Finding shelter is difficult
- Surveys are essential (variety)

Helping Hands

Thanks for watching our presentation!

Shiv Ahluwalia | Awet Alazar