Off The Street

Homeless Support Project

Ben Hsu - web developer, UI designer
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Phil Xu - writer, story and scenario development

Overall Problem

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23,000 people are homeless in Washington State on any given night[1]

One Night Count- **3,772 without shelter-** 21% increase over year before[2]

shelters run at capacity- 98.5% full every night

need for engagement and awareness by general public

[1]http://helpinghandhouse.org/whatwedo/homelessness-facts
[2]http://www.homelessinfo.org/what_we_do/one_night_count/

User Research

Interviewed staff of:

FareStart

Peace for the Streets

Operation Nightwatch

Bread of Life Mission

FareStart

Jen- Intake and Outreach Coordinator

conducts intake interviews

visits jails, shelters to find new participants

very familiar with needs of the homeless

"Our challenge is finding affordable housing for participants"

Peace for the Streets

Dan- Development Director

manages donor relations, social media

looks for new donors

"These youth don't choose to be homeless"

Operation Nightwatch

Steve- Executive Director

manages finances

has big picture of organization's financial health

familiar with shelter's needs

"I'd rather have many people send a dollar than rely on a few people with a lot of money"

Bread of Life Shelter

Lindsey, Volunteer Coordinator

volunteered for 4 years

organizes group volunteering

"Engagement is gradual- change isn't going to happen overnight"

Occidental Park

User Research Themes

attracting new donors for **growth**

showing potential **impact** of donations

sharing **stories** of the homeless

Initial Tasks

Community members can learn about
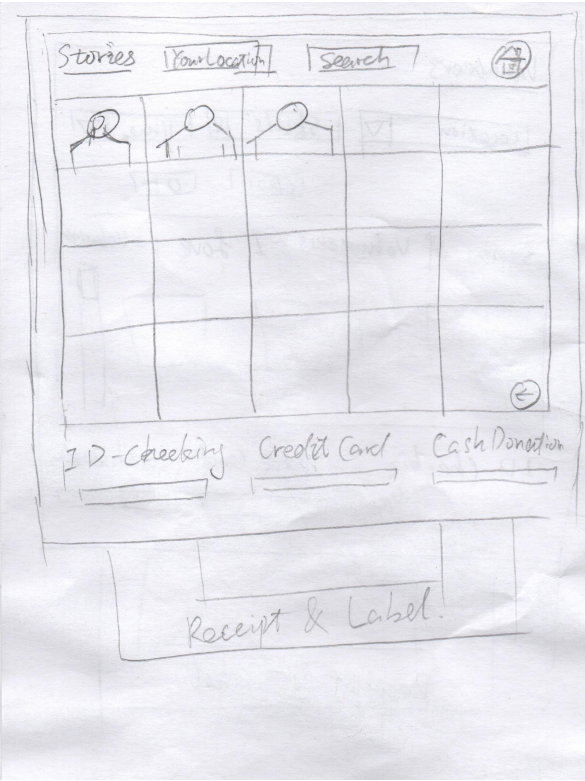
      statistics of homelessness

      stories of homeless people

      needs of the shelter

Initial Tasks

Community members can learn about

    stories of other volunteers

    impact of donations

Shelter staff can share

    stories of homeless people

    impact of donations

Design 1 Mobile App
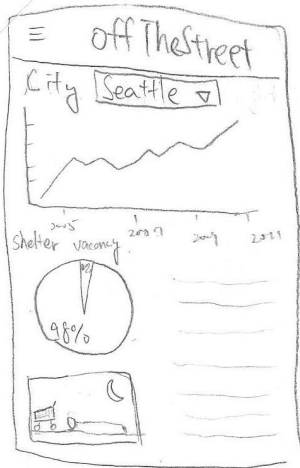
**statistics about
homelessness**

stories of homeless people
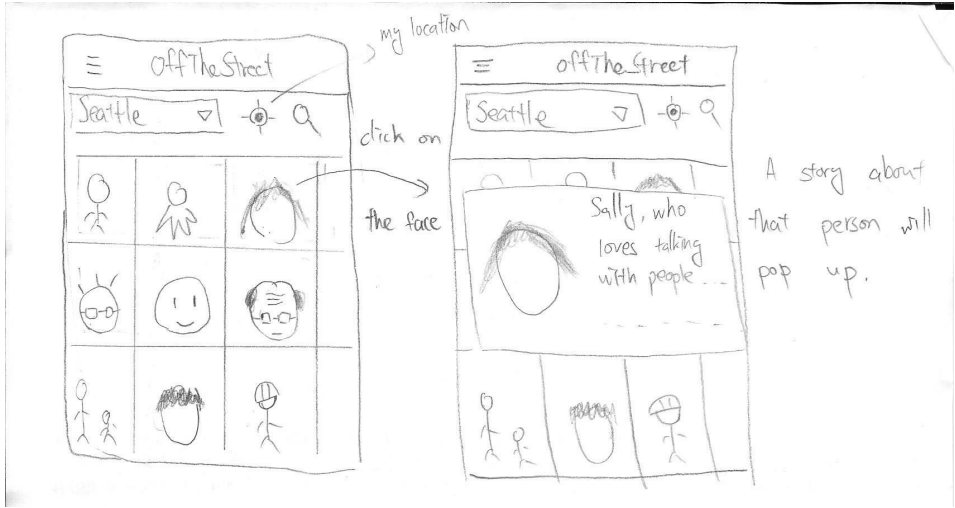
shelter's needs
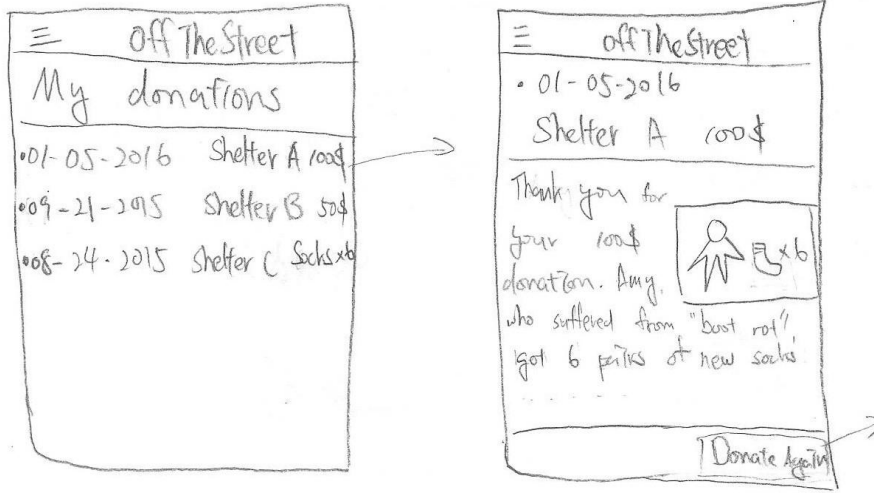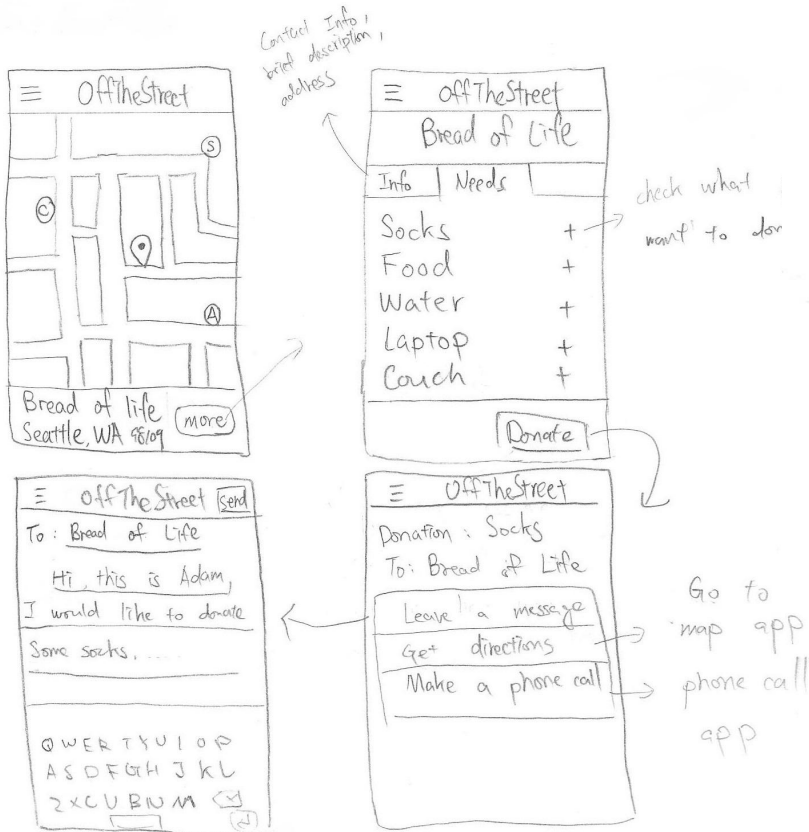
feedback on the impact of donations

Design 2: Public Display

stories of homeless people
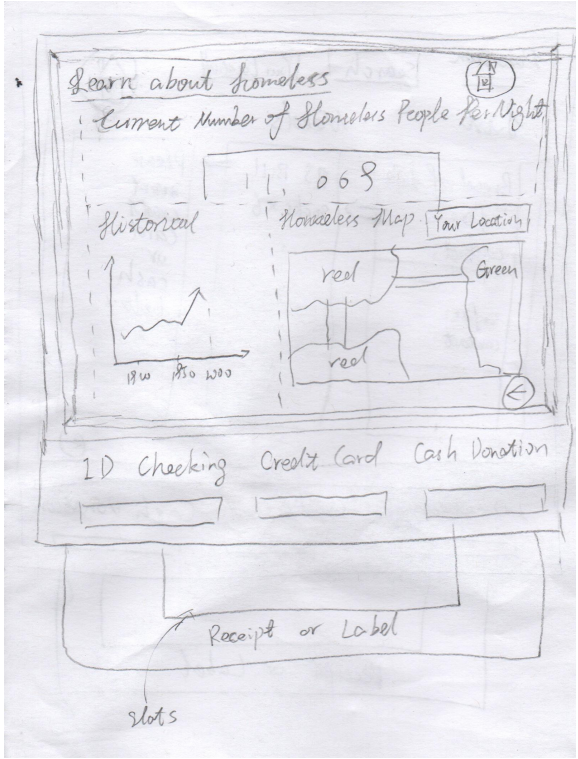
statistics about the homeless status

Design 2: Street Display
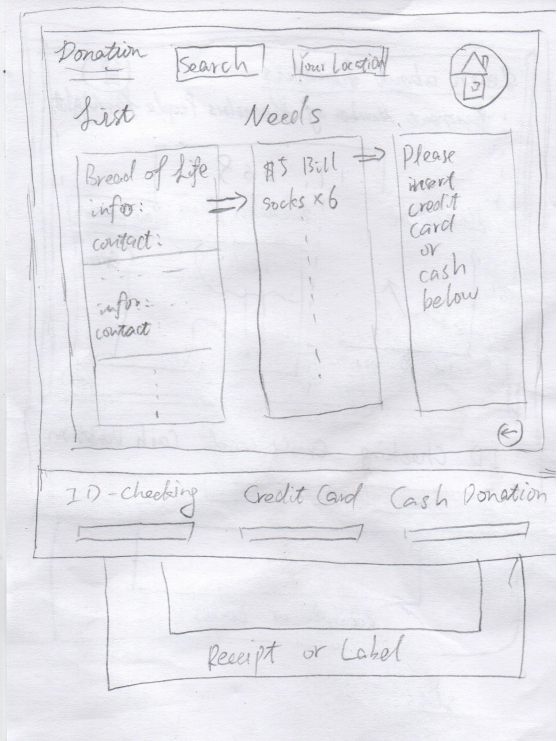
needs of the shelter and donations
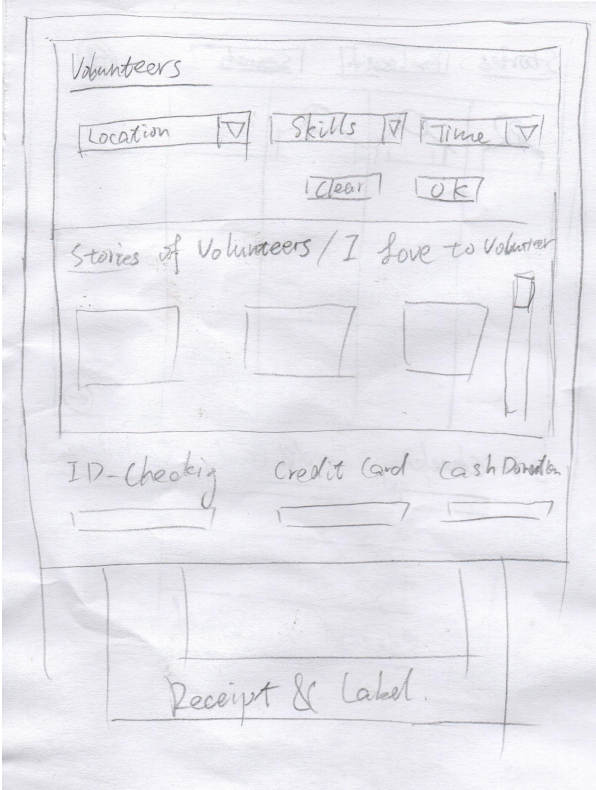
learn about volunteer opportunities

Design 3: Web Application
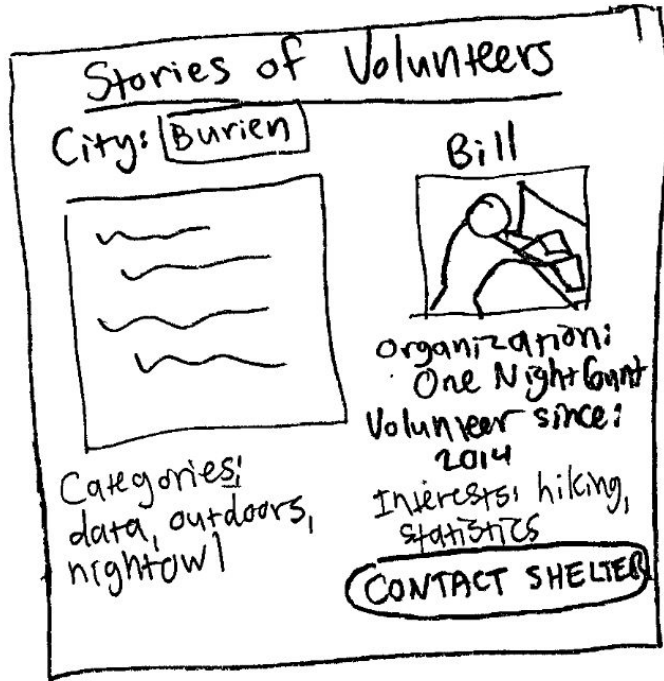
stories of homeless people
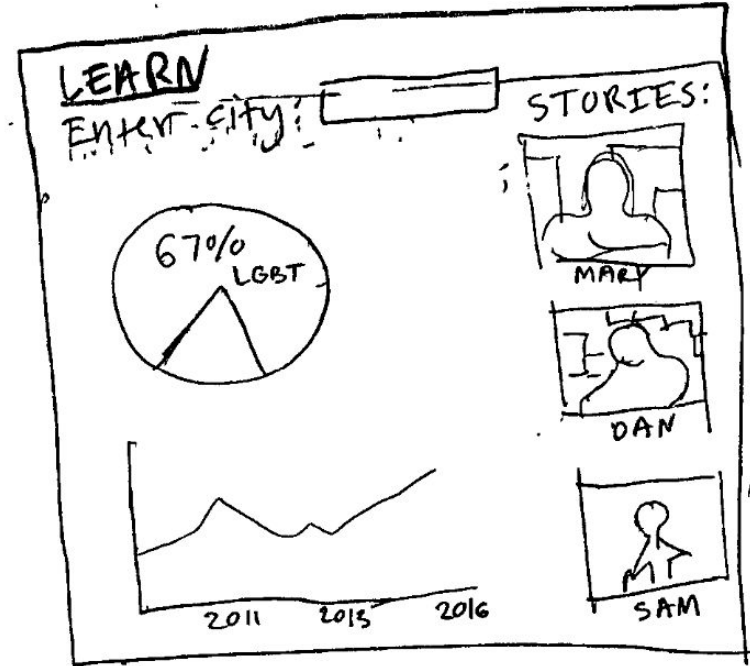
statistics about homelessness

Design 3: Web Application
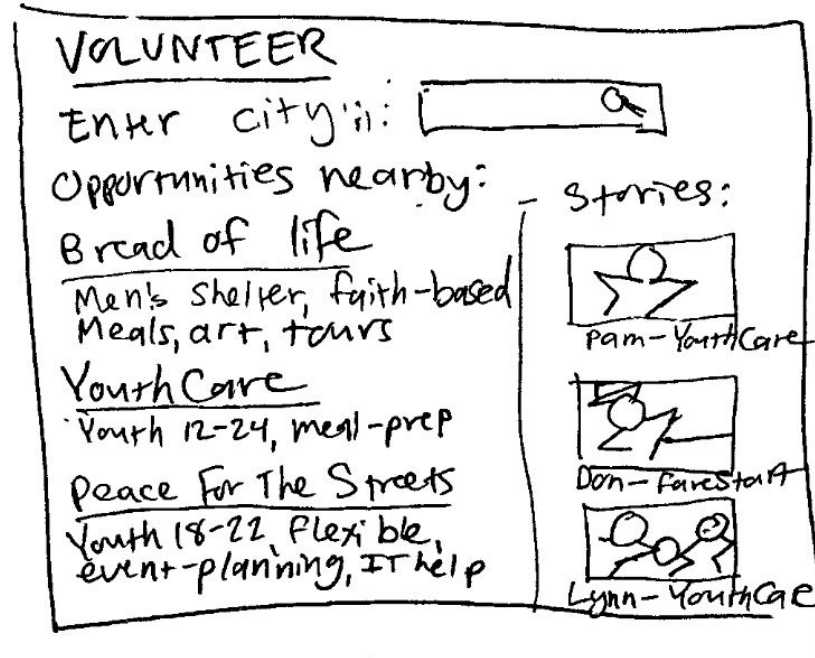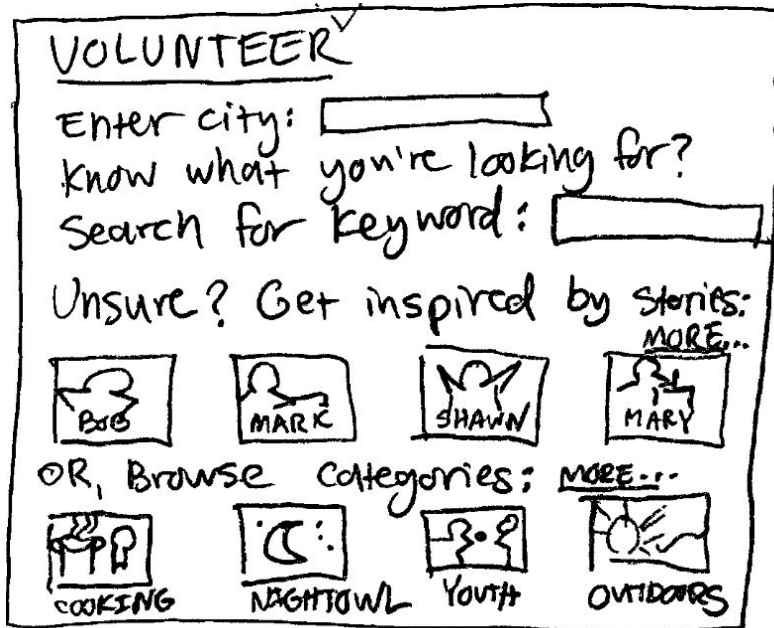
Learn about volunteer opportunities

Design 3: Web Application
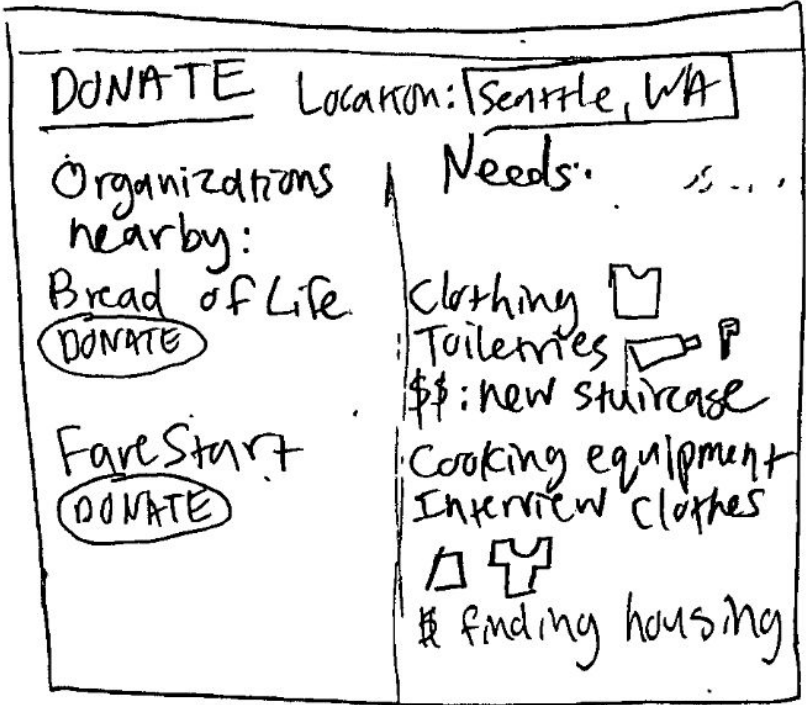
needs of the shelter and donations

Selected Design Storyboards and Tasks
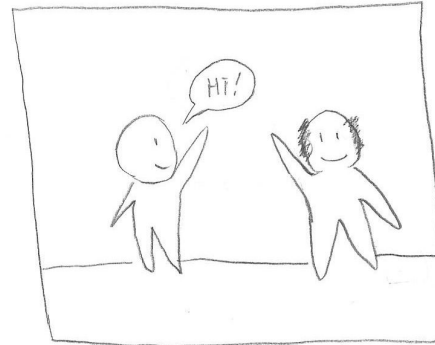
1.Learning about the background and stories of the homeless
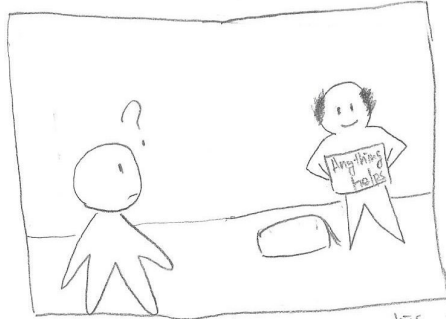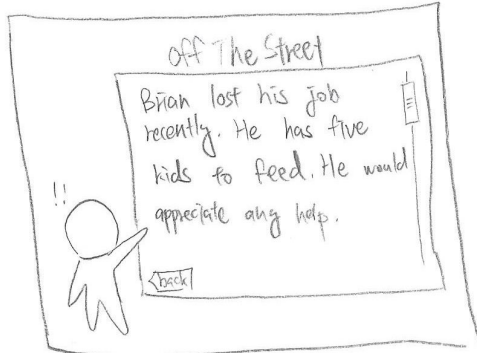
2.Learning how donations can help homeless individuals
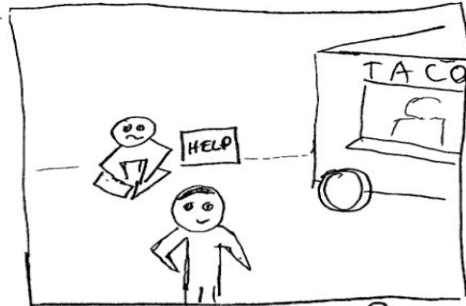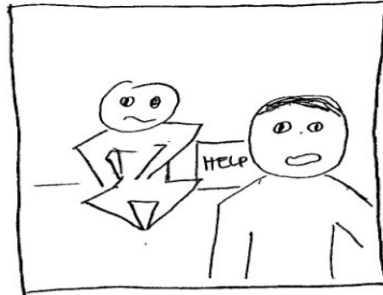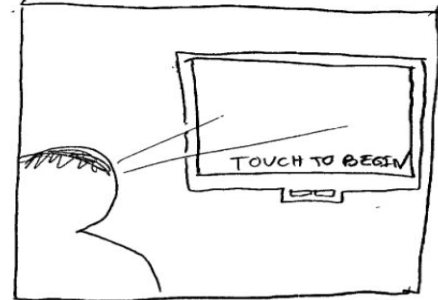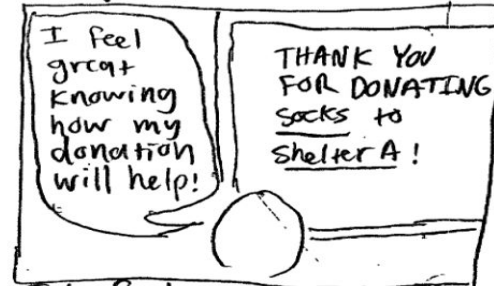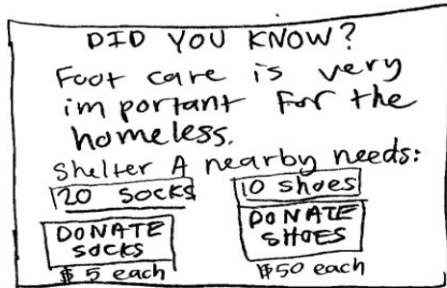
Summary

setting up an in-person interview is hard, but it gives you more information than phone interviews

users don't usually know what they want

thousands of people sleep on the streets, oftentimes because shelters don't have room

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Questions?