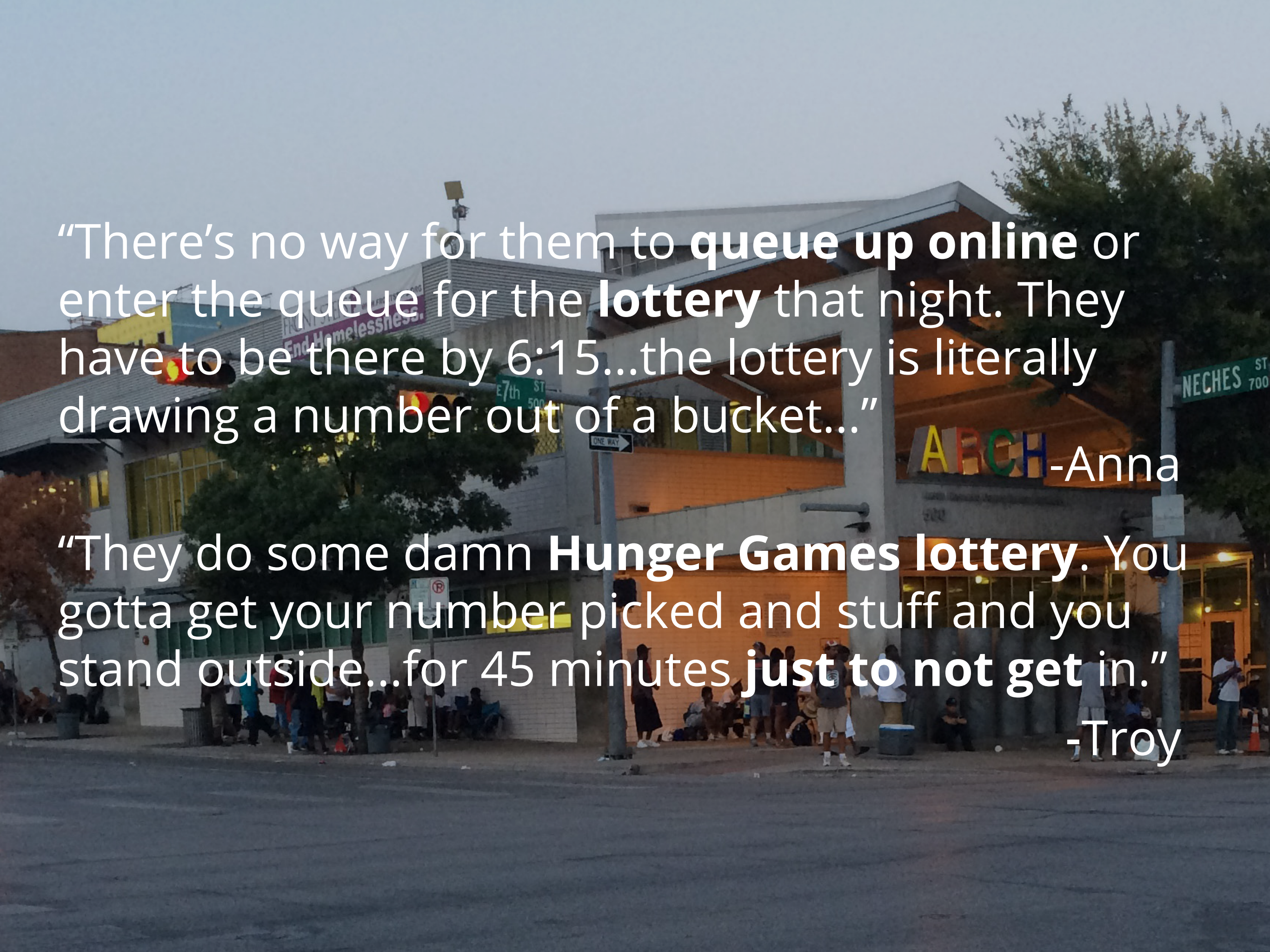




**Being homeless is like
being at the DMV 24/7.**





“There’s no way for them to **queue up online** or enter the queue for the **lottery** that night. They have to be there by 6:15...the lottery is literally drawing a number out of a bucket...”

“They do some damn **Hunger Games lottery**. You gotta get your number picked and stuff and you stand outside...for 45 minutes **just to not get in.**”

-Troy

**Being homeless is a
full time job.**

Focus

Our focus is on the issue of the homelessness in central Austin and how the **homeless** population uses ***technology*** in their everyday lives.

DFR
CONSTRUCTION
NO
TRESPASSING





Team



Misty Nickle



Philip Koske



Sophie Kwok

Overview

Method

Insights

**Design
Implications**

Overview

Method

Insights

Design
Implications

Method

An aerial photograph of a city street grid, likely in Austin, Texas, showing streets such as Lavaca St, Colorado St, N Congress Ave, Brazos St, San Antonio Blvd, Trinity St, and Old Pecan St. Several colored pushpins (red, orange, yellow, green) are placed on the map, indicating specific locations of interest. The text is overlaid on the left side of the image.

14 People

1000 Data Points

5 Insights

5 Design Implications



Lavaca St

Colorado St

N Congress Ave

Brazos St

San Jacinto Blvd

Trinity St

Old Pecan St

W 5th St

W 7th St

River St

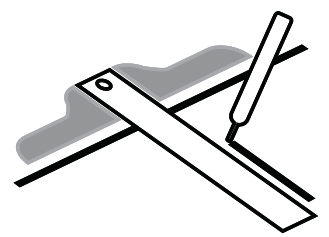
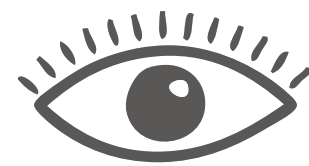
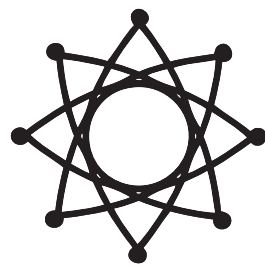
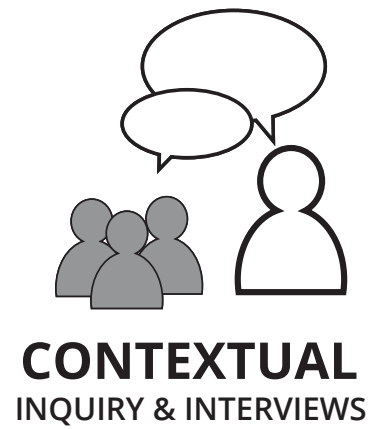
Driskill St

E 1st St

Congress

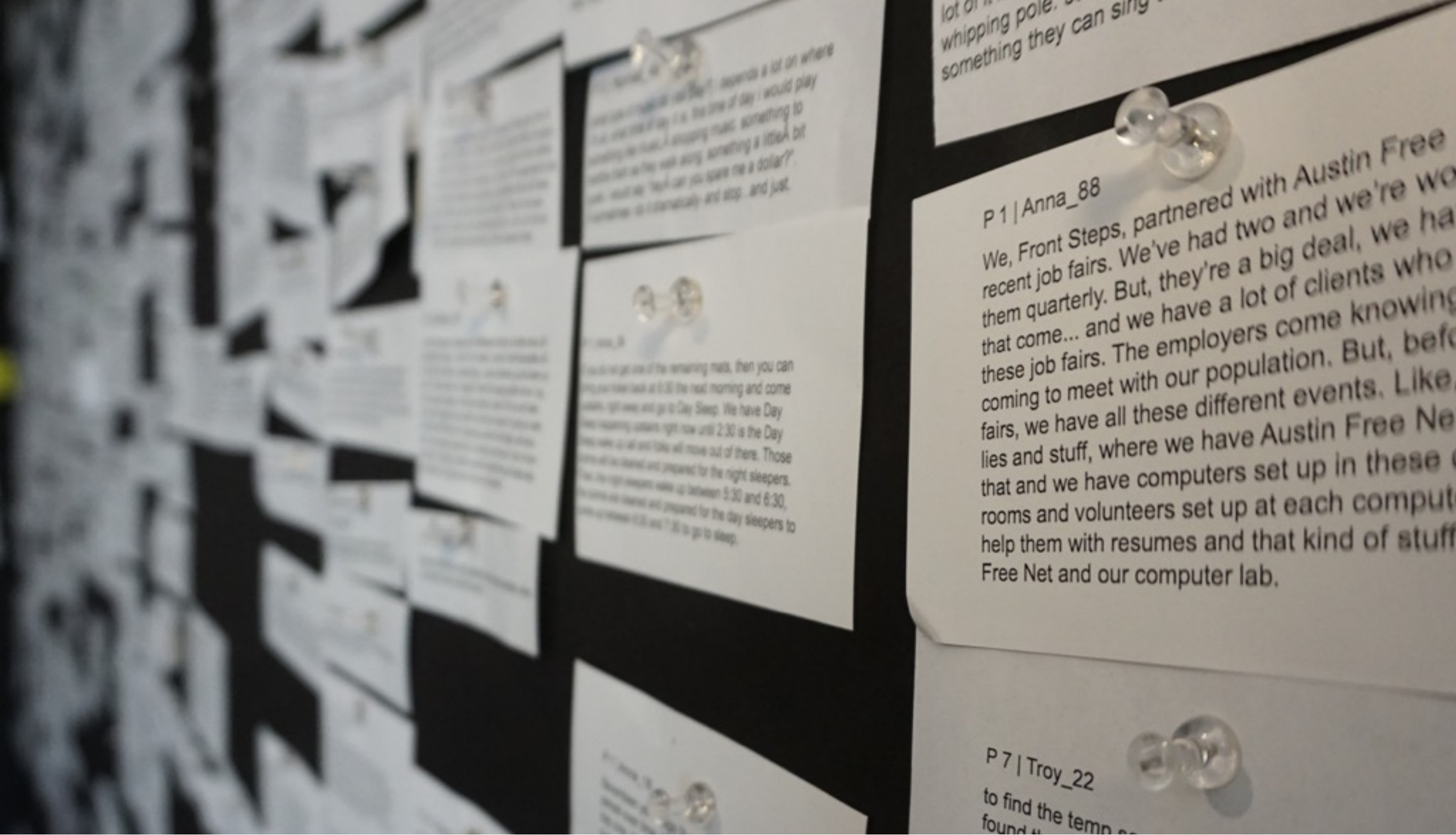
343

Method





CONTEXTUAL
INQUIRY & INTERVIEWS



lot of it...
whipping pole. ...
something they can sing

P 1 | Anna_88

We, Front Steps, partnered with Austin Free recent job fairs. We've had two and we're wo them quarterly. But, they're a big deal, we ha that come... and we have a lot of clients who these job fairs. The employers come knowing coming to meet with our population. But, befo fairs, we have all these different events. Like, lies and stuff, where we have Austin Free Ne that and we have computers set up in these c rooms and volunteers set up at each comput help them with resumes and that kind of stuff Free Net and our computer lab.

P 7 | Troy_22

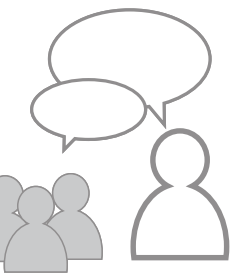
to find the temp
found "



CONTEXTUAL
INQUIRY & INTERVIEWS



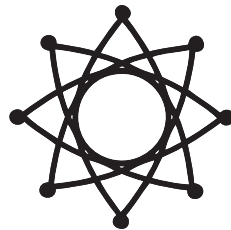
DATA POINTS



**CONTEXTUAL
INQUIRY & INTERVIEWS**



DATA POINTS



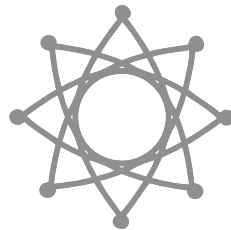
PATTERNS



CONTEXTUAL
INQUIRY & INTERVIEWS



DATA POINTS



PATTERNS



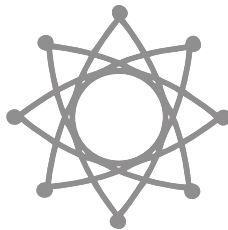
INSIGHTS



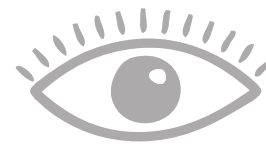
CONTEXTUAL
INQUIRY & INTERVIEWS



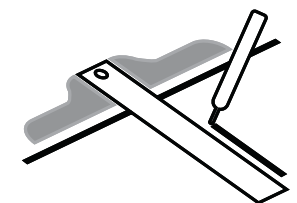
DATA POINTS



PATTERNS



INSIGHTS



DESIGN
IMPLICATIONS

Overview


Method

Insights

Design
Implications

**Services are created to fit
the lifestyle of the service
providers.**




A person wearing a grey t-shirt and blue jeans is holding a black smartphone in their right hand and a tan messenger bag in their left. The smartphone screen displays a home screen with various app icons including 'Christian Wallpapers', 'Software', 'Faith Wallpapers', 'Daily Bible', 'Camera', and 'Play Store'. The background is slightly blurred, showing some greenery and a red railing.

“You’re not allowed to come back till 3. That’s only because they make people go out and get a job and **do something for themselves...**”

-Hillary



A smiling woman with short brown hair, wearing a blue and white striped t-shirt under a tan cardigan, stands in a classroom. She has a lanyard with a badge around her neck. The background shows a wooden desk, a whiteboard, and a chair. The text is overlaid on the image in white font.

“There’s always, you know, miscommunication, and if you miss an appointment, maybe you know, they didn’t get your phone call or something and if they have a **good excuse**, then that’s ok and excusable...”

-Anna

**The internet connects
the homeless
population with jobs
that fit their lifestyle.**



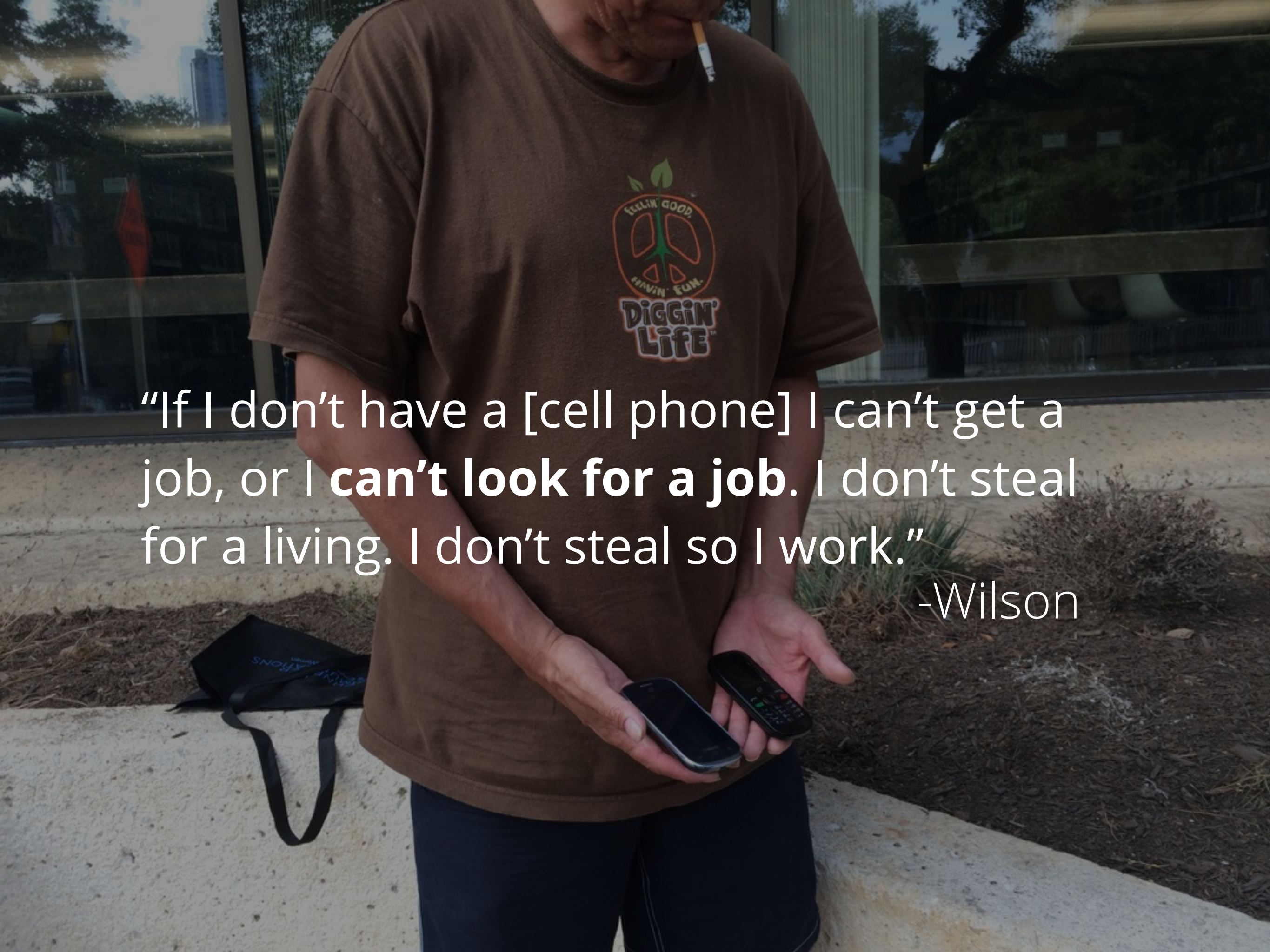
ProxCard II



“Everything is digital now and most people have to apply for jobs online.”

-Anna



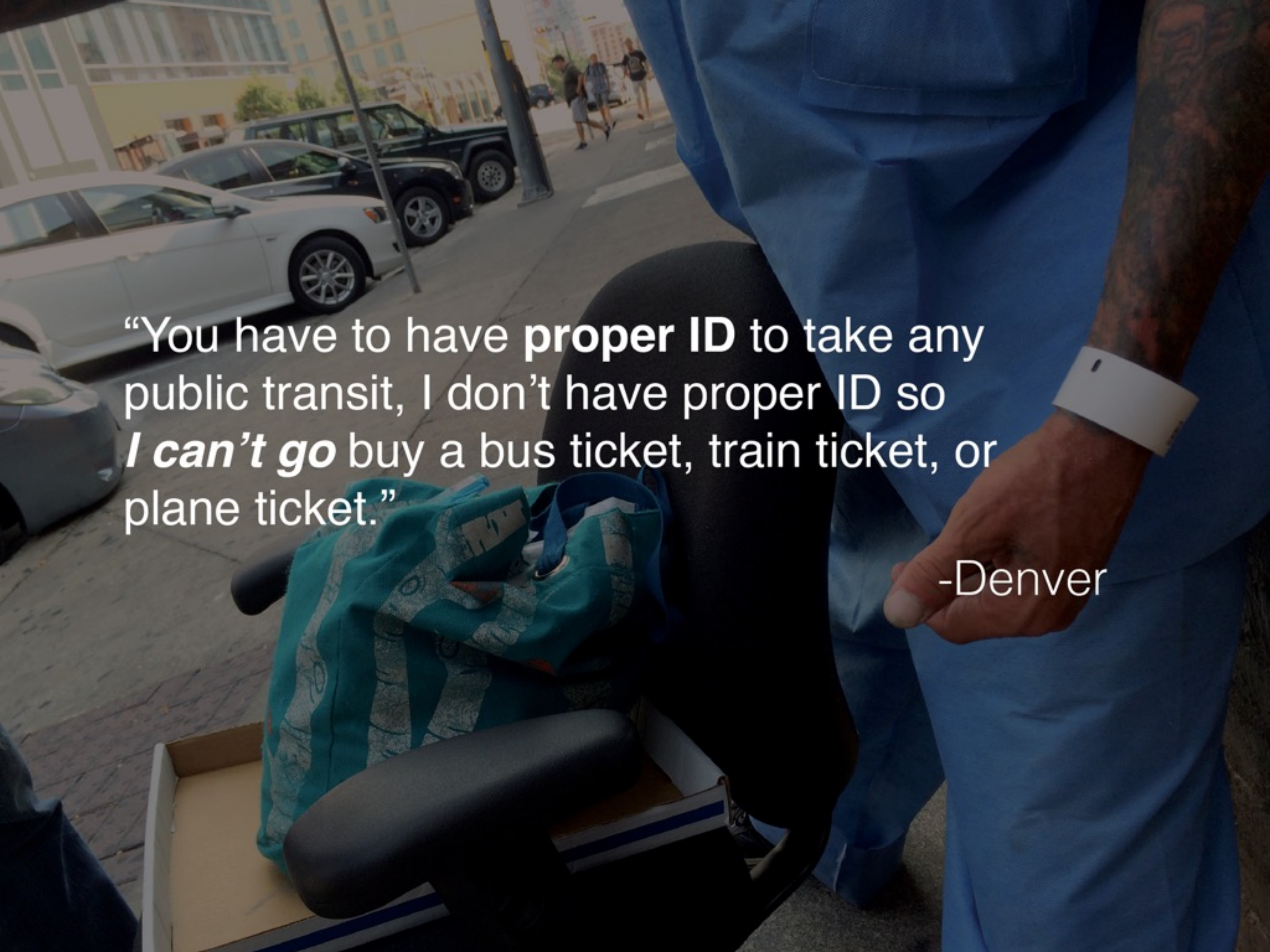
A person wearing a brown t-shirt with a logo that says "EELIN GOOD, HAVIN' FUN. DIGGIN' LIFE" is standing outdoors. They have a cigarette in their mouth and are holding two cell phones in their hands. The background shows a building with large windows and some landscaping.

“If I don’t have a [cell phone] I can’t get a job, or I **can’t look for a job**. I don’t steal for a living. I don’t steal so I work.”

-Wilson

**The requirement of
physical objects keeps the
homeless, homeless.**



A person wearing a blue suit is sitting on a black bench. A teal shopping bag is on the bench next to them, and a cardboard box is on the ground in front of the bench. The background shows a city street with cars and buildings.

“You have to have **proper ID** to take any public transit, I don’t have proper ID so *I can’t go* buy a bus ticket, train ticket, or plane ticket.”

-Denver



A woman with short grey hair, wearing a green and black patterned sleeveless top and a lanyard, is shown in profile, speaking. The background features a mural of a city skyline with a red sky. The text is overlaid on the image.


“It’s really easy to get **off the grid**. It’s very difficult to get back on...”

-Myra

Facebook can't be stolen.

THANK YOU FOR CHOOSING
WHATABURGER

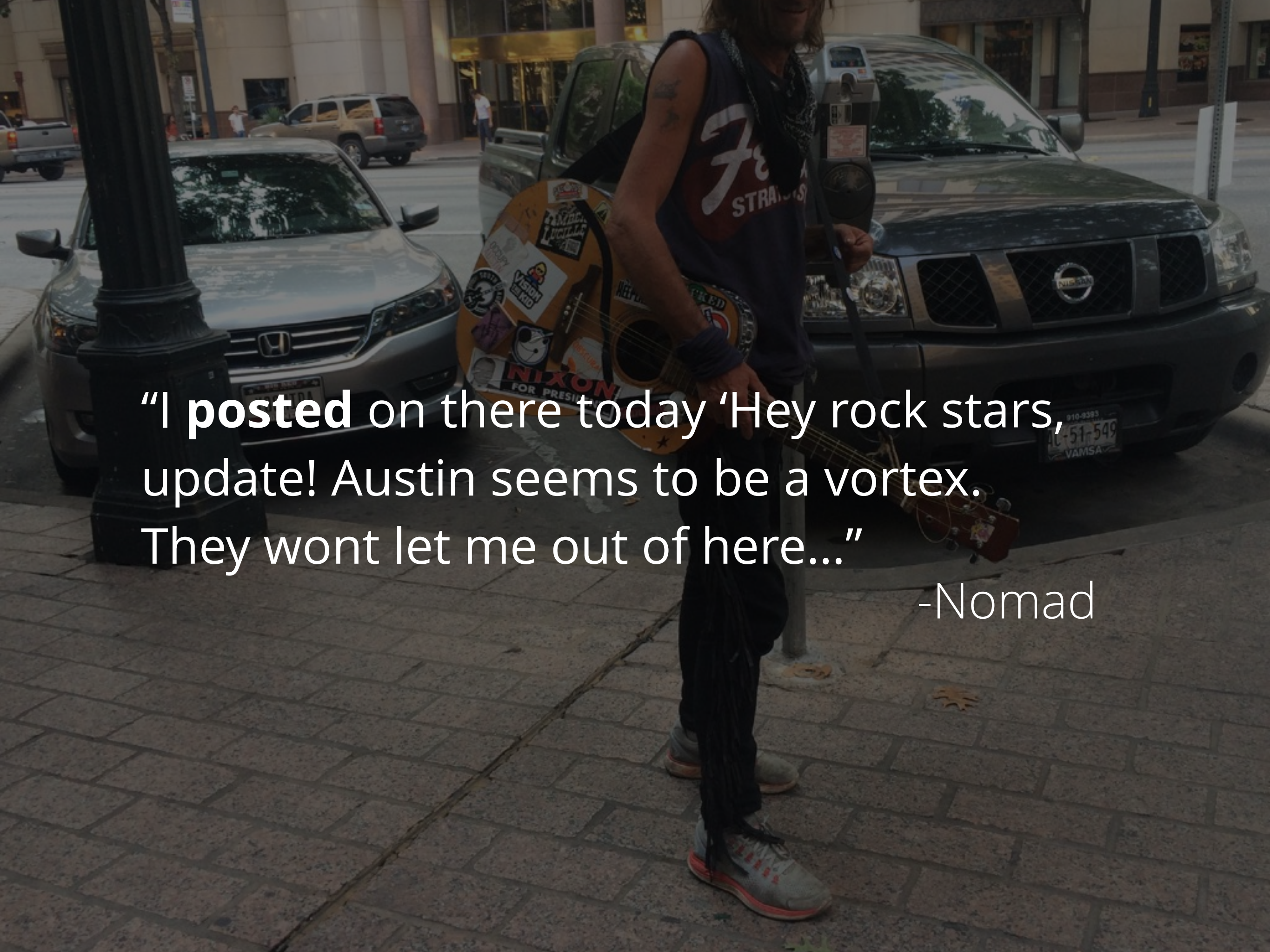


A person with dark hair, wearing a white t-shirt, is seated at a table in a restaurant. They are holding a white cup to their mouth with their right hand. In front of them is a large orange tray containing a large portion of french fries, a burger wrapped in white paper, a small container of red sauce, and some vegetables. The background shows a person in a white uniform, likely a server, and a sign that says "WHATABURGER".

“...if I need to get in **contact** with people really really bad I get on **Facebook**.”

-Kevin




A person with long hair and a beard, wearing a dark sleeveless shirt with a white '78 STRAITS' logo, stands on a city sidewalk. They are holding a yellow electric guitar covered in various stickers, including one that says 'NIXON FOR PRESIDENT'. The person is wearing dark pants and grey sneakers. In the background, there are parked cars, including a silver Honda and a dark Nissan SUV, and a building with a revolving door. The scene is set in an urban environment during the day.

“I posted on there today ‘Hey rock stars, update! Austin seems to be a vortex. They wont let me out of here...’”

-Nomad

**The cloud is a head start
on the constant restart of
the transient lifestyle.**

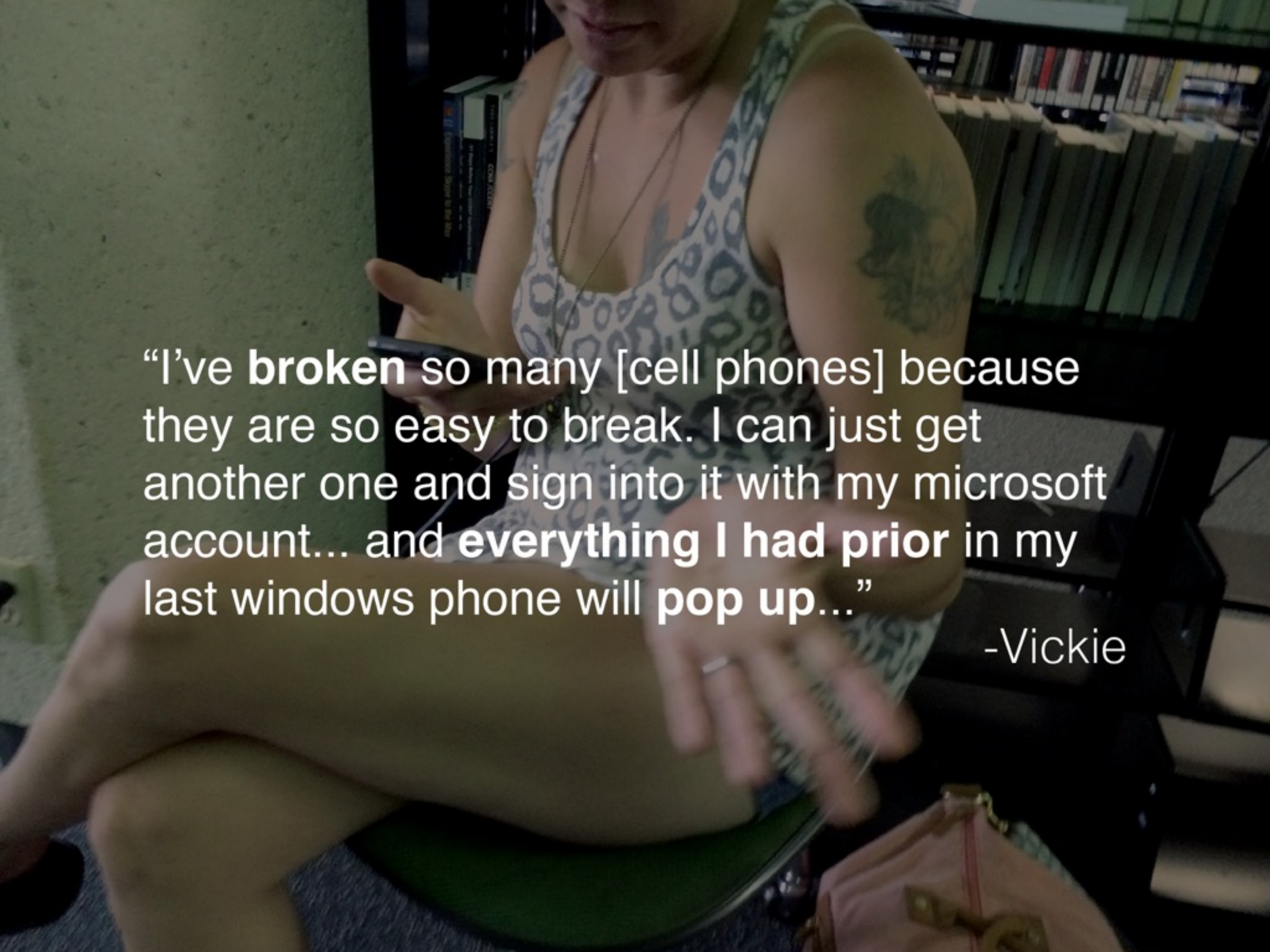


A person wearing a brown t-shirt with a logo that says "FEELIN' GOOD, HAVIN' FUN. DIGGIN' LIFE" is holding two smartphones. A cigarette is in their mouth. The background shows a building with large windows and some outdoor plants. A black bag is on the ground to the left.

“My email always stays the same... so say I lost a phone and don’t have a number and don’t have it backed up, my email is the place to look.”

-Wilson



A woman is sitting in a chair, holding a smartphone in her right hand. She is wearing a leopard print tank top and has a tattoo on her left arm. The background shows a bookshelf filled with books. The text is overlaid on the image in white font.

“I’ve **broken** so many [cell phones] because they are so easy to break. I can just get another one and sign into it with my microsoft account... and **everything I had prior** in my last windows phone will **pop up...**”

-Vickie

Insights

Services are created to fit the lifestyle of the service providers.

The internet connects the homeless population with jobs that fit their lifestyle.

The requirement of physical identification keeps the homeless, homeless.

Facebook can't be stolen.

The cloud is a head start on the constant restart of the transient lifestyle.

Overview

Method

Insights

**Design
Implications**

Must allow **both sides** of
the service provider
relationship equal ability to
set times, terms, and
obligation for interactions.

Must provide a tool to put
people at the center of
their employment schedule.

Must allow people to carry
fewer physical items
around with them.

Must provide the option of connecting to critical service through **social media** that people already use on a regular basis.

Must **eliminate** personal information from the list of things that can be **lost** by someone.

Design Implications

Services are created to fit the lifestyle of the service providers.

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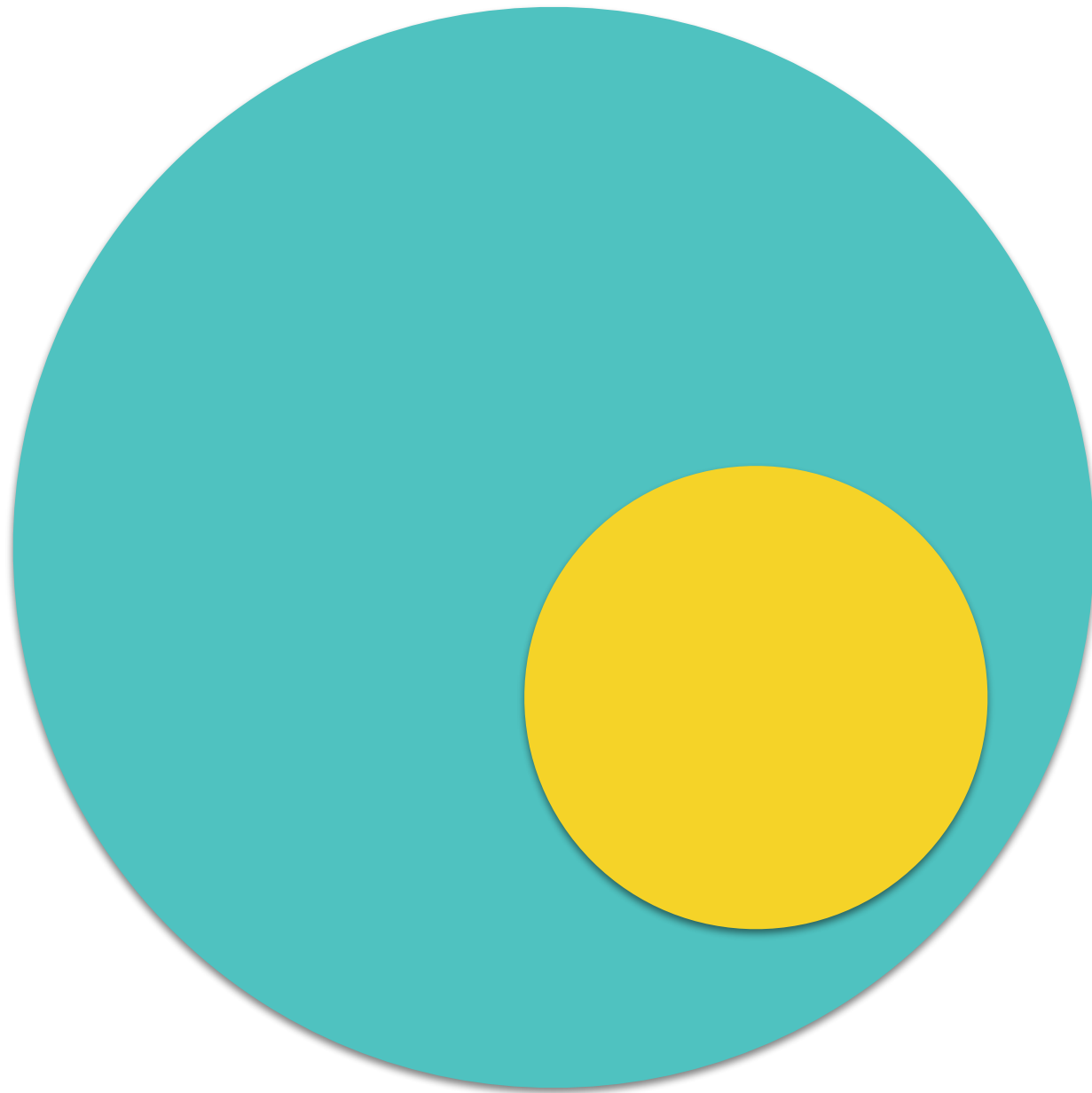
Facebook can't be stolen.

Must provide the option of connecting to critical service through social media that people already use on a regular basis.

The cloud is a head start on the constant restart of the transient lifestyle.

Must eliminate personal information from the list of things that can be lost by someone.

Conclusions



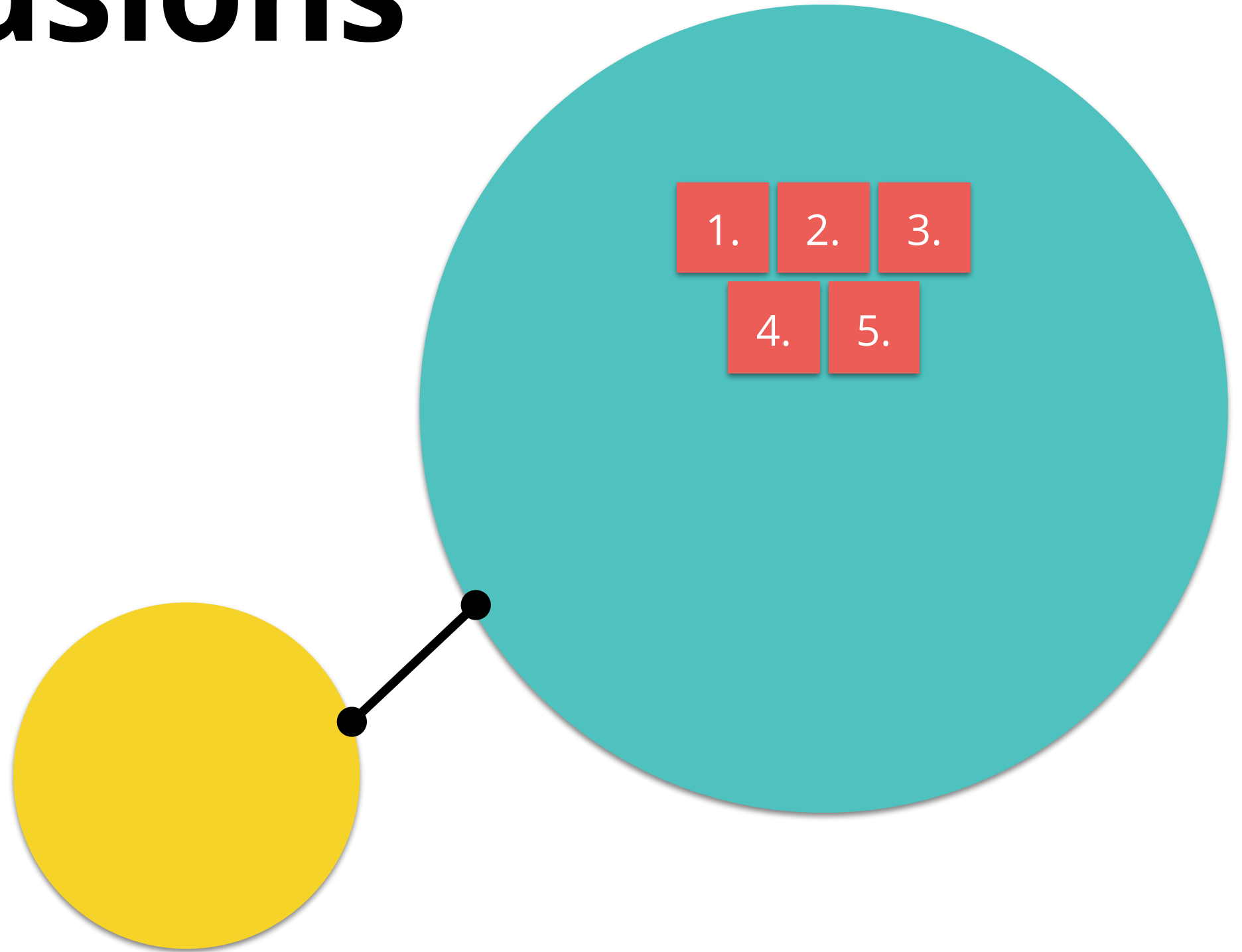
- 1.
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- 5.

Conclusions



- 1.
- 2.
- 3.
- 4.
- 5.

Conclusions





Thank You.