
Leave your Baggage at the Door

A creative toolkit for service providers to help them better
understand the experience of homelessness
Includes tools to help you improve your offerings today!

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Thanks to everyone who contributed their feedback, insights, opinions
and support!

Purpose

Empathize

- “When a community is more aware of the issues facing people experiencing homelessness...that community is better equipped to fight against discrimination and advocate for local changes in policy.”
- “Shifting the discussion to real, lived experiences of people and encouraging the community to see through the eyes of those experiencing homelessness can help individuals to develop a certain level of empathy...”

Empower

- Help service providers see how they fit into the ecosystem so they can make better decisions about how they deliver services.

Support

- Provide a framework for evaluation and improvement of offerings
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Audience

Service Providers

- Churches
- Agencies

Community Groups

- Neighborhood organizations

Council Districts

- Council members can use the game with their constituencies to surface attitudes and foster conversation.
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Format

Workshop/Game Night

- As a kickoff for the project within the organization
- 2-3 hour sessions
- Facilitated by people with lived experience of homelessness

Ongoing Support for the Initiative

- To ensure alignment across organizations and maintain energy
 - Quarterly check-ins with participating organizations and sponsor city department
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Toolkit Contents

Baggage - the game

- Take on the role of a person experiencing homelessness and try to get the resources you need to help you stay successfully housed.

Triangulate to design a better service

- Combine a Value Proposition, a Critical Success Factor, and a Mechanism of Change to generate new and improved ideas

Getting better and better

- Tools to build in evaluation and improvement into the practice of the organization
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Baggage

Design Objective

Bring people who have experienced homelessness together with privileged people to facilitate discussion about real issues surrounding homelessness.

Player Objective

Fill your backpack with the tools to help you get and stay successfully housed.

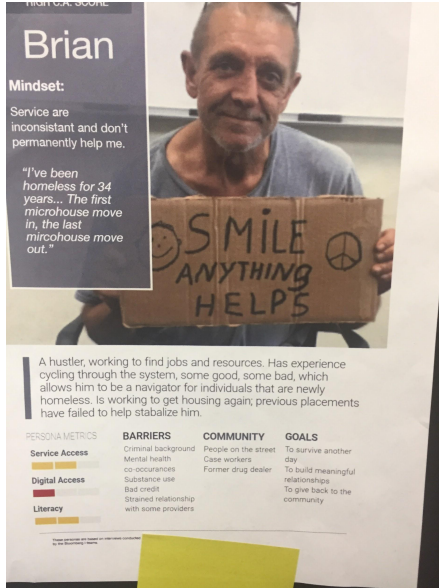
Gameplay

Get your new identity

- Characters are based on personas grounded in research.

Based on your identity, you are given a different backpack. Brian's backpack might look like this:

- ☒ Clothes
- ☒ Toothbrush
- ☐ ID
- ☐ Phone
- ☐ Bus pass
- ☐ Pay stub
- ☐ Phone
- ☒ Cash
- ☐ Case manager
- ☒ Medication
- ☐ Map Card

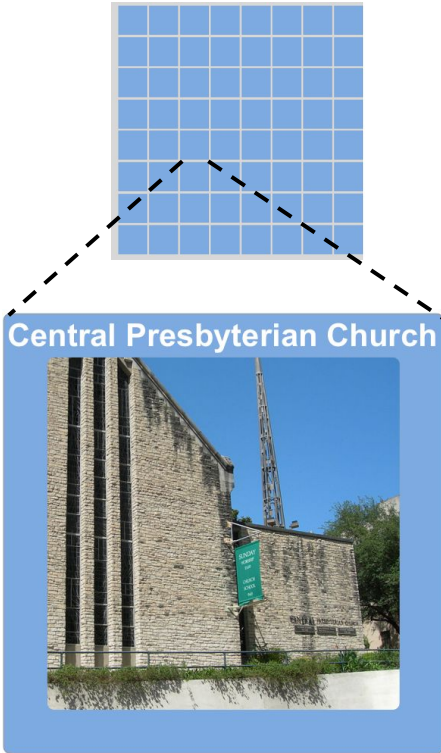


Gameplay

Roll the dice to move



- You can only roll if you have enough energy in your energy graph. You can make choices and have experiences along the way that may deplete or energize you.
 - Roll the dice to move. You can go up, down, around the block. You decide where to go. Just make sure you are filling up your backpack with the things you need.
 - It's easier to get around if you have a bus pass in your backpack. Players with bus passes get to roll twice per turn and make two moves.
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Get the tools you need

Different Providers Offer Different Resources

- Resources are represented as icons on the provider's square on the gameboard
- It's easier to get resources at certain locations, do you choose to travel far for a better outcome or do you risk trying the poorer option that is close by?

Central Presbyterian Church



Get the tools you need

Will you get in?

- Roll the 10-sided Chance Die to determine if you will get in.
 - Different options have different odds
 - Sleeping outside has a 100% access rate
 - Sleeping at the ARCH has a lower likelihood, and isn't an option at all for women
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Outcomes

Choices may have outcomes that are based on chance, your resources, your persona etc.

Once you get in, draw a chance card to determine your outcome.

You were hit by a car and injured your arm.

Roll the chance die to find out your outcome.

Roll 1-8
- minus 4 health if you don't have a MAP card

minus 2 health if you have a MAP card

Roll 9
You escape without injury.

Roll 10
Lose all of your health and go to the hospital where you get a case manager, MAP card, toothbrush, and perscription.

For discussion: Was getting hit by a car a good thing?

Outcomes

You showed up on the women's only day.

+2 health if you are female
Lose your turn if you are male

Outcomes

The person serving coffee wouldn't make eye contact with you.

-1 happiness

Outcomes

Discussion

Game can be played for a set time

- What did you find surprising or unexpected?
 - What does the game cover and what does it miss?
 - Where in your life do you intersect with these stories?
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Triangulate to a better service

- Combine a Value Proposition, a Critical Success Factor, and a Mechanism of Change to generate new and improved ideas

Triangulate to a better solution

Types of Value

“What value do you deliver to people experiencing homelessness?”

-Go beyond products and services. How do you help people meet their health, social, emotional and mental

Mechanisms of Change

- Building blocks of interactions that prompt changes in what people do, say, think, and feel.

Critical Success Factors

-The things we KNOW (based on research) contribute to successful services

How might St. David's incorporate kindness, flexible policies and building confidence into the services they provide?

Kindness

(an emotional need)

Policies are flexible and inclusive

Building Confidence

Getting better and better

Critical Success Factor Scorecard

Rate your service based on these criteria

- Services are dignified
 - Services feel beautiful
 - Services allow for the opportunity to give back
 - Services are respectful
 - Services provide interactions, a human touch
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Overview

Where we are

- Refining gameplay
- Starting to build med/low fidelity prototype (25% complete)

Biggest risks

Groups playing the game may feel criticized.

Coordinating events, scheduling and connecting PEH with organizations.

Ongoing support of evaluation practices may be required.

Next steps

Complete medium/high fidelity prototype

- Scenarios, personas, and images should be populated with stories from local lived experiences.
- Odds of certain outcomes should represent reality as closely as practical.

Team needs to spend more time playing the game

- Rules, point system etc. will likely need additional refinement before testing with users.

Develop Critical Success Factor Scorecard

- How might this look? Could it be used as a tool for providing feedback?

User testing with representative groups

- Suggested: Sunrise Community Church, Central Presbyterian, St. David's Episcopal

Pilot Program

- To evaluate effectiveness of the toolkit in affecting positive change
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