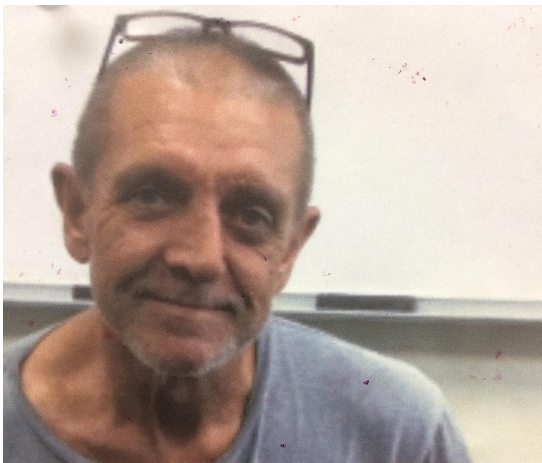


**Homelessness
Resource
Kiosk**



Brian Johnson

Brian is a hustler, working to find jobs and resources. He has experience cycling through the system, some good, some bad, which allows him to be a navigator for individuals that are newly homeless. He is working to get housing again, previous placements have failed to help stabilize him.

Brian Johnson



Has been in the homeless community for 34 years



Motivators

- Build meaningful relationships
- Survive another day
- Give back to the community
- Share with newcomers in the community
- Find affordable housing



Frustrations

- Criminal background
- Mental Health
- Substance use
- Bad credit
- Strained relationship with some providers

“The information you get on the flyers is totally outdated.”

-BRIAN



Kaitlyn Reynolds

Kaitlyn has experienced housing instability but has “aged” out of services. She has to learn now to navigate a new system. She didn’t score high enough on the C.A. to get an immediate housing placement, which she needs to get her son back from CPS. She is worried about going to a shelter and being separated from her long-term partner.

KAITLYN REYNOLDS



Has been in the homeless community for 1 month



Motivators

- Take care of her son
- Find affordable housing
- Keep her family together
- Get her job back
- Not have to sell her car




Frustrations

- Didn't finish high school
- History of drug use
- Separation from her partner
- Transportation to a job
- Finding reliable information

Donna



A decorative vertical bar on the left side of the slide, consisting of a wide orange-red section and a narrower magenta section.

*“It’s so frustration when they tell you where to go to get help
and after getting on the other side of town you find out it either
doesn’t exist or it’s just a starting point to solving your problem.”*

-DONNA

The Problem



The homeless community is dealing with lack of current, trustworthy information.

Our Solution



Our proposal is a crowdsourced kiosk and website that collects information from members of the homeless community about services that are available to them. This allows members to gain information without losing independence.

Kiosk & Website



- Wikipedia + Yelp
- Placed throughout the city
- Printable Directions

1. Medical
2. Housing
3. Food
4. Legal Help
5. Benefit Assistance
6. Storage
7. Transportation
8. Safety
9. Family Services
10. Pets
11. Employment
12. Recreation

Testing

We created paper prototypes of our screens and tested what services individuals would expect on the home page. Then we tested what next screen would look like after “clicking” on a button.



Feedback



“If you make it a phone people will abuse it.”

“[You need to] keep track of where the nearest restrooms are that you can use.”

“Can’t lump all the homeless people together.
Not everyone knows how to use a computer.”

- **Correct Vocabulary**
- **Printing**
- **Accessibility**

Kiosk Demo



Summary

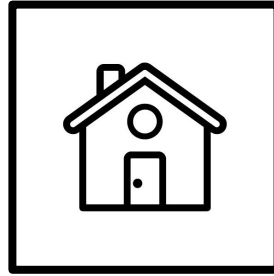


- Users
- Problem
- Solution
- Testing & feedback
- Kiosk prototype

Next Steps



- Testing in homeless communities
- Reward Program
- Visual Design



Thank you!