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# Community Kindness Walls: Responding to Issues of Homelessness in Grand Rapids through Design Thinking

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# DESIGN THINKING

TO MEET REAL WORLD NEEDS



IN COLLABORATION WITH

## SEEDS OF PROMISE

Katrina Kore, Hector Garcia, Tim Beardslee, Jeffrey  
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WINTER 2016  
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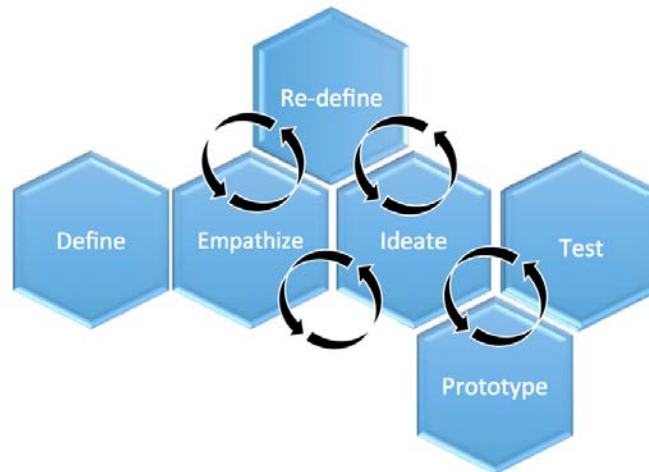
# *Design Brief*

## **Background**

Imagine if everyone were able to expand their world by making connections, instead of fearing the unknown. Everyone would know that it is possible to achieve personal goals AND help others, because it would be part of their daily lives. We would see the world as a system of progression, instead of a system of oppression. This is all possible by breaking barriers, and barriers are broken in strong communities. Now, imagine Grand Rapids, Michigan like this. Instead of fearing the marginalized communities of the city, we all begin to listen to them in order to gain understanding and empathy. Our team, along with Seeds of Promise, is determined to bring this reality to Grand Rapids through our work in design thinking methodology (Figure 1) and community collaboration.

Design thinking is an incredibly useful tool to solve real world problems because it allows practitioners to get down to the core of the problem and solve it from the inside out. We first began with defining a problem statement that we thought fit Dickinson neighborhood. Then, we transitioned to empathy: through empathy we were able to learn more about the Dickinson community and what it needs. Based off our observations and interactions, we were able to redefine our problem statement. We constantly jumped between the four middle stages; empathize, re-define, ideate, and prototype; because we were constantly learning new things. During the ideation phase, we came up with five innovations that we thought would fit the community. Through prototyping, we were able to land on a final innovation that we believe would truly fit the Dickinson community.

## The DT Cycle



**Figure 1:** Steps of Design Thinking

### *Seeds of Promise*

Design Team Dos and Seeds of Promise have a vision to create “a sustainable community that fully meets the needs of its current and future stakeholders measured by improved well-being and quality of life, abundant servant leadership, and lifelong learning” (Seeds of Promise). Seeds of Promise serves the Dickinson neighborhood, which covers thirty six blocks between Hall and Griggs Streets and Jefferson and Union Avenues (Barnes). This area includes about 2,000 residents with approximately 30% living below the poverty level (Barnes). The office location of Seeds of Promise is 1168 Madison Avenue in the Southeast of Grand Rapids, Michigan.

The leaders of Seeds of Promise seek to help their community to grow and retain economic vitality while also promoting social responsibility and stewardship (Seeds of Promise). Their mission is to promote community collaboration; build capacity through promoting heritage, culture, and values; use sustainable development techniques; increase local leadership, trust, and community; listen to neighborhood voices; and meet the needs and wants of the neighborhood (Seeds of Promise). Through Impact Teams, which are self-organized teams of Host Neighbors (resident leaders) and more than sixty Endorsing Partners, Seeds of Promise works to create the neighborhood they envision (Seeds of Promise). The current Impact Teams are centered on areas such as job creation, education, ministry, safety, health, and housing (Seeds of Promise). The

founding principle in each of these programs emphasizes that the residents of the community must “direct their own improvement strategy” (Seeds of Promise).

### **Homelessness in Grand Rapids**

Many of the programs and services Seeds of Promise provide through the Impact Teams have been designed in response to the underlying issues of poverty and homelessness present in the area. These issues are historically widespread and are not exclusive to the Dickinson area of Grand Rapids. They also affect many sections of the entire city, as well as countless neighborhoods across the entire world.

Because Seeds of Promise is an organization working on eliminating many of the issues related to poverty/homelessness, it is important to discuss the context of the city in which the neighborhood lies. According to an article written by Josh Sidorowicz and published by Fox 17 of West Michigan, homelessness in Grand Rapids is currently at its highest rate in several years. Nine hundred and twelve people were without housing in 2015 (Sidorowicz). Six hundred of these people are considered families and three hundred and seven are children under the age of eighteen (Sidorowicz). Possible factors for this increase include a decrease in affordable housing and an increase in the number of people fleeing from domestic violence (Sidorowicz).

There are multiple organizations working on homelessness in Grand Rapids. For example, the purpose of The Coalition to End Homelessness is to “reframe our community’s response to homelessness in the greater Grand Rapids area by increasing resources for homeless prevention, rapid re-housing, strengths based supportive services, and ensuring all people have access to affordable, quality, permanent housing” (Kent County). Vision to End Homelessness, The Salvation Army, Inner City Christian Federation, Mel Trotter Ministries, and Family Promise are just some of the others who also fight the existing barriers to housing within the community.

### **The Tiny Homes Concept**

At our first briefing session with Seeds of Promise, the main topic of conversation centered around the idea of implementing a Tiny Homes project with the Dickinson neighborhood to assist individuals going through a housing crisis. The idea of Tiny Homes stems from a social movement that revolves around downsizing. “The typical American home is around 2,600 square feet, while Tiny Homes range from 100-400 square feet. Tiny Houses are centered on “environmental

consciousness, self-sufficiency, life simplification, sound fiscal plans, and life adventures” (The Tiny Life: Tiny Houses, Tiny Living).

Seeds of Promise’s original plan included incorporating housing (Tiny Homes), job training, urban agriculture and renewable energy, in order to reduce the numbers of homeless men in Grand Rapids (Seeds of Promise). In order to ensure sustainability, their vision is a community centered on more than just housing, including gardening and the use of solar panels as efficient sources of energy (Seeds of Promise). Seeds of Promise envisioned Tiny Homes being implemented in the Dickinson neighborhood by September of 2016 and having a total of six houses by September of 2018 (Seeds of Promise).

Since the beginning of this course, Seeds of Promise, our class, and our specific design team have shifted away from the Tiny Homes concept. This shift in focus resulted from Seeds of Promise’s shift towards equitable and affordable housing. In addition, Tiny Homes do not fit within the confines of Grand Rapid’s current policies and codes. Further, through our dialogue and continuous research on the homelessness, and Seeds of Promise’s change, many of the team’s problem statement changed direction. All are still intently focused on providing for the Dickinson neighborhood in one form or another with the will that their solutions may be advantageous for Seeds of Promise and their upcoming programs centered on helping currently homeless individuals.

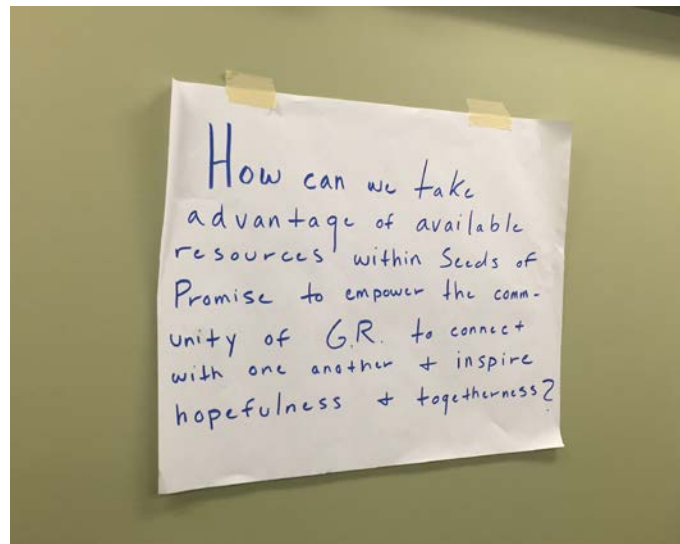
### **Team Problem Statement**

**Our group has decided to address the fragmentation and isolation of communities in Grand Rapids by catalyzing community integration and the empowerment of individuals partnering with Seeds of Promise.** However, to be clear, while we plan on uniting the community through integration, we would like to make it very apparent that our innovations are centered on celebrating diversity. Although a united community may value homogeneity over diversity, we believe that diversity is what makes the Dickinson community great and plan on using these differences to unite one another. After speaking with members of the homeless community, we found many people are also faced with the overwhelming challenge of community disrespect from those outside of the homeless community, as well as the initial challenge of finding somewhere to live. For example, there are issues at shelters where the homeless do not have adequate storage



space for their possessions. As a result, there are cases of mistrust and hostility from incidences when items have been stolen.

Human beings all too often force their biases and judgements on individuals unfairly and many therefore become marginalized for reasons such as race, sex, or class. Because of this, we believe that connecting and empowering the Dickinson community is key in order to have a safe, supporting, and healthy living environment for everyone.



**Figure 2:** Shows our original problem statement in the form a question

### Ecosystem

An essential element of dimension problem framing (and solving) is to carefully consider who is involved in the situation. In order to frame our problem we created a stakeholder map (see figure 5 on page 8). When considering the issue of homelessness and housing in Grand Rapids we listed the following stakeholders as essential touch points:

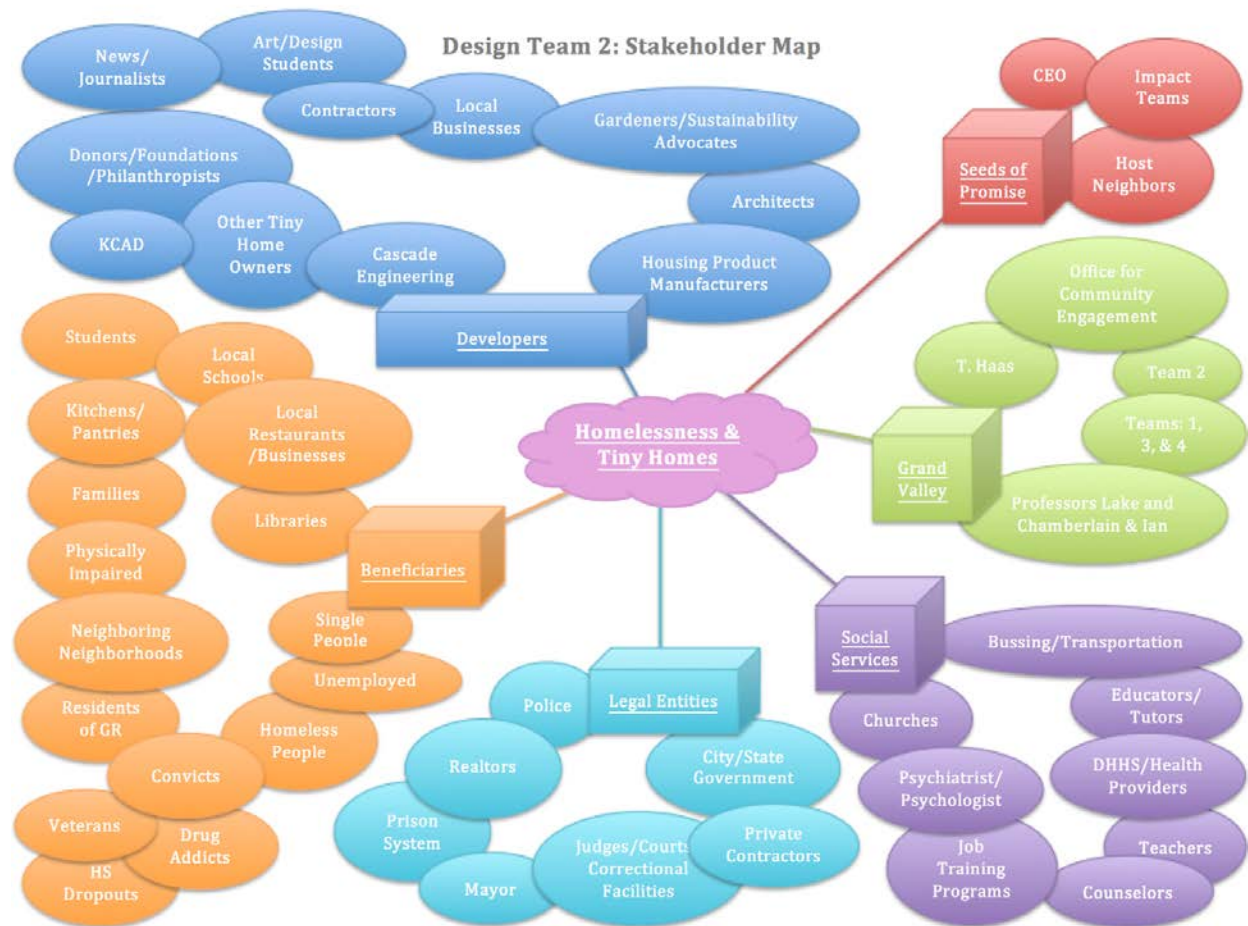
1. Seeds of Promise (and all internal people associated)
2. Members of the Dickinson neighborhood
3. Residents of Grand Rapids
4. Local businesses and neighborhood entities
5. Local government members

These members of the ecosystem play a critical role in finding solutions for our Problem Statement because our goal is to connect people in the community while also helping Seeds of

Promise to provide housing assistance to those in need. If we do not have local support, substantial improvements cannot be made to reconnect the community. Local support includes the residents, local businesses, and members of the government of Grand Rapids.

As noted, we see the above listed groups of stakeholders as central agents of change in Grand Rapids, but there are many other groups who may influence the success of the project long-term, including homeless shelters, housing projects, psychologists, social workers, law enforcement, educators, health providers, and churches. Other groups such as manufacturers, contractors, architects, design students, donors, and construction businesses may also help with the physical development of a housing project.

Overall, there are many possible stakeholders that will be present before, during, and after the establishment of a project meant to address homelessness in the Dickinson area. It is possible to unite these groups under the common vision of ending homelessness, but it will require intense collaboration and communication on the part of everyone.



**Figure 3:** Team Dos' final stakeholder map

### **Research Methods**

Through conducting key stakeholder interviews, taking advantage of secondary sources, ecosystem observation, and immersion, we hope to gain important insights into the facets of our problem statement.

Each week primary research will involve conducting interviews with various members of the community. We will be using our Stakeholder Map as guidance on whom to contact. Specifically, we will be contacting housing organizations, ministries, non-profits, Seeds of Promise representatives, Dickinson area residents, community experts, and people who are currently homeless. We may also be dialoguing with local business and political leaders. These interviews will be in-person or over the phone, and will ideally be led by two to three of our group members at a time. In order to maintain validity and reliability, we will be following a standard interview guide as well as using a template to collect our findings.

Along with interviewing, our group will also utilize existing studies and information to better understand our problem statement and generate potential solutions. These include sources such as online databases, journals, books, and articles to aid us in improving our knowledge base and understanding around topics related to homelessness.

The last two research methods we hope to use are observation and immersion. For observation, members of our group will watch members of the homeless community and take notes. This type of methodology may provide insights that we would not gain by interviewing. For immersion, it will be possible for members of our group to role-play being homeless for a day. Some approaches to gaining a better understanding of what it is like to be marginalized include: going without food for a day, attempting panhandling, and attending a local meeting spot while visually appearing homeless. Although we were unable to conduct observation and immersion studies, we believe that these methods are helpful to gaining more insight into the community.

Through all of these methods, we are hoping to gain quantitative and qualitative data and insight to help us analyze and synthesize possible solutions to our problem statement. In sum, we would like to propose a sustainable solution that reflects Seeds of Promise's mission while also allowing realistic and practical actions on the part of the organization, its stakeholders, the homeless beneficiaries, and others who will be part of the project.

## Outcomes

Our team will utilize design thinking methodology to find a sustainable solution that both fulfills homeless needs while promoting community integration in the Dickenson neighborhood. We will propose methods that connect the marginalized population with the rest of the community by focusing on activities that help our team, Seeds of Promise, and the Grand Rapids community understand the roots of homelessness and means of improving the situation.

Ideally, we will generate a solution where Seeds of Promise's resources will be fully utilized to directly serve the community in which it is based. This solution will include collaboration from a variety of stakeholders who are committed to the project and will allow the physical needs of the homeless to be met. It will also empower a change in community attitude toward the people who are currently disrespected as members.

We will use our research methods to understand where biases and prejudices come from and will propose a system to potentially eliminate some of them. With inherent courage, determination, and perseverance, we can unite to create the city that we dream about: a world without as much fear of the unknown and with opportunities to demonstrate love and compassion for all in the community.

## *Stakeholder Map*

One of our first tasks as newly formed Team Dos was to create a map of stakeholders who may take interest and be involved with the implementation of a new project through Seeds of Promise. We began by brainstorming individuals, organizations, and other local entities who may impact the creation of our innovations or aid in making them a reality in the community.

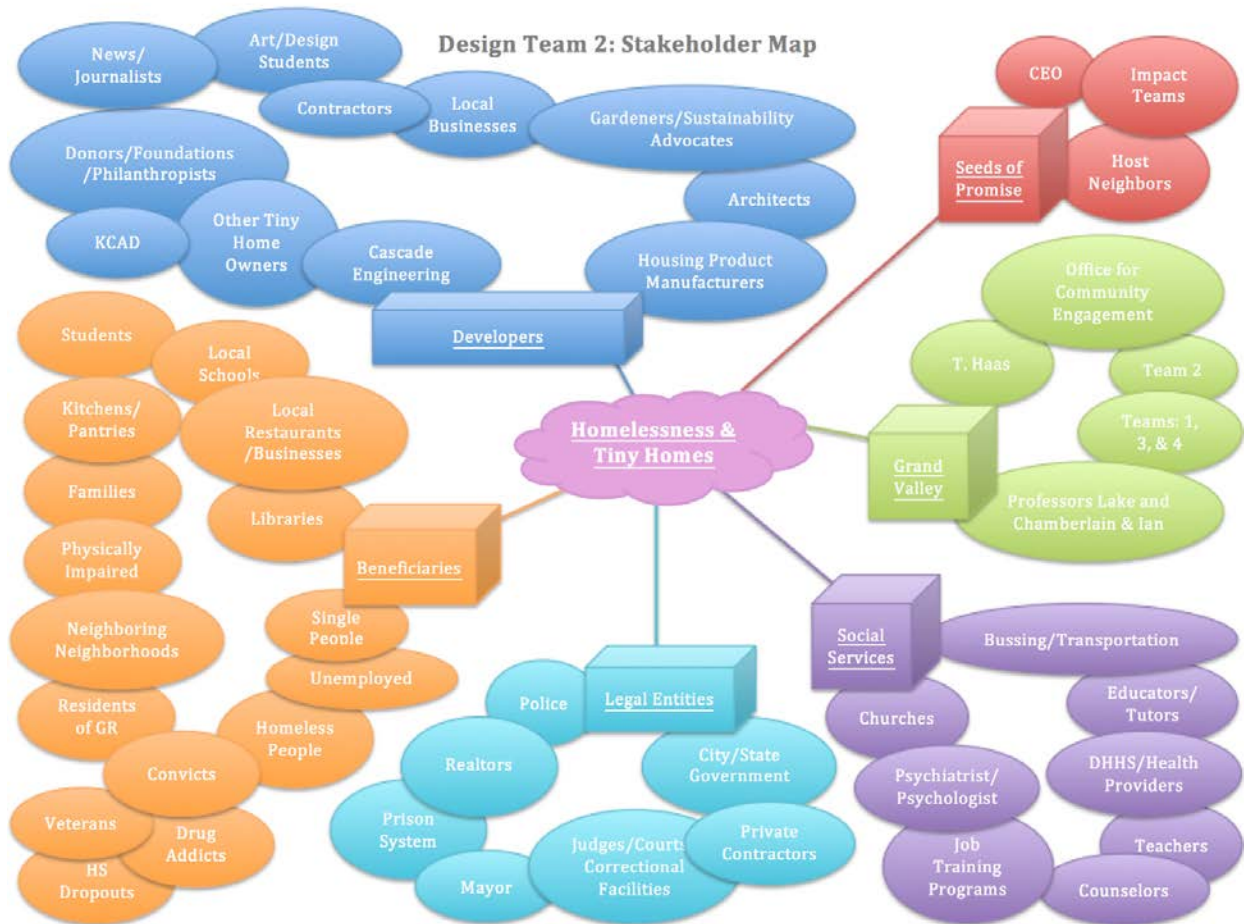


**Figure 4:** Members of our group placing sticky note ideas on our draft stakeholder map which was created during the initial meeting with Seeds of Promise



**Figure 5:** Our initial, very rough, stakeholder map draft

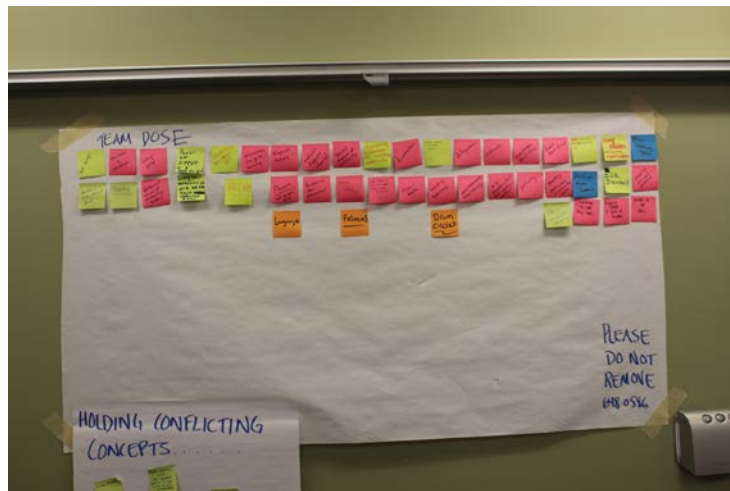
After our first try at creating a stakeholder map, we went back to brainstorming and added and organized the following stakeholders into a more workable digital version. This helped us to further analyze and visualize the ecosystem we are working within, and thus make connections to see how various groups involved might be categorized.



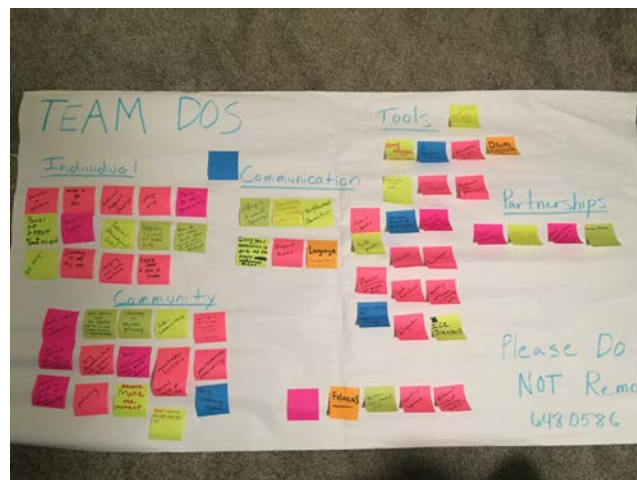
**Figure 6:** Team Dos' final stakeholder map

## *Insights (Affinity) Map*

Similar to our stakeholder map, we used sticky notes to track our insights throughout our empathizing stage. We gathered these insights from our background (secondary) research, in-person interviews, our classmates, and our professors. We then grouped these insights to find patterns. These patterns helped us to not only understand the issues surrounding homelessness, but also helped in the identification of community needs. They also served as a platform for innovation.



**Figure 7:** Our team's early and uncategorized affinity map



**Figure 8:** Categorized affinity map of gathered insights

## Research Bibliographies

The following research bibliographies are also very important for building background and base knowledge concerning homelessness and our prototypes.

**Citation 1:**

Zak, Paul J. "Why Your Brain Loves Good Storytelling." *Harvard Business Review* (2014). Web. 5 Apr. 2016. <<https://hbr.org/2014/10/why-your-brain-loves-good-storytelling/>>.

**Reason for including this source in your work:**

The purpose of utilizing this source in our group project is to solidify the importance of our innovation. We believe storytelling is a great tool to motivate, empower, and uplift individuals going through a housing crisis. This article highlights key insights on how storytelling impacts individuals from various backgrounds.

**Main argument: Write 1-3 complete sentences in your own words that summarize the main argument.**

The main argument of this article is that storytelling has a huge impact on the human brain. In efforts to motivate and empower individuals, we must target the specific part of the brain that controls the oxytocin production. "Oxytocin is produced when we are trusted or shown kindness, and motivates cooperation with others."

**Important ideas: Write a bulleted list of 3-5 main ideas from the essay.**

- As humans, we depend on others for survival and ultimately our happiness.
- Stories have an impact on how people react, even after the story is done being told.
- People are substantially more motivated by transcendent purposes

**Evidence: Provide 1-2 examples of evidence used to support the author's argument.**

- "My research has also shown that stories are useful inside organizations. We know that people are substantially more motivated by their organization's transcendent purpose (how it improves lives) than by its transactional purpose (how it sells goods and services)."



- “Transcendent purpose is effectively communicated through stories – for example, by describing the pitiable situations of actual, named customers and how their problems were solved by your efforts.”

**Notable quotes, terms, and concepts: Include all new terms and concepts as well as at least 3 quotes that exemplify the essay.**

- “As social creatures, we depend on others for our survival and happiness. A decade ago, my lab discovered that a neurochemical called oxytocin is a key “it’s safe to approach others” signal in the brain. Oxytocin is produced when we are trusted or shown a kindness, and it motivates cooperation with others.”
- “Empathy is important for social creatures because it allows us to understand how others are likely to react to a situation, including those with whom we work.”
- “We discovered that, in order to motivate a desire to help others, a story must first sustain attention – a scarce resource in the brain – by developing tension during the narrative. If the story is able to create that tension then it is likely that attentive viewers/listeners will come to share the emotions of the characters in it, and after it ends, likely to continue mimicking the feelings and behaviors of those characters.”

**Strengths:**

- This article touched on the importance of storytelling and its impact on an individual.
- It demonstrated examples that many can align with.

**Weaknesses:**

- This article did not talk about how it impacted individuals going through a housing crisis, and how it can benefit them.

**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- When we presented the second debrief, Ron believed our storytelling innovation would be impactful. To the point where he began to share his story with us. If people find something in common with your story, they will be more receptive.

- This article reinforces our insight of storytelling, and the possible impact it will have on the Dickinson Community. If we are able to bring people in that have gone through the same or similar life story, we will be able to empower others that may not have motivation.
- Lastly, there is scientific proof that people want to be heard, people identify and work better with individuals with similar story. Storytelling will be impactful in the Dickinson community.

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team's work this semester.**

- I believe this type of articles will lead us to affective and sustainable solutions to integrate communities.
- Are others that have gone through struggles willing to share their stories?
- When I interviewed Family Promise, they highlighted to always ask and not demand people from sharing their personal story.

**Citation 2:** Maslin Sarah. Jan 2016. "Community Gardens Imperiled by New York's Affordable Housing Plans", The New York Times, Jan 2016.

<http://www.nytimes.com/2016/01/23/nyregion/community-gardens-imperiled-by-new-yorksaffordable-housing-plans.html? r=0>

**Reason for including this source in your work:**

We are planning on using Community gardens as an innovation for GR, we want to research on how it worked in other cities.

**Main argument: Write 1-3 complete sentences in your own words that summarize the Main Argument.**

Many community members in New York want the community gardens to work out. The city of New York want so to get rid of the gardens to build more buildings. The problem is how to keep the city from taking the gardens away from the citizens.

**Important ideas: Write a bulleted list of 3-5 main ideas from the essay.**

- ❖ The community members really enjoy the gardens.
- ❖ The gardens are hard to keep in a city that wants to build more buildings
- ❖ Keeping Gardens operational is difficult when not backed by the city

**Evidence: Provide 1-2 examples of evidence used to support the author’s argument.**

- "We take every piece of land that the city has control over and a very precious resource"
- Vicki Been, the commissioner of the department of housing.
- Urban Gardens exist in different forms. Some, like those being repurposed by the de Blasio administration are on city owned property.

**Notable quotes, terms, and concepts: Include all new terms and concepts as well as at least 3 quotes that exemplify the essay.**

- "We take every piece of land that the city has control over and a very precious resource"
- Vicki Been, the commissioner of the department of housing.
- Land is hard to keep control of in big cities
- "Community Gardens are the most vulnerable spaces in the city" Paula Z. Segal.
- Gardens are difficult to keep active as the land is vulnerable to be taken away
- "Yeah, you can uproot things, yeah, you can replant. But it is not taken lightly by any of the Gardeners" Ms. Peperone
- Gardens are very popular among citizens.

**Strengths:**

- Aligns with insights that our team has
- Has great key ins from actual members of the community

**Weaknesses:**

- Written in the perspective of the community members

**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- ❖ Community members love Community Gardens
- ❖ Cities want to take land to build buildings
- ❖ The land is great for social interaction

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team’s work this semester.**

- ❖ How will we keep GR from taking the land back?

❖ How will we keep the gardens in the hands of the citizens?

**Citation 3:** Milner, H.R. 2014. Studying and Addressing Homelessness in Urban Communities. Urban Education. January 2014. 10.1177/0042085913517735

**Reason for including this source in your work:**

Our group is focused on increasing the strength of the Grand Rapids community. This article outlines the effects of homelessness and also the effects it has on community.

**Main argument:**

This article outlines why there is a disconnect between the haves and the have-nots—it goes to binary thinking and how we see the world in black and white and allows people to rationalize their successes or others’ failures based on their respective characteristics. Milner also outlined educational barriers students face as a result of homelessness.

**Important ideas:**

- ❖ Homelessness is not well defined because it is “viewed as a much smaller epidemic than it actually is”
- ❖ “Homeless children are particularly a risk for poor educational outcomes which can have lifelong consequences” (Mawhinney-Rhoads and Stahler, 2006)
- ❖ Schools require proof of residency for enrollment and a legal guardian—what about student who are couch surfing at a friend’s?
- ❖ Lack of medical records hinder students from enrolling in school
- ❖ Transportation—different shelters exist within different district lines

**Evidence: Provide 1-2 examples of evidence used to support the author’s argument.**

“A final barrier identified was socio-emotional challenges where homeless students tend to have difficult times interacting with parents, peers/classmates, and teachers. The students may have low self-esteem”

“Such distortion has profound consequences for actual lives. For instance, families forced into couch surfing... families living in tent cities, vehicles and parks... are not counted. As a result, thousands are buried under an ideologically self-serving sensation that things

aren't as bad as some claim... or it is due solely to irresponsible individual choices (Finley & Diversi, 2010).

**Notable quotes, terms, and concepts:**

“These binary conceptions can allow people to rationalize their successes as those that have been earned...”

“If school systems do not provide special educational interventions to address the particular educational barriers that these children face, then it is likely that these children will stay marginalized in the lowest economic rung of society” (Mawhinney-Rhoads and Stahler 2006)

“Research in these areas, especially in urban social contexts, should examine both structural and individual realities that shape homelessness and consequently their educational experiences.”

**Strengths:**

- Clearly outlines some of the problems homeless students face

**Weaknesses:**

- Not very detailed into which systems are in place, or which policy makers ignore homelessness

**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- ❖ Need to create change in order to fight cyclical oppression.
- ❖ Community (schools) have a responsibility to help members of the community who need help.
- ❖ Class enrollment is enforced by systems: for example, schools needing proof of residency, guardianship, and medical records.

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team's work this semester.**

- ❖ Who can we talk to in order to figure out how Grand Rapids defines homelessness?
- ❖ What resources do GR school systems have in place to combat the effects of homelessness?

**Citation 4:**

Tuhus, Melinda. 1996. "Where the Homeless Help one Another". *The New York Times*.

Link:

<http://www.nytimes.com/1996/12/29/nyregion/where-the-homeless-help-one-another.html?pagewanted=all>

**Reason for including this source in your work:**

This group is working on a similar problem that group Dos is working on: getting the community interacting with one another, and getting rid of the stigma around being homeless

**Main argument: Write 1-3 complete sentences in your own words that summarize the main argument.**

Having a place to go for assistance as a homeless individual can greatly improve the quality of life.

**Important ideas: Write a bulleted list of 3-5 main ideas from the essay.**

- ❖ Removing welfare aide will increase the homeless rate.
- ❖ People need a place to go during the day, since the shelters only allow them to be there in the night time.
- ❖ Helping the homeless find a job is imperative to improving their quality of life.
- ❖ Education is imperative in this day and age.

**Evidence: Provide 1-2 examples of evidence used to support the author's argument.**

- "We surveyed 400 homeless people, and found that, on average, they read at a fourth grade level." – education is needed

**Notable quotes, terms, and concepts: Include all new terms and concepts as well as at least 3 quotes that exemplify the essay.**

- "We surveyed 400 homeless people, and found that, on average, they read at a fourth grade level." – Education is needed

- "I put together a wish list, got donations, put them on top of my car and brought them to the center, I got lots of old computers donated and opened a computer lab." – People are willing to help out!
- "They would go to the library, and be harassed for sleeping; they would be pushed from one fast food place to another; they were even harassed on park benches on the city green," - Members need a place to go during the day

<p><b>Strengths:</b></p> <ul style="list-style-type: none"> <li>● This organization has been helping with the homeless situation for years.</li> <li>● They have done surveys to gather information.</li> <li>● They know what the homeless population wants.</li> </ul>	<p><b>Weaknesses:</b></p> <ul style="list-style-type: none"> <li>● Their area of effectiveness is very small.</li> <li>● Their numbers may be skewed due to the proportion of races that they help.</li> </ul>
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**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- ❖ We need to have a place for our community to go to be off the streets.
- ❖ Community members have benefited by having a place to interact with one another.
- ❖ The stigma against the homeless may not be as large as we think it to be.

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team’s work this semester.**

- ❖ How can we survey the homeless to ask them what exactly they want.
- ❖ What about asking for donations to aid our quest?

**Citation 5:**  
 Koegel, Paul. 1995. *Childhood Risk Factors for Homelessness among Homeless Adults*. American Journal for Public Health. Volume 85, No 12 : p.1642 – 1649  
<http://ajph.aphapublications.org/doi/pdf/10.2105/AJPH.85.12.1642>

**Reason for including this source in your work:**

Out there among the homeless population, there are children. When working towards a plan to eradicate homelessness, we must keep these children in mind. As this process takes time, it should also be a priority to nurture children in the situation that they are living, so they can get out of the hole for the rest of their lives.

**Main argument: Write 1-3 complete sentences in your own words that summarize the main argument:**

There are many factors that make a person prone to homelessness. Growing up in this situation, it is difficult to climb out of this hole. Children that grow up homeless are at higher risk of becoming homeless as adults than those that did not.

**Important ideas: Write a bulleted list of 3-5 main ideas from the essay.**

- ❖ A majority of the homeless population are black males ages 29 – 48.
- ❖ Being mentally ill adds to the risk of being homeless.
- ❖ Substance abusers are more prone to be homeless.

**Evidence: Provide 1-2 examples of evidence used to support the author's argument.**

“Two thirds of the sample as a whole were substance abusers. Approximately 21% were chronically mentally ill, fully three quarters of whom had co-occurring substance abuse. Homelessness was cyclical among this population; the majority of respondents experienced multiple episodes that add up to an average lifetime duration of more than 1 year.”

**Notable quotes, terms, and concepts: Include all new terms and concepts as well as at least 3 quotes that exemplify the essay.**

- “An examination of the childhood housing experiences of these homeless adults suggests early patterns of housing stress. Two fifths reported some form of housing problem or disruption during childhood, including 13% who lived in public or subsidized housing, 17% who lived in doubled-up situations, 5% who suffered eviction at some point, 3% who experienced homelessness with their families, and 17% who reported homeless/ runaway experiences during childhood.” (American Journal 1645)
- “Almost one third (32%) reported an adult substance abuser in their childhood home...”(American Journal 1645)
- “...who found that 7.4% of the general population had experienced literal homelessness.” (American Journal 1646)



<p><b>Strengths:</b></p> <p>This article conducted a great study, and has very insightful tables that explain the experiences of the homeless population.</p>	<p><b>Weaknesses:</b></p> <p>This article was written over two decades ago, and the findings may be non-representable of the homeless population of today.</p>
<p><b>Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.</b></p> <ul style="list-style-type: none"> <li>❖ When solving this problem, we should keep children in mind.</li> <li>❖ This article shows that there are many more factors that contribute to the problem than was originally thought</li> <li>❖ The homeless population may need more help than to just be plopped into a housing arrangement.</li> </ul>	
<p><b>Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team's work this semester.</b></p> <ul style="list-style-type: none"> <li>❖ How can we incorporate the mental state of children into our solution?</li> <li>❖ What can we do to bring education to children that may not have the opportunity, due to the lack of a mailing address?</li> </ul>	

<p><b>Citation 6:</b></p> <p>Eisinger, Dale. 2014. Drums Aren't Just for Music: They're Therapy, Too. The Daily Beast. <a href="http://www.thedailybeast.com/articles/2014/07/21/drums-aren-t-just-for-music-they-re-therapy-too.html">http://www.thedailybeast.com/articles/2014/07/21/drums-aren-t-just-for-music-they-re-therapy-too.html</a></p>
<p><b>Reason for including this source in your work:</b></p> <p>When I interviewed my friend Peter, he suggested activities such as drum circles would be fantastic at connecting homeless people with other homeless people, as well as with other people in the community. I wanted to look into seeing what other benefits drum circles would offer for this experience.</p>
<p><b>Main argument: Write 1-3 complete sentences in your own words that summarize the article.</b></p>

While drums do indeed produce interesting sounds, they are good for much more psychologically/physically/emotionally/mentally. Drumming can even be offered in certain therapy sessions to help patients out and help grow them as people.

**Important ideas: Write a bulleted list of 3-5 main ideas from the essay.**

- ❖ When people are drumming, their brain activity mimics that of deep meditation.
- ❖ Hemispheric synchronization takes place (left and right hemispheres of the brain are activated simultaneously) so you can feel both energized and relaxed at the same time.
- ❖ Drumming increases bonding and creativity in people, as well as increased health benefits.

**Evidence: Provide 1-2 examples of evidence used to support the author's argument.**

A woman who recently lost a 19 year old son joined a drum circle after walking through a park. After 30-40 minutes of playing she felt a "lightness," and returned the next month, experiencing the same string of multiple emotions, and after nine months, her anger and sadness was gone.

The largest drumhead manufacturer has a health-science department that researches and integrates the benefits of drumming outside of music (with the youth, seniors, and students) and discovered drumming can reverse 19 genetic responses to stress.

**Notable quotes, terms, and concepts: Include all new terms and concepts as well as at least 3 quotes that exemplify the essay.**

Quotes:

1. "Bittman's study showed that there was a significant boost in the activity of 'cellular immune components responsible for seeking out and destroying cancer cells and viruses were noted in normal subjects who drummed.' In short, drumming can increase the presence of T-cells, the white blood cell that fights viruses."
2. "In 2003, Science Direct Journal published a study titled *Drumming Through Trauma: Music Therapy With Post-Traumatic Soldiers*. It showed that 'a reduction in PTSD symptoms was observed following drumming, especially increased sense of openness, togetherness, belonging, sharing, closeness, connectedness and

intimacy, as well as achieving a non-intimidating access to traumatic memories facilitating an outlet for rage and regaining a sense of self-control.”

Terms: Therapy, brain, hemispheric synchronization, benefits, T-cells, bonding, creativity, psychological, research.

Concepts: Drumming benefits people by increasing brain function, improving health, and allowing for further connection and expression.... Sounds like a form of story-making/telling to me!

**Strengths:**

Multiple examples of the benefits of drumming are provided in many areas (mental/physical). There are some really interesting insights offered and this article solidified my opinions on the benefits of incorporating this activity with the homeless.

**Weaknesses:**

While there are lots of “studies” and “references,” this article didn’t seem too convincing of their sources. I’ve played the drums myself for a while though and have heard these to be true from other sources over the years, but to someone who might not know that, it wasn’t too convincing.

**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- ❖ Drumming can be an outlet for many homeless people’s emotional problems/scars
- ❖ Playing the drums with others can be a new channel for the homeless and people with homes to understand each other and themselves.
- ❖ We could even get stakeholders to partake in the drum circles, ex. Seeds of promise could work with a drum circle group, or have them be one of their stakeholders potentially to assist others.

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team’s work this semester.**

- ❖ Since drums are so expensive, would there be a better or metaphorical alternative for this activity?

- ❖ Could any problems arise from a situation like this? Ex. Drums get stolen or broken?
- ❖ How easy or difficult is it to organize one of these events?

**Citation 7:**

Alphons, Richert. 2003. Living Stories, Telling Stories, Changing Storiesm: Experiential Use of the Relationship in Narrative Therapy. Journal of Psychotherapy Integration. Volume 13.2. 188-210.

**Reason for including this source in your work:**

Following our presentation last Thursday, we discovered through innovation and discussion that storytelling plays a vital role in the process of knowing, understanding, perceiving, creating, and exploring realities.

**Main argument: Write 1-3 complete sentences in your own words that summarize the Main Argument**

Storytelling allows us to connect and express emotions, ideas, and actions with others in unique, unrepeatable ways to establish new meaning. Storytelling can be used in a therapeutic manner and can be used as a tool to get to know other beings and environments.

**Important ideas: Write a bulleted list of 3-5 main ideas from the essay.**

- ❖ Storytelling can be used as therapy
- ❖ Stories teach excellent communication and listening skills, which leads to developing empathy.
- ❖ Storytelling can be used to understand others on a deeper level than just sharing normal information.

**Evidence: Provide 1-2 examples of evidence used to support the author’s argument.**

- “Consistent with their constructionist/constructivist underpinnings, narrative therapists focus on the social processes involved in meaning creation, arguing that meaning emerges out of dialogue with either actual or imagined others. It is crucial to remember that such dialogue not only involves the specific denotative meanings of words and linguistic structures but includes the relational positioning inherent in making a

particular statement in a specific context with certain paralinguistic and nonverbal elements to the message” (Alphons 2003).

- “Self is conceptualized as both a process of meaning creation and a narrative (Richert, 2002); it is at once the processes of reference to the felt implicit and storying and the stories that are created. As content, self is thought of as consisting of a collection of situation-specific vignettes or stories, each of which may portray a different *me*, or protagonist. These stories are at least loosely organized into an overarching life narrative in which the sense of *I*, or self as narrator, organizer, may be explicitly developed. Self, then, is both multiple, as reflected in the various *mes* that populate situation-specific stories, and coherent and organized, as reflected in the overall narrative” (Alphons 2003).

**Notable quotes, terms, and concepts: Include all new terms and concepts as well as at least 3 quotes that exemplify the essay.**

Quotes:

- “Humanistic–existential and narrative approaches share a rather large set of common assumptions at the level of metatheory (Neimeyer, 1993; Richert, 1999b), which makes them suitable candidates for a conceptual integration (Mahrer, 1989). Most central for the present purposes is the fact that they share a phenomenological perspective, arguing that the reality in terms of which people behave is an internal reality consisting of personal meanings” (Alphons 2003).
- “Humanistic–existential theory, especially as developed by Gendlin (1962, 1968, 1997), has argued that one critical part of the process of meaning creation is the interaction between symbols and the person's felt sense of living in the moment, that is, her or his tacit, preverbal experience” (Alphons 2003).
- “Meanings, of course, do not simply emerge from the processes of reference to the felt implicit and dialogue and flit about independently like so many butterflies. Meanings are what they are also because of the context into which they are organized. Organizing meanings into a narrative, a framework in which events are placed in chronological sequence around the protagonist's attempts (intentions) to achieve resolution of some problem, renders them understandable–generates

meaning beyond that possessed by the isolated events or meanings (Bruner, 1986)” (Alphons 2003).

- “Although the person clearly brings his or her narrative (self) to every situation that he or she encounters through the memories, both explicit and tacit, he or she has of his or her stories and narrative, and in this way shapes the reality of the situation, the stories are also reconstituted and may be slightly changed in each encounter with life.” (Alphons 2003).

#### Terms:

- Storytelling – the act of sharing a (made-up or not) creation, recreation, or memory of life or a portion of life, which includes actions, interactions, and emotions. Can be expressed in a variety of ways.
- Therapy – treatment intended to relieve or heal a disorder
- Meaning – what is meant by a word, text, concept, or action.
- Reality – the state of things as they actually exist, rather than as they may appear or might be imagined.
- Fantasy – the faculty of activity of imagining things, especially things that are impossible or improbable
- Emotion – a natural instinctive state of mind deriving from one’s circumstances, mood, or relationships with others.
- Narrative – a spoken, or written account of connected events, a story.
- Humanistic-existential perspective: a kind of psychotherapy that promotes self-awareness and personal growth by stressing current reality and by analyzing and altering specific patterns of response to help a person realize his or her potential.

#### Concepts:

- Storytelling as therapy - storytelling can be used in order to personally grow people, and help them with physical and mental disorders.
- Using storytelling to create meaning – storytelling can be used to give meaning to objects, people, or ideas.
- Using storytelling to understand others’ perspectives of reality – the way in which people say something, and the words they associate with those emotions reveal their outlooks on life.

<p><b>Strengths:</b></p> <ul style="list-style-type: none"> <li>● Almost everything in this article was relevant, insightful, and applicable to our innovations.</li> <li>● Gives us new opportunity to explore solutions and ways of expression.</li> </ul>	<p><b>Weaknesses:</b></p> <ul style="list-style-type: none"> <li>● The article was more centered on therapist-client interactions in storytelling therapy rather than friend-friend interactions; the lessons are still applicable to friend-friend interactions though.</li> </ul>
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**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- ❖ Since storytelling is one of our innovations, this information is directly applicable to the future we are quickly approaching; this can help us prepare to better ourselves and others.
- ❖ This article is a gateway of knowledge for many potential solutions to our problem statement.
- ❖ Since there is countless possibilities of storytelling, and ways to tell, participate, or listen to stories, the concept of storytelling as therapy could be refreshing and rejuvenating for quite some time.

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team’s work this semester.**

- ❖ How should we pose our story when speaking with stakeholders?
- ❖ When is it/is it not appropriate to share stories?
- ❖ Will people respond differently to the same story?

**Citation 8:**  
 Roschelle Anne, R. (1998). New Perspectives on Homelessness. Journal of Contemporary Ethnography. P. 516.  
[http://go.galegroup.com.ezproxy.gvsu.edu/ps/i.do?p=ITOF&u=lom\\_gvalleysu&id=GAL E|A20764593&v=2.1&it=r&sid=summon&userGroup=lom\\_gvalleysu&authCount=1](http://go.galegroup.com.ezproxy.gvsu.edu/ps/i.do?p=ITOF&u=lom_gvalleysu&id=GAL E|A20764593&v=2.1&it=r&sid=summon&userGroup=lom_gvalleysu&authCount=1)

**Reason for including this source in your work:**

I was having a conversation with my friend discussing how our interpretations and ways of expressing words really distinguish some actions to mean specific things, and then I thought about the word homeless (in relation to this assignment). I was thinking about if the meaning of homelessness could be legally redefined to make “a homeless person” seem more well-kept and respected. This article had some similarities to what I was describing so I decided to look into it more.

**Main argument:**

Framing things such as “homeless” to be something else, like a “punk” then leads the framer to accept a different reality of the group of people they define. Understanding how the different ways information is communicated and actions that take place using spatial terms is critical to either manipulating or facilitating how communication will occur.

**Important ideas: Write a bulleted list of 3-5 main ideas from the essay.**

- ❖ “New social subjects are created and create themselves through the social space of the city” (Roschelle).
- ❖ “Space itself is a medium of subcultural and symbolic production” (Roschelle).
- ❖ When the city changes spaces, such as building a new gas station in an empty spot, or if they tear down a building will have a substantial impact on the homeless.
- ❖ “Prevailing gender norms exist among the homeless also, and there is roles “expected of them”” (Roschelle).
- ❖ These roles make the homeless form habits based off of these behaviors which then influence their actions more.

**Evidence: Provide 1-2 examples of evidence used to support the author’s argument.**

“It is through this physical and symbolic contestation of power that homeless youths and their service providers were able to challenge stereotypes of them as delinquent and replace them with sympathetic images of homeless youths as victims of family and societal dysfunction” (Roschelle). This is stating that by changing your view on someone can have life changing effects; it is important to use them for good, as our group is working on.

“A central component of creating a self-definition as “punk” rather than as “homeless” was predicated on their ability to define and control space” (Roschelle). If we can learn how to harness this concept and apply it in a positive way that isn’t too outlandishly unfitting, (ex.



Referring to the homeless as delightful-nature seekers) then I think we could potentially get something to stick and have a noticeable impact on the homeless if communicated properly.

**Notable quotes, terms, and concepts: Include all new terms and concepts as well as at least 3 quotes that exemplify the essay.**

Terms:

1. Punk: someone who identifies with punk music, and resides in an oppositional subculture.
2. Medium: an agency or means of doing something.
3. Spatial: the position that two or more items at a distance from each other.

Concepts:

1. Gender roles influence behaviors of humans and turn those behaviors into norms.
2. Self-defining: Creating your own definition for something in order to change your perspective on it.

Quotes:

1. "Passaro illustrates how homeless individuals are coerced into behaving in stereotypical ways to receive services. Because the survival of homeless men and women often depends on the sympathy of service providers and government agencies, they are forced to "perform the dance" expected of them. Because of prevailing gender norms, homeless women must be deferential and dependent if they want to be housed. According to Passaro, homeless men have fewer possibilities of escaping the streets because of masculine gender expectations regarding work and material success. As a result, homeless men are often forced to internalize the role of street person" (Roschelle).
2. "The power of symbolism and physical space in the creation and maintenance of social identity is examined using the empirical object of punk squatters in Los Angeles. An important component of her theoretical framework is how the control of public space privileges one stow over another in the creation and perpetuation of social imagery. "

3. “Although Ruddick acknowledges that strategies of resistance do not guarantee success, agency is nevertheless an overarching theme throughout the book” (Roschelle).

**Strengths:**

This article does a good job of explaining the general results of how the homeless respond to change in space or environment (verbal and physical).  
Offered a lot of insights on integration and more ways to critically think things over.

**Weaknesses:**

Specific examples of cause-effect are not included  
Could have been more researched, as there were conflicting views throughout this story even though there was some agreeance.

**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- ❖ We can possibly change others opinions of homelessness through newly created self-definition
- ❖ Space is a medium and will determine a lot of things, so we could make them more comfortable in an interview with appropriate spacing.
- ❖ We can have a better understanding of their perspective early on from learning of the gender roles and what “typical behavior” consists of for the marginalized population.
- ❖ These discoveries will work their way into improving our critical thinking and integrating skills with what we already have are have just read about. Even though there is more information being circulated now, it’s the right information, problem defining, and potentially problem solving information.

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team’s work this semester.**

- ❖ If we do apply these new concepts to our interviews with homeless people I wouldn’t want it to come off wrong or not as we intend it from the result of not being sure of what to say or how to say it since we would be focusing on the ways we’re communicating differently.
- ❖ There is so many variables in this “mess” that it is hard to specifically dedicate attention to all of them and monitor and observe them.

**Citation 9:**

Bean, K. F., Shafer, M. S., & Glennon, M. (2013). The impact of housing first and peer support on people who are medically vulnerable and homeless. *Psychiatric Rehabilitation Journal*, 36(1), 48-50. doi:<http://dx.doi.org/10.1037/h0094748>

**Reason for including this source in your work:**

Seeds of Promise presented to us the need for supporting homeless individuals on their journey to obtain stability in their housing situations, as well as in their overall lives. This article is about a specific case where several homeless people benefitted from systems related to housing-first, harm reduction, and peer support. It is important to include in our work, because it offers insight to what services can be offered to keep people on a positive path, thereby reducing cases of homelessness in our community.

**Main argument: Write 1-3 complete sentences in your own words that summarize the main argument.**

Academics from Arizona State University evaluated the H3 (Homes, Health, Hope) Project, located in Phoenix, to describe how using methods including housing-first, harm reduction and peer support provide help to medically vulnerable homeless individuals. Through various methods, they examined how the project improved housing retention, quality of life, mental health, substance use, health care, and criminal behavior over one year.

**Important ideas: Write a bulleted list of 3-5 main ideas from the essay.**

- ❖ 47 housing participants participated in 3 surveys over one year.
- ❖ Significant improvements were made in the areas of quality of life, use of primary care physicians, and criminal arrests, as seen in the statistical data.
- ❖ This study supports the housing-first method for people who are medically vulnerable.

**Evidence: Provide 1-2 examples of evidence used to support the author's argument.**

1. 98% of the participants were able to stay in housing after 12 months.

2. Statistical analysis from data provided by the Phoenix Police Department shows decreases in participants' arrests from 12 months before and after receiving housing.

**Notable quotes, terms, and concepts: Include all new terms and concepts as well as at least 3 quotes that exemplify the essay.**

- Housing-first: Approach where getting people in stable housing is the first and highest priority

- Harm reduction: Refers to aims in reducing the consequences of abuse from using drugs

- “Intensive support for people who are homeless when they first move into scattered site housing may result in early client independence and positive outcomes.” (Page 50)
- “Prioritizing housing for people who are medically vulnerable has the potential to improve people’s health status, use of preventative medical services, and interactions with law enforcement.” (Page 50)
- “Shelters and housing services could incorporate assessments of medical vulnerability to help prioritize housing placement.” (Page 50)

**Strengths:**

This study examined a project that was part of the 100,000 Homes Campaign. It tested three specific methods, thoroughly.

**Weaknesses:**

This is a small study, overall, localized to one specific city.

**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- ❖ My team has been thinking about mental illness and various addictions that many homeless people have.
- ❖ This article shows a real example of how a relatively short study can produce results. This connects to our team, because we feel that the process of reducing homelessness in our city is very long, but in reality, certain methods can make a difference within a few months.
- ❖ As a team, we have been talking about how we can encourage self-empowerment in the homeless population. This study mentions the importance of peer support, which is a very similar concept.

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team's work this semester.**

- ❖ How might we connect with organizations utilizing the housing-first approach?
- ❖ How can we incorporate a system for medically vulnerable persons?
- ❖ How has/how can Seeds of Promise specifically implement the three methods specified in the study?

**Citation 10:**

Olivet, Jeffrey. "Assessing the Evidence: What We Know About Outreach and Engagement." *Homelessness Resource Center*. U.S. Department of Health and Human Services, 1 Jan. 2009. Web. 22 Mar. 2016.  
<http://homeless.samhsa.gov/Resource/Assessing-the-Evidence-What-We-Know-About-Outreach-and-Engagement-37555.aspx>

**Reason for including this source in your work:**

This article is presented on the website of the Homelessness Resource Center, which is a U.S. Department of Health and Human Services program. It is important to include because it helps to summarize and define how the government (and others) see community outreach as a way of integrating the homeless population with the non-homeless population.

**Main argument: Write 1-3 complete sentences in your own words that summarize the main argument.**

The main argument states while there are many ways of defining outreach, there are some important themes that should be used to educate program staff, funders, and community members working on homelessness concepts and issues.

**Important ideas: Write a bulleted list of 3-5 main ideas from the essay.**

- In many ways, outreach is a service in itself, while “engagement” is more about relationships formed.
- Respect is critical in all outreach strategies.
- Basic needs need to be addressed when reaching out in engagement efforts.
- Creativity is important because there are many forms of engagement.

- Education is a large part of engagement and integration.

**Evidence: Provide 1-2 examples of evidence used to support the author’s argument.**

- ❖ The Homelessness Resource Center used varying sources in 2007 to identify the themes in this article. The used resources are listed at the link of the article: <http://homeless.samhsa.gov/Resource/Assessing-the-Evidence-What-We-Know-About-Outreach-and-Engagement-37555.aspx>.

**Notable quotes, terms, and concepts: Include all new terms and concepts as well as at least 3 quotes that exemplify the essay.**

- Outreach definition: There are many, but may include education about services, place where services take place, or the service itself.
- “Outreach involves repeated contact over a period of time, for as long as services are needed.”
- “Outreach and engagement is designed to treat the whole person.”
- “Teams and networks are critical to success...to bridge the gaps between service systems.”
- “Involving consumers in outreach bring knowledge and lived experience that are extremely valuable to people who may be unsure about building relationships with service agencies.”

**Strengths:**

- This article gives a brief, but specific list of ideas to analyze when innovating for community integration.
- This is a governmental-backed source.
- This article takes into account outreach for people with mental health issues.

**Weaknesses:**

- It would be beneficial to have all relevant statistics (evidence) in one place.
- The list was compiled in 2007, which may be slightly outdated.
- Some of the themes are a little too general where an example might be helpful.

**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- ❖ Outreach and engagement are important for helping people develop their own self-empowerment and ownership.
- ❖ Having supportive teams for assisting in service is critical to strengthening relationships within a community.
- ❖ Active outreach includes multiple levels and helps prevent future problems in communities.

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team's work this semester.**

- ❖ How are we defining community outreach, engagement, and integration in our efforts to help the Dickinson community? How do members of that neighborhood define these terms and feel about their meaning?

**Citation 11:**

2014. Putting Housing First. Canadian Nurses Association/Mental Health Commission of Canada. 11-(5): 22-27.

<http://web.a.ebscohost.com.ezproxy.gvsu.edu/ehost/pdfviewer/pdfviewer?sid=381b872b-ecce-46c7-aa3e-09c443a92bba%40sessionmgr4003&vid=3&hid=4112>

**Reason for including this source in your work:**

Our group would like to learn about the effectiveness of housing first programs.

**Main argument:**

Write 1-3 complete sentences in your own words that summarize the Housing first is incredibly important as it is something that cures homelessness. It is the opposite of the standard method, which is treatment followed by housing. Housing first is based on the idea that if people have a steady home and something to call their own, they are more likely to improve in other facets of their life.

**Important ideas:**

- ❖ Think big! Housing First can impact huge communities
- ❖ Different people have different needs and the program needs to be tailored as such

- ❖ Housing First is cheaper—savings per person averaged at \$21,375 for those with high needs and \$4,849 for those with moderate needs
- ❖ Homelessness costs the Canadian economy around \$7 billion a year
- ❖ 25-50% of homeless in Canada live with a mental health disorder

**Evidence:**

“We can see a crisis starting and intervene before it becomes full blown.”

“Housing First is based on five principles: immediate access to housing with no housing readiness conditions, consumer choice and self-determination, recovery orientation, individualized and person-driven supports, and social and community integration.”

**Notable quotes, terms, and concepts:**

“Participants have a choice about where they would like to live and are subsidized so that they pay no more than 30% of their income towards housing”

Moderate needs individuals were provided with services at a ratio of staff to participant of 1:16 with services provided 7 days a week for 12 hours a day. The high needs individuals were provided with a psychiatrist, a nurse, a peer specialist and the staff to participant ratio was 1:10 with services offered 24/7.

“An important part of the Housing First strategy is to help people integrate into their community by emphasizing housing models that do not stigmatize or isolate them and by providing opportunities to engage socially and participate in meaningful pursuits.”

“I’m so glad it’s not a time-limited program. It’s about what the person needs to be successful... Being able to maintain her relationship with her case manager and stay in her place is really important.”

**Strengths:**

- has personal stories
- in study, has control group and gives data on which groups were successful and how successful they were

**Weaknesses:**

- didn’t outline weaknesses of the study
- not enough info on how they accomplished what they did



**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- ❖ Program works with landlords/built new places—this helps get rid of some of the backlash that comes from good economy/less resources for homeless
- ❖ Program is sustainable because it is tailored to individuals
- ❖ Housing is extremely important, but so is community. You can't just give someone a house and expect them to stop being homeless, you also need to build a support group and community

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team's work this semester.**

- ❖ Seeds of Promise is only thinking of the Dickinson community
- ❖ Seeds of Promise doesn't want government funding because they want to be choosy with who they accept... this program allowed everyone-- conflict

**Citation 12:**

Finley, Ron. Feb 2013. A guerilla gardener in South Central LA Journal/Book. TedX.

Page 1.

[https://www.ted.com/talks/ron\\_finley\\_a\\_guerilla\\_gardener\\_in\\_south\\_central\\_la?language=en](https://www.ted.com/talks/ron_finley_a_guerilla_gardener_in_south_central_la?language=en)

**Reason for including this source in your work:**

I believe the information in this video is critical to living in an urban environment, also known as a "food desert". *"To change a community you have to change the ingredients in the soil."*

Puts a new spin on something we are all familiar with, and offers a viable solution to alleviate poverty.

**Main argument: Write 1-3 complete sentences in your own words that summarize the**

I believe this idea of urban gardening with a twist to include the homeless community could have the potential to create a sustainable way to provide sustenance to the community. Ron used urban gardens as not only a way to turn vacant lots into something beautiful, but also

as a way of bringing the community together to solve one of the biggest problems the U.S. faces today. We are all capable of establishing a community garden, and this video shows that clearly.

**Important ideas: Write a bulleted list of 3-5 main ideas from the essay.**

- ❖ Taking back your mental, physical and emotional health using gardening as a median
- ❖ Source of income, extremely sustainable
- ❖ Guerilla gardening as a viable option
- ❖ Using vacant lots to garden
- ❖ “Plant something!”

**Evidence: Provide 1-2 examples of evidence used to support the author’s argument.**

Studies show that gardening is an alternative therapeutic method to not only alleviate stress and mental illness but also provides new resources for urban communities in “Food deserts.”

**Notable quotes, terms, and concepts: Include all new terms and concepts as well as at least 3 quotes that exemplify the essay.**

- “26.5 million Americans live in Food Deserts like Southern Los Angeles.”*
- “I wheelchairs being bought and sold like cars, I see Dialysis Centers popping up like Starbucks, and I knew this had to stop...the problem is the solution...Food is the problem and it’s the solution.”*
- “To change a community you have to change the ingredients in the soil.”*

**Strengths:**

It has great keys to real problems Americans and the homeless face.

**Weaknesses:**

The winter in Grand Rapids could make it difficult to plant urban gardens.

**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- ❖ Use empty lots to plant gardens
- ❖ Use seeds of promise volunteers to plant urban gardens.
- ❖ Teach homeless people in GR to garden with help from the rest of the community.
- ❖ Promote stability to sustainability
- ❖ Find a way to get the city on board

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team's work this semester.**

- ❖ Warrants
- ❖ Lack of community involvement
- ❖ Weather

**Citation 13:**

Fitzpatrick, David C. "Hope for underserved populations: integration of recovery management principles assists homeless individuals." *Addiction Professional* Mar.-Apr. 2014: 23+. *General OneFile*. Web. 15 Mar. 2016.

URL

[http://go.galegroup.com/ps/i.do?id=GALE%7CA370213906&sid=summon&v=2.1&u=loom\\_gvalleysu&it=r&p=ITOF&sw=w&asid=6c68392975a453570f7bceeed5872635](http://go.galegroup.com/ps/i.do?id=GALE%7CA370213906&sid=summon&v=2.1&u=loom_gvalleysu&it=r&p=ITOF&sw=w&asid=6c68392975a453570f7bceeed5872635)

**Reason for including this source in your work:**

After interviewing a few individuals from various organizations, one key component they have all reiterated is integration. Team Dos has realized the homeless individuals need to be integrated into their community, in order to become contributing individuals to their community. Without integration, ending homelessness may not be possible, everyone wants to fit in and be comfortable with those close to them. This article really focuses on integration of the chronically homeless that suffers from addictions.

**Main argument: Write 1-3 complete sentences in your own words that summarize the main argument.**

The main argument of this article is that addiction in underserved populations, such as the episodically or chronically homeless are lacking for this population. Although addictions do not necessarily cause homelessness, there is nothing that exacerbates the other. Further, the article touches on the differences between traditional professionally led recovery programs and social model rehabilitation programs.

**Important ideas: Write a bulleted list of 3-5 main ideas from the essay.**

- ❖ While 235,823 homeless individuals were admitted to U.S treatment programs in 2009, research findings suggest that services are still lacking for homeless populations.
- ❖ Addiction is a chronic disorder, which requires recovery priming, recovery intervention recovery maintenance, recovery re-intervention and continuity of care.
- ❖ Social Model Rehabilitation Programs can be provided more cost-effectively than traditional programs.

**Evidence: Provide 1-2 examples of evidence used to support the author’s argument.**

- ❖ Housing coupled with a heavy dose of hope instilled from those who have “been there and done that” provides a strong basis for engagement and recovery.
- ❖ The Healing Place program is very cost-effective, with an average cost of \$30 per client night—considerably less than the cost of a night in jail, a hospital or a traditional recovery program.

**Notable quotes, terms, and concepts: Include all new terms and concepts as well as at least 3 quotes that exemplify the essay.**

- “The development of effective interventions for homeless populations is especially important because of the prevalence of alcohol and drug problems in various subpopulations. These rates considerably exceeded those of the general population, and substance use disorders along with mental illness are considered to be among the leading reason why homeless populations are unable to break out of this destructive cycle” (Fitzpatrick, 1).
- “Data indicate that the Healing Place’s alumni contribute extensively to the Wake County tax base, and that they are transformed from net consumers of tax dollars to net contributors after successful treatment” (Fitzpatrick, 2).
- “The Healing Place takes individuals with some of the most severe drug and alcohol problems and facilitates their return to productive lives. Replication of this delivery model would benefit the homeless population, their families and society as a

whole because this model is not only effective but is fiscally responsible” (Fitzpatrick, 3).

**Strengths:**

This article really focuses on the importance of integration of the homeless that suffer from addictions. A strong social support system is needed to fully recover from an addiction and homelessness.

**Weaknesses:**

N/A

**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- ❖ As stated earlier, we are focusing on integration of the homeless population, by utilizing a similar model as described in the article, Team Dos will be able to identify a sustainable solution.
  
- ❖ The differences between traditional rehabilitation and social rehabilitation programs need to be examined and identify which works best. Or identify a mixture of both that will help the Dickinson Area best.
  
- ❖ Since Seeds of Promise is working with Federal Funding, and searching for money that allows for freedom of use, a social model rehabilitation program may be better suited to help their target area.

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team’s work this semester.**

- ❖ How can Team Dos implement an integration system for the Dickinson Area?
- ❖ What exactly do they need to feel integrated into their community? Since there are different definitions for integration.
- ❖ Will a Social Model of Rehabilitation Program work on the homeless population in the Dickinson Area?

**Citation 14:**

Perry, Jennifer, and Tom Craig. (2015) "Homelessness and Mental Health." *Trends Urology & Men's Health*. Journal. 19-21. Link: <http://onlinelibrary.wiley.com.ezproxy.gvsu.edu/doi/10.1002/tre.445/epdf>

**Reason for including this source in your work:**

The purpose of this project is to partner with Seeds of Promise to provide a sustainable solution to homelessness. Team Dos believes that homelessness is not the only issue at hand; it's actually the umbrella that is covering the rest of the issues. The following article addresses physical and mental health of those being affected. It is crucial to implement this article into our work because it offers insight on issues we may have overlooked in the beginning.

**Main argument: Write 1-3 complete sentences in your own words that summarize the main argument.**

The main argument of this article is that homeless people have a greater risk of suffering from physical and mental illness. Further, these individuals suffer from conditions that can be prevented, but they have limited access to resources; primary and secondary care need to be established in order for them to be able to provide for themselves.

**Important ideas: Write a bulleted list of 3-5 main ideas from the essay.**

- ❖ Homeless people die younger; they may give low priority to their health care needs.
- ❖ Integrating mental health care and housing support works well together.
- ❖ Effective primary care services for homeless need to be placed in convenient sites for the homeless.

**Evidence: Provide 1-2 examples of evidence used to support the author's argument.**

- ❖ St. Mungo's survey of 1491 homeless people showed that more than two-thirds were suffering from physical health problems. Over a third of people who required treatment were not receiving it.
- ❖ The prevalence of serious mental illness is reported as 25-30% in the street homeless population and those living in direct-access hostels.

❖ The ‘housing-first’ approach attempts to find suitable permanent accommodation and support the tenancy through ongoing intensive case management or ACT. When compared to the usual rehabilitation models in Canada, the ‘housing-first’ approach achieved superior outcomes for patients in terms of housing stability, quality of life and community functioning at 2-year follow-up.

**Notable quotes, terms, and concepts: Include all new terms and concepts as well as at least 3 quotes that exemplify the essay.**

- “It has long been recognized that the physical and mental health of homeless people is poorer than that of people who are house” (Craig & Perry, 19).
- “The vast majority of these conditions are treatable; however, homeless people are less likely to access health care services and this has led to high mortality rates” (Craig & Perry, 21).
- “Integrating mental health care and welfare services can also have positive effects. One study placed mental health clinicians within two welfare services in Melbourne. The initiative resulted in more people engaging in ongoing community in mental health care and achieving improvements in accommodation stability” (Craig & Perry, 20).

**Strengths:**

This article examined various issues, particularly those that affect the homeless the most. Integrating both housing and health care, those conducting the study found positive results.

**Weaknesses:**

The populations addressed were those in London, but the studies conducted were from Canada.

**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- ❖ Team Dos has discussed various issues that pertain to the homeless and how we will be able to target these issues. Physical and mental illness are on the top of our priority list.
- ❖ This article displays the problem of “simply” providing housing for the homeless. There are more issues that need to be addressed when developing a sustainable solution for homelessness.

- ❖ Providing housing first, and integrating physical and mental health may be a proper solution.

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team's work this semester.**

- ❖ How can Team Dos and Seeds of Promise find funding to integrate physical and mental health care to tiny homes?
- ❖ How will the “housing-first” and healthcare be administered?

**Citation 15:**

Tsai, J., Mares, A. S., & Rosenheck, R. A. (2012). Does housing chronically homeless adults lead to social integration? *Psychiatric Services*, 63(5), 427-34. Retrieved from <http://search.proquest.com.ezproxy.gvsu.edu/docview/1370734175?accountid=39473>

**Reason for including this source in your work:**

Because this research study shows how housing those that are chronically homeless (parallel to the objectives seeds of promise) can improve the social component of an individual's integration into society.

**Main argument: Write 1-3 complete sentences in your own words that summarize the main argument**

Supported housing programs have been successful in helping homeless adults obtain housing. This study examined whether improvements in social integration occur after clients obtain supported housing. Supported housing programs have been successful in helping homeless adults obtain housing. This study examined whether improvements in social integration occur after clients obtain supported housing.

**Important ideas: Write a bulleted list of 3-5 main ideas from the essay.**

- ❖ Chronically homeless adults showed substantial improvements in housing but remained socially isolated and showed limited improvement in other domains of social integration, which were only weakly correlated with one another.
- ❖ Helping clients achieve social integration is not a new concept.



- ❖ We defined social integration as a multidimensional construct, including domains of housing, work, social support, community participation, civic activity, and religious faith.
- ❖ Homeless may benefit from interventions that focus on their social integration after housing is obtained.
- ❖ The lower diagonal shows correlations between differences in measures of social integration over a one-year period with controls for differences in clinical status.

**Evidence: Provide 1-2 examples of evidence used to support the author’s argument.**

The author conducted a survey as well as case studies to prove their findings pertaining to providing chronically homeless with housing did contribute positively to their overall social integration within greater society. An example of this is, homeless adults were recruited by clinical and research staff at each site through a variety of methods, including community outreach and contacts with shelters and mental health agencies. Additionally, these researchers also found that Three types of disabling conditions--mental health, substance abuse, or general medical--were identified at screening. The evaluation staff confirmed the conditions by clarifying the conditions noted at screening with program intake staff and by asking clients during baseline assessment interviews.

**Notable quotes, terms, and concepts: Include all new terms and concepts as well as at least 3 quotes that exemplify the essay.**

“Small but statistically significant increases were observed on the SF-12 mental health subscale ( $p = .02$ ), indicating slight improvements in overall mental health (Table 2).”

“Participants also showed a small but statistically significant increase in their community participation over time ( $p = .02$ ) (Table 3).”

“This study described changes in social integration of a large sample of chronically homeless adults after they entered a supported housing program for one year”

**Strengths:**

The article does an incredible job articulating the long term positive outcomes (i.e. social integration) that can arise from housing those that are chronically homeless.

**Weaknesses:**

I think the researchers sample pool could have been a bit larger to create a better argument for their findings.

**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- ❖ Housing the chronically homeless does create a positive outcome for surrounding communities as well as the individual the service is provided to.
- ❖ Housing is the first step in social integration.
- ❖ Social integration can be achieved through caring for an individual's needs.

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team's work this semester.**

- ❖ What are some other positive outcomes that arouse as a result of housing the chronically homeless?
- ❖ How did the community feel about the project? Was there any support from locals?
- ❖ Why did researchers not extend this case study to include those that are newly homeless? What insight did they feel they were achieving by housing those that were chronically homeless?

**Citation 16:** Louv, Richard. 2012. Nature Therapy: The Health Benefits of a Natural Environment. <http://www.motherearthliving.com/health-and-wellness/nature-therapy-ze0z1206zsie.aspx>

**Reason for including this source in your work:**

Since homeless people are often outside for long periods of time, I was thinking of how they could use nature to their advantage, or at least make being outside more comfortable/welcoming for them than their current environment.

**Main argument: Write 1-3 complete sentences in your own words that summarize the main argument:**

Living in or spending time in a natural environment provides many benefits; these benefits range from stress relief, to many improved physical health, to rejuvenating feelings, to further connection with our environment and others.

**Important ideas: Write a bulleted list of 3-5 main ideas from the essay.**

- ❖ Living in nature is a great, inexpensive way to self-medicate, and can even be used as a substitute for drugs.
- ❖ Nature/sunlight can provide people with improved air quality and certain vitamins.
- ❖ Nature based therapy has had success on patients who didn't respond well to other types of therapy for mental, or physical illnesses.
- ❖ The Chinese used to create gardens and greenhouses to better the health of other humans and creatures.

**Evidence: Provide 1-2 examples of evidence used to support the author's argument.**

- “Our new study of over 3,800 inner city children revealed that living in areas with green space has a long term positive impact on children's weight and thus health,” according to senior author Gilbert C. Liu, MD”
- “According to one study, as many as three-quarters of U.S. teens and adults are deficient in vitamin D, which is obtained naturally from sunshine...”

**Notable quotes, terms, and concepts: Include all new terms and concepts as well as at least 3 quotes that exemplify the essay.**

**Terms:**

- Nature therapy: Using nature to better the quality of life (mental and physical health) in humans.
- Melanoma: “A tumor of melanin-forming cells, typically a malignant tumor associated with skin cancer” (Google Dictionary).
- Vitamin N: The nickname given to the benefits of nature.

Concepts: Nature therapy, mind/body/nature connection, vitamin N, health, science, outlook on life.

**Quotes:**

“Today, the long-held belief that nature has a direct positive impact on human health is making the transition from theory to evidence and from evidence to action. Certain findings have become so convincing that some mainstream health care providers and organizations have begun to promote nature therapy for an array of illnesses and for disease prevention. And many of us, without having a name for it, are using the nature tonic. We are, in essence, self-medicating with an inexpensive and unusually convenient drug substitute. Let's call it vitamin N — for Nature.”

“The restorative power of the natural world can help us heal, even at a relative distance. On the surgical floors of a two-hundred-bed suburban Pennsylvania hospital, some rooms faced a stand of deciduous trees, while others faced a brown brick wall. Researchers found that, compared to patients with brick views, patients in rooms with tree views had shorter hospitalizations (on average, by almost one full day), less need for pain medications, and fewer negative comments in the nurses’ notes.”

“Nearby nature can be an antidote to obesity. A 2008 study published in *American Journal of Preventive Medicine* found that the greener the neighborhood, the lower the Body Mass Index of children. “Our new study of over 3,800 inner city children revealed that living in areas with green space has a long term positive impact on children’s weight and thus health,” according to senior author Gilbert C. Liu, MD.”

**Strengths:**

This article states a variety of nature’s benefits as well as new insights on those benefits (and different examples of applications).

**Weaknesses:**

Some of the conducted research was correlative, not causal.

**Connections: Write 3-5 insights about how this resource connects to your design thinking team insights thus far.**

- ❖ We can use this knowledge to change homeless people’s perspective about being outside from negative to many potential positives.
- ❖ We could apply the concept of a greenhouse to a homeless environment in many ways (shelter/community area), they are efficient, and would encompass many of the health benefits discussed.
- ❖ Homeless people have opportunities that many people who stay inside all day do not have.
- ❖ If a designated natural area was populated by the marginalized, homelessness would change; there would be a deeper connection with nature, and that would offer further connection and metaphorical understanding.

**Questions/Concerns: Write 1-3 questions or concerns this research raises for you and your team's work this semester.**

- ❖ How can we apply this knowledge of nature to our idea of community gardens?
- ❖ Can we trust homeless people to not abuse or destroy the natural environment?
- ❖ Does a happy medium between the natural environment and shelters in heavily populated areas exist?

## *Collaborator Debrief Materials*

These collaborator debriefs were incredibly important to our team throughout our design thinking journey. These debriefs allowed our team to gain new insights which influenced the entire design thinking process: we were able to redefine and emphasize more; because of these insights we improved our innovations.

### *Debrief Number One: Articulating and Revising the Initial Vision*

#### **Flipchart 1 - Problem Statement:**

Currently, we believe establishing affordable and sustainable housing for homeless individuals using Seeds of Promise's current and potential resources (and partners) is paramount to making a lasting impact on the Dickinson neighborhood. We will not only work on innovations for housing, but also focus on inspiring community integration to empower the Seeds of Promise community.

#### **Flip Chart 2 - Three Key Insights:**

- Different organizations in Grand Rapids have primary goals that are not the same as Seeds of Promise's: For example, Community Rebuilders and similar programs focus more on allocating funds to people for rent. In contrast, Seeds of Promise wants to increase the employability/strength of individuals. Both groups are trying to end homelessness, but are generally dealing with people in different circumstances.
- Housing First: Studies show that housing-first methods work best to eradicate the problem of not having a home, but other problems then arise. There are consequences to not paying rent, and groups with housing-first mentality want to keep people in homes without requiring certain conditions. Seeds of Promise is targeting homelessness by strengthening individuals because they realize that housing-first might not work in their neighborhood. Many individuals will not be able to maintain their home if they are given it right away - social programs are important (motivational interviewing, harm reduction model).
  - a. Seeds of Promise has a two year commitment with the program to help individuals, while Community Rebuilders is 3-4 months.
- Preventing homelessness and figuring out the root causes of homelessness are just as important as eradicating homelessness. Some of the root causes are lack of natural support

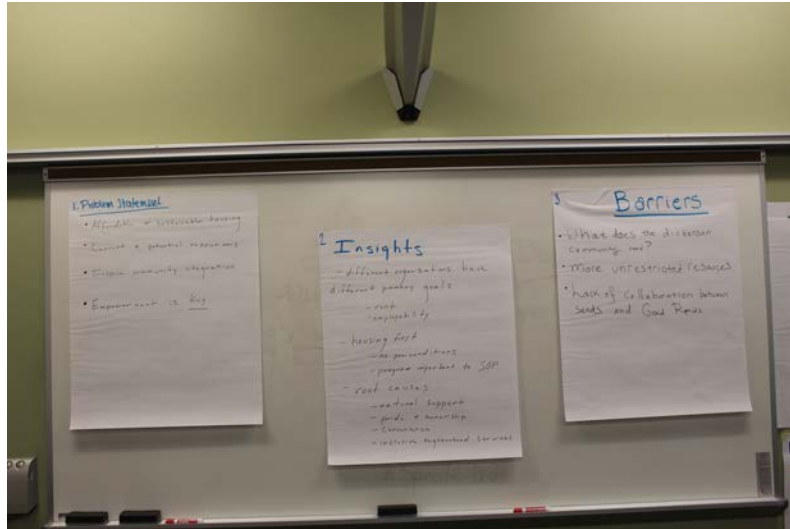
from family and friends, not having pride, ownership, or a convenient source of help. We don't want to exclude services to those who are not homeless, we want to target the whole community so the negative stigma is reduced and connection is more likely to occur. For example, we don't want Tiny Homes to be seen as "houses for 'those' people," we would rather have them viewed as new neighbors renting homes.

### **Flip Chart 3 - Three Barriers:**

- What does the Dickinson community need? We do not know the neighborhood well enough.
- There need to be more unrestricted resources to tap into.
- There is a lack of collaboration with Seeds of Promise and the other resources in Grand Rapids



**Figure 9:** Tim, Cameron, and Katrina presenting at our first collaborator debrief



**Figure 10:** Three flipcharts from our first collaborator debrief

Collaborator Debrief Two: Telling the Story

**Flipchart 1 - Problem Statement:**

We believe establishing affordable and sustainable housing for homeless individuals using Seeds of Promise’s current and potential resources (and partners) is paramount to making a lasting impact on the Dickinson neighborhood. We will not only work on innovations for housing, but also focus on inspiring **community integration** to empower the Seeds of Promise community.

- Explanation: We believe this is an important concept because we understand Seeds of Promise to be an organization centered on improving individuals in many areas of life and community to be self-sufficient. We realize that where you live impacts who you are and you can also impact your environment. When addressing homelessness in the Dickinson specifically, we believe a strong community is key to improving the lives of the currently homeless.

**Flipchart 2 - Bullet list of top 3 “needs” statements (from insights/affinity map):**

- Natural Support: One of the root causes of homelessness is a lack of natural support. In order to prevent this individual from becoming homeless, we need to increase his or her natural support. This helps fulfill the individual's social and emotional needs.



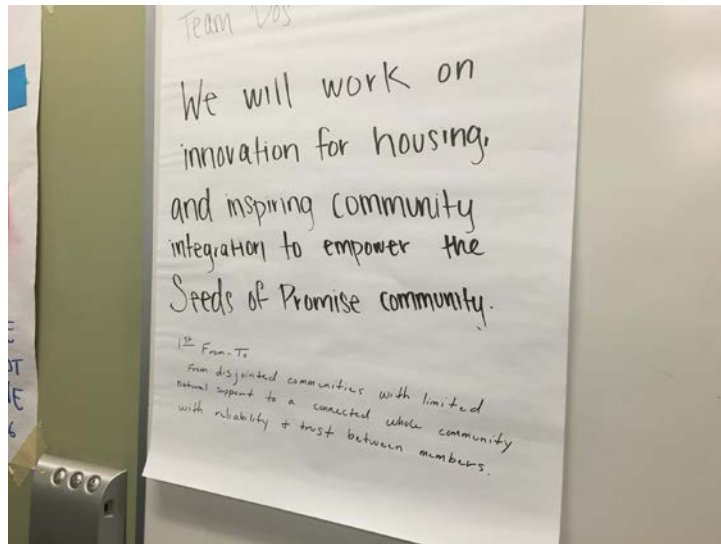
- Something to call “Mine:” It is very difficult to build natural support if one does not have a stable life. For example, how can an individual increase his or her support if he or she has nothing to call their own? What is holding him or her to this community?
- Acceptance: We need to keep the resources from becoming negatively stigmatized “for those people.” Sometimes it is difficult to ask for help, and if a house becomes labeled as “The Felon House,” people may treat the individuals living there differently.

**Flipchart 3 - Bullet list of 3 “From-To” Statements:**

- From disjointed communities with limited natural support to a connected whole community with reliability and trust between members who celebrate diversity.
- From not having the ability to find self-empowerment to having the abilities, skills and resources to achieve personal goals.
- From services that are surrounded by stigma (due to serving the poor, the homeless, or other groups seen as problems) to services and experiences that the entire community feels comfortable participating in.

**Flipchart 4 - Bullet list of 3 barriers your team is facing:**

- We are still unsure of what the Dickinson community really needs.
- Defining community integration is difficult and varied. At what point are people integrated/connected? What feelings go along with this and why do people want this? What does an empowered community really look like and what are existing examples?
- There need to be more unrestricted resources for Seeds of Promise to tap into.



**Figure 11:** From collaborator debrief two, our problem statement flipchart with our first from:to statement

### Collaborator Debrief Three: Envisioning the Future

#### **Flipchart 1 - Problem Statement:**

Our group started our research by speaking with several housing organizations because we at first believed our problem statement would be more closely tied to providing housing to the homeless population. However, along with deciding that Tiny Homes are not the most promising choice housing the homeless in the Dickinson community, our insights led us to deciding that, as a group, we wanted to innovate around bringing many different people together to end some of the negative social aspects of homelessness. Our problem statement is: How might we inspire community integration to empower Seeds of Promise and the Dickinson neighborhood?

#### **Flipchart 2 - Bullet List of Top 5 Innovations:**

- Community Gardens is an innovation centered on activities that promote healthy living such as raising chickens for eggs, beekeeping, etc. to reduce food deserts and to give people a common place to be in peace.
- Skill-building classes: We want to offer various classes with unique hobby building activities and opportunities such as cooking, woodworking, exercising, painting, for personal empowerment and to gain acceptance.

- Sponsorship: If we involved the public in sponsoring classes or other services for the homeless partnered with Seeds of Promise it would build shared experiences, acceptance, and support, through connecting a diverse group of individuals.
- Kindness Walls: These beautiful, uniquely designed walls will provide for certain physical needs, allowing whole community to participate and share items, and will allow for expression and connection as well.
- Storytelling: reduces uncertainty in individuals through providing a background, context, and reality. Storytelling gives people something to call their own, allows for support groups once getting to know individuals which then leads to acceptance.

### **Flipchart 3 - Top 2:**

#### Kindness Walls

- Something the community can build together and tailor to their specific needs
- Public spaces for clothes or household items would be included

#### Storytelling

- Could be multiple platforms: circles, before or after classes, pr around meals. It holds the power to involve and bring together multiple organizations, speakers, and dialogues. Many important messages can be conveyed through stories.

### **Flipchart 4 - Two Questions for Stakeholders:**

- Do you see a need for obtaining the physical objects a Kindness Wall might provide? How can we tailor this for Seeds of Promise or other organizations, etc.? How can we publicize it and get donations?
- In your own experiences, how is storytelling most effective? In-person? Through media or marketing? What do you personally hope telling the stories of the Dickinson community and the homeless will do?



**Figure 12:** Our full team presenting at our third debrief

## *Summaries of Top Five Innovations*

Once we had defined our problem, we then began the ideating process. During this process, we brainstormed our ideas; some were logical, some were not, some were meant seriously, and some were meant to inspire. We drew concepts and ideas from many areas that had initially sparked our creativity and then tweaked them so they were applicable to satisfying our problem statement. They are as follows:

### **#1 Community Gardens**

We would like to incorporate community gardens into our final solution. The benefits to community gardens are many: the community will blossom and flourish just as the garden will. During the growing season, the impact of food deserts will be reduced. A food desert is an urban area where it is difficult to buy affordable or good-quality fresh food. In addition, vacant lots can be made beautiful again and provide an outdoor community space. We can reach a large segment of the population by connecting it the nearest school-- if we allow it to be a supplemental learning activity, children and parents will be involved. In addition, an early appreciation for healthy food and living will be taught and learned and this celebration can spread throughout the entire family. Further education opportunities can include hosting cooking classes with the produce grown. In addition, the community will be strengthened by including monthly potlucks, where each gardener brings a dish with the ingredients he or she has grown. Residents will also learn to think on their feet-- gardens have a myriad of natural variables that will challenge them into solving interesting problems.

We think it would be beneficial to have the plot divided into individual sections and for gardeners to be presented with a variety of seeds and informed on the growing season, process, and care needed for each plant. Each gardener would then be responsible for making their plot their own-- perhaps by painting rocks for a border or by making a sign. This allows residents to have something of their own and to take pride in, as well as giving them the choice of what they want to grow, cook, and eat. However, to keep it centered on community and to ensure the garden doesn't become unattended to, biweekly meetings would be held so that residents could ask questions and remain accountable for their plots.

## **#2 Community Creativity Classes**

We would like to incorporate a woodworking class where the members of the community can learn to build or carve useful goods. The class does not need any expensive tools. Not only will a class like this be beneficial to any individual, it will also improve community conditions, as members will build useful life skills.

**Skill building:** An individual that attends classes like these will not only find self-empowerment, but they will learn new skills, build confidence, and begin to search for and acquire employment. Also, they will have skills to build amenities for themselves, as well as expand their abilities to make basic repairs (if needed). All in all, this class can improve the life of many individuals in the community.

**Community Building:** Members of this class will be working closely together, sharing ideas and skills to build great friendships. Sharing interests with a group of people will help them grow individually, and interacting multiple times a week will help this community grow as a whole. The social interactions being made will help the community!

On top of the social interactions of the individuals in this community, having many handy members around can improve living situations. If something breaks, a member of the community can ask a friend who is in the class to help fix the item! This will help out both parties since one side will have their item fixed, and the other will have a heightened sense of pride for having the skills to make the repair.

Not only will a woodworking class build up every member enrolled, it will also bring together the community as a whole. This class will be enjoyable and empowering!

## **#3 Storytelling**

As an innovation spinning off from our Personal Design Challenge, we want to incorporate various forms of storytelling in a therapeutic way with the people of the Dickinson Community (or any area). To begin with, storytelling creates meaning, which is the foundation of our perception on the realities of life. There are two main types of stories: the first is where individuals create stories with made up characters and actions, and the second is when people share stories about either the experiences they have had, or heard of/witnessed other people having.

With the first approach where individuals create a story, it allows them to make up certain characters and act out certain things for different purposes. These characters could live out the

storyteller's dreams, release tensions, or do anything imaginable really. When these characters and actions are interpreted by others, the way the stories are described will be neurologically experienced by listeners. They then feel their imaginative interpretation of the story and respond; this establishes an alternate reality metaphorically representing individuals' current life states. With the second approach, stories can be used to share personal experiences.. This allows others to gain insights on them and connect on deeper levels. Instead of getting to know people in the repetitive ways we often do (What is your name? Where are you from? How was your day?), we would get to live through and understand individuals through sensing their emotions, memories, and experiences. This would allow us to view beings in a completely different manner that more so accurately represents humanity than the traditional ways we've been accustomed to. Once mutual understanding is developed, both kinds of stories can be strategically shared to assist people with their questions or uncertainties in a stimulating and therapeutic manner. When others give advice, it shows that they are actively listening, empathizing, and willing to offer guidance based off their knowledge; the magic and mystery of storytelling is done out of love. The possibilities of storytelling are practically limitless, keeping the art refreshing and rejuvenating.

The context in which this would be organized would be the beauty of it all, uniting people in any environment as long as people can be heard and speak their minds. Stories can be told in circles, out loud, on paper, through music, artwork, pictures, through technology, and many other ways, so it is ultimately up to the group of tellers to decide the form.

The use of storytelling also helps people better communicate ideas and thoughts, which is very important in the world we live in. Since almost everything in this world requires some level of communication, it is highly beneficial to accurately convey emotions, thoughts, and expressions. This tool can be applied to the homeless population to better convey their feelings to people who they are unfamiliar with, making the interaction more welcoming. Improved communication skills also allow for more opportunities in job interviews, ways to connect with people, and more optimistic ways of viewing life, which many of us, not just the homeless population can use.

#### **#4 Kindness Walls**

We would also like to propose a Kindness Wall, where people can donate clothing and other fundamental necessities in a public place. This idea has already been executed in countries

such as Iran, where those that were homeless or impoverished were able to survive the winter without going into debt for being uncomfortable due to the elements. With the addition of a few hooks and a splash of paint, walls across Iran are being reinvented as part of an outdoor charity initiative in which strangers leave goods they no longer want for those who need them. The message above a row of hooks in Iran reads “Wall of Kindness.” It is a place where passersby are invited to “leave what you do not need” or “take it if you need.” Similar messages have turned up throughout the country as Iranians take matters into their own hands to help those in need.

Additionally, some shops in Tehran have reportedly put out refrigerators and invited people to leave food they do not want for people in need to take. At least one bakery has put out a box of bread for those who cannot afford it; “Bread is free for those who can’t pay.”

We believe if we were to do a similar project Grand Rapids for our homeless population, we could potentially lessen their burden. The one barrier we foresee with this project is with permits from the local businesses where are these hooks would be placed.

Although of this innovation is simple, we believe it's ingenuousness is hidden in its simplicity. The fact that it is something so manageable is what makes it a not only appealing but realistic option for a successful innovation.

## **#5 Community Sponsorship**

We would like to propose the idea of sponsored skill-building-based community classes benefitting the Dickinson area and also anyone who would like to participate from the Grand Rapids community. The tentative plans for an innovation like this would be to have non-homeless members of the community pay for a class on a topic such as cooking, gardening, personal finance/budgeting, exercise, computers etc. at a fair price, that would also allow someone who is participating in the partnership program through Seeds of Promise to also take the class at the same time. This opportunity would imply that people from all different backgrounds participate in a shared activity focused on helping everyone learn or practice a useful skill without knowing exactly who the individuals are who have the challenge of homelessness.

This idea is strongly geared toward creating a welcoming community atmosphere, using integration techniques that are not exclusive to only one type/group of people. The goal would be to help homeless individuals find self-empowerment through practical skill-building, which would help with creating a more stable life, while also allowing the community to get to know their



“classmates” without stigmatizing them as a homeless individual. Also, if classes were frequent enough, it would be ideal that natural support would develop between people from different backgrounds, empowering all people in the class.

It will be necessary to pull in a variety of businesses, professionals, educators, local community spaces, and the general public to make this innovation happen, but it is definitely a vision worth working toward. It will also be important to help people understand that this benefit would be exclusive to individuals working with Seeds of Promise, and once the homeless participants are self-sufficient, they would be expected to pay for the class or activity on their own like any other citizen. This would be less like a scholarship because the paying members would also participate in the same beneficial activity.

## *Written Descriptions of Two Prototypes*

Once we came up with our five innovations, we determined which two could have the most significant impact on the largest population and best satisfy our problem and needs statements. While it was very tough making this decision, we spoke with many people who sparked insights and knowledge that led us to our top two prototypes.

### **Prototype 1:**

The first innovation that team Dos has been working on prototyping is a concept called the Kindness Wall. The wall, usually covered in a beautiful mosaic, is a space for members of the community to either leave unneeded, useful items for other community members, or take donated items that will be useful in their lives. These items can range from articles of clothing to appliances, to food products. These Kindness Walls can be a target for local food shops to donate recently expired food that can no longer be sold. These items can be of great help to individuals of the community.

Throughout this semester, Team Dos has worked towards inspiring individuals through social interaction and self-actualization. Kindness Walls not only help distribute essential goods throughout the community; they are also a great location for social interaction between community members. Social interaction is the backbone of a community, and finding a way to get all members to interact is very important. This being said, having a safe place for member to talk about their days, and share their stories will be a great benefit to the community.

Talking with stakeholders, having a place to get food is a very important necessity in a community. Having a place for local businesses to donate food is far superior to having them just throw it in the trash. We would rather have those in need able to pick up clean food from one of the Kindness Wall locations than try to find it on the streets. Also, we received feedback that having a place to socialize is very important for community members. Having a chance to share your story and hear others stories plays a large role on an individual's life.



**Figure 13:** Kindness Wall example from Iran

### **Prototype 2:**

Stories are as unique as the people telling them; they can never be duplicated. They can connect the grandest assortment of people and groups as many have relatable experiences in life. Stories can be told and passed on in many forms, including around a bonfire with smores, in almost any formation, through music, art, writing, pictures, videos, and many more. Since there are so many variations, it is up to the group to decide what form(s) they would like to participate in. This depends on the size of the group, age of people, and the skills and talents they possess. Since some may feel uncomfortable sharing or creating stories, ice-breakers and impromptu stories created in little chunks are often times beneficial. High consideration for each individual involved is also recommended and patience is needed for listening and understanding. Since this art can take a long time, hospitality must be highly considered in order to positively facilitate conversation and maintain an enjoyable environment.

## *Final Prototype*

The idea of the Kindness Wall emerged from a brainstorming session focused on how to encourage community members to share with one another. Since then, we have used the Design Thinking process to validate, modify, and innovate around this idea using feedback from our classmates, professors, and several stakeholders from the community.

The core component of this initial idea has remained – it is meant to be a place for public donations. It is originally a borrowed idea from Iran. Our team believes it could work in Grand Rapids, starting with the Dickinson neighborhood. Since our team’s problem statement specifically targets integration of the homeless into the community, we have contemplated how exactly a Kindness Wall might do this. The following details have been generated throughout our innovation process and have received feedback and meaningful critique from several people our group has been in contact with.

Specifically:

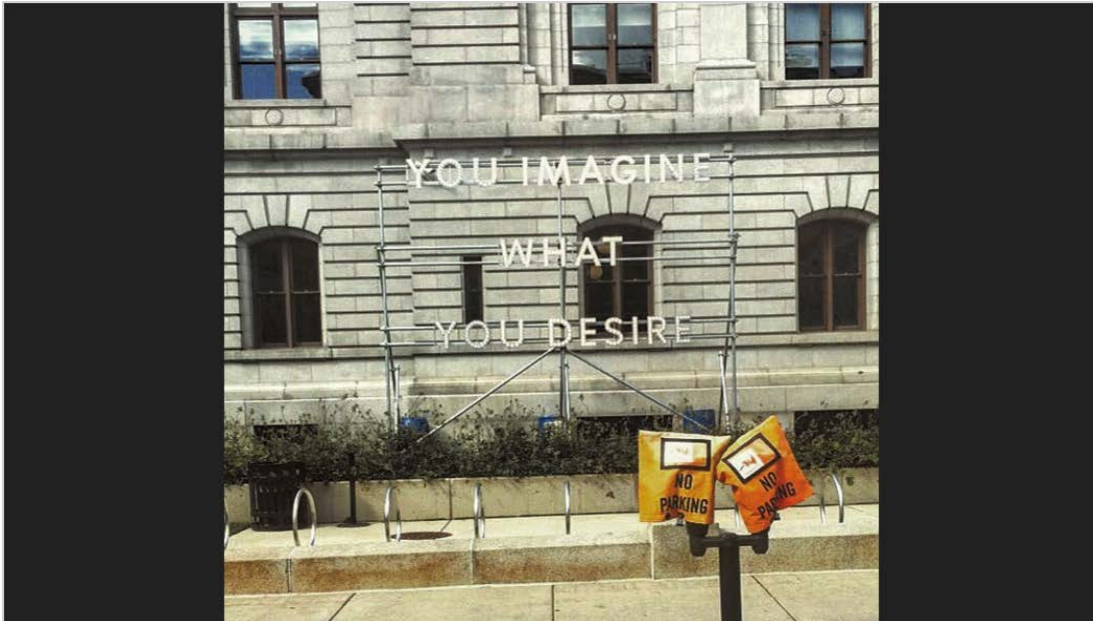
- **Functional Art:** the Kindness Wall is meant to be both aesthetically pleasing and functional to its community. One stakeholder suggested it be made into a gallery showcasing individuals or important aspects that hold meaning for the members of the neighborhood. She would like to see each Wall as a reflection of the people living close to where it resides. This may be a way of storytelling for specific neighborhoods in Grand Rapids if the concept spreads throughout the city. The gallery idea may be in the form of a group mural, photos, or other pieces of art physically included on the Wall, and would be a wonderful way to tell people’s stories and encourage neighbors to understand each other.
- **Co-Created:** We would like to see the creation of the physical Wall be a community-wide project where neighborhood members would be engaged and encouraged to take ownership. This may come in the form of a community art class or another event where many people get to interact and create something together using the assets they could each bring to the project.
- **Flexible Space:** Items at the wall are not limited. We would like the specific neighborhood residents to decide what might be donated there. This may include clothing, household items, and food, to name a few. An example of a food donation could be local businesses

that might donate day-old food items or other no longer needed items (similar to the idea of gleaning).

- **Open-Access:** Donations may come from anyone and should likewise be accessible to everyone. We want to stress that Kindness Walls are meant to be a neighborhood example of reciprocity in a community, where benefits are not one-way.
- **Public Gathering Spaces:** Kindness Walls should be built in public spaces with high foot traffic. One of the most recent stakeholders we spoke to mentioned that it is important to note that where this project begins will affect whether or not the idea is replicated throughout the city. Therefore, it will be important to place the first Wall in the most beneficial geographic area (somewhere the majority of people already go on a frequent basis or a community area that needs re-purposing).
- **Social:** Kindness Walls will not only help distribute essential goods throughout the community; they will also be a great location for social interaction between community members. They will also create a community “buzz” which will ignite interest and collection of individuals.

## *Process Presentation*

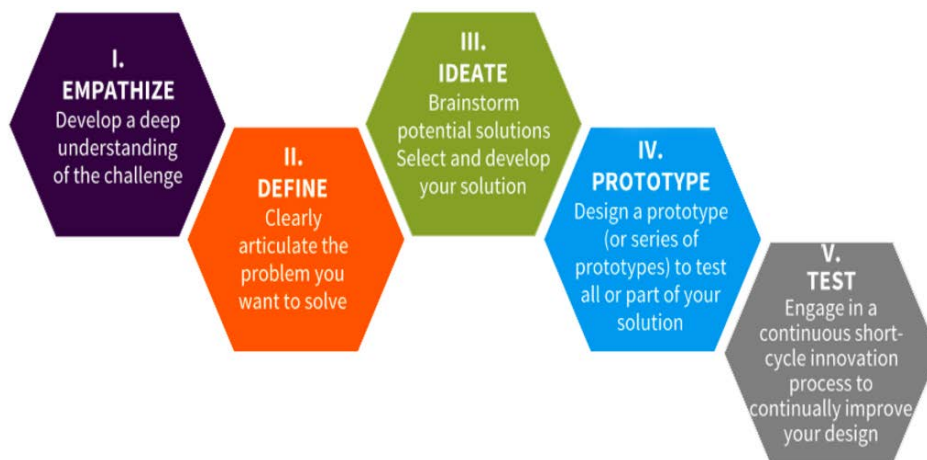
The following slides are taken from our final Pecha Kucha presentation. A Pecha Kucha style presentation is a twenty-slide, twenty-second-per-slide format. Because the entire presentation was only approximately seven minutes, it was critical for our team to be clear, concise, and inspiring with our word and image choices.



*When you think of an ideal community, what do you think of? What kind of city do you desire? Our entire project is focused on our desire to improve our city. This includes all of us, not just the homeless, not just non-profit organizations, but everyone. This presentation brings our imagination and our desires to life.*



*Housing crises affect more than just those without a home; they influence entire societies, economic structures, politics, and individual behaviors. Mass media has often negatively or unfairly portrayed the homeless, which causes a disconnect that spurs uncertainty and uncomfortable interaction. We strive to change this, beginning with the Dickinson Community, in hopes to reconnect a variety of human beings through empathetic innovations.*



*In order to embark on a solution, we had to first define the problem which started with listening and doing background investigative research. We spoke with many individuals who immensely grew our knowledge of homelessness. We took their advice to heart and were excited to bring our designs back to the drawing board, wondering what positive ideas could rise from the mess as we saw it.*



Dan and Amber, two members of the homeless community on Division

*Our Design Thinking journey had many twists and turns. We used empathetic listening to learn more from members of our community, such as Dan and Amber (as shown here). Through these personal interactions, we began to see a pattern in the social needs of our community.*



*These patterns brought us to our problem statement centered on inspiring community integration to empower the Dickinson neighborhood. By incorporating the following needs with this problem statement, we created 5 innovations that best suited our community. Throughout the prototyping phase, we tested the effectiveness of each one to decide on one final prototype.*





*Meet Donovan: According to him, it's important to "take what you need." Through our conversations, we found that there are three fundamental needs for community integration: natural support, a sense of ownership, and acceptance. With your help, we can answer these needs by implementing our innovations into the community.*



*This statue, which appears to be deep in thought, is relatable to our ideation process. However, unlike this statue, we were able to communicate our ideas with others, expand on, and improve them. At the end of this process, only a few innovations stood the test of time, logic, and ingenuity.*

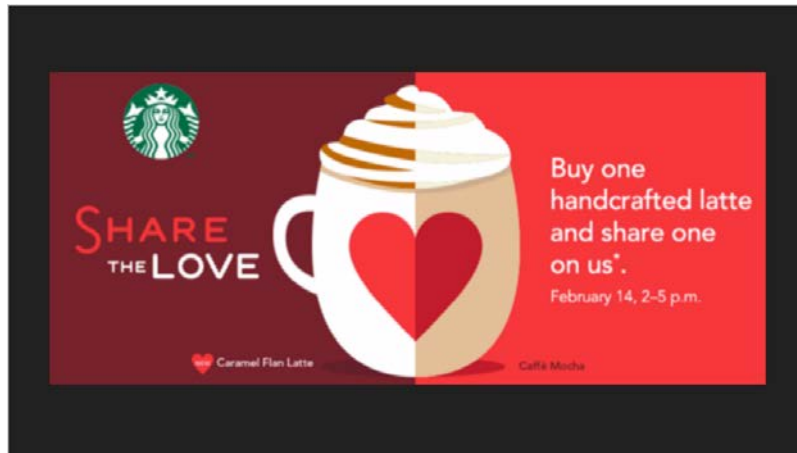


*New City Urban Farm, Grand Rapids*

*Our first innovation is a community garden. Community gardens solve food deserts by providing healthy food. From our research, food brings people together. By growing, cooking, and enjoying food, like fruit and vegetables, beekeeping, and raising chickens, gardens can aid in alleviating one of the main stresses of homelessness.*



*Our second innovation is creativity and skill-building classes. They are important in bringing the community together, as they nourish social bonds, help people discover themselves, hobbies, build confidence, and they also allow people to share what they have learned. Some example classes are: woodworking, pottery, cooking, and gardening.*



*Our third innovation, community sponsorship, is based off of the idea one person buying something they normally would, but having it benefit someone else at no cost. We see this concept being tied to local businesses who already offer a community service (such as a cooking or gardening class). If businesses allow a homeless individual working with Seeds of Promise to take a class for free on the ticket of another community member, building relationships and positive publicity are very likely.*



Jeff, local street musician

*Our fourth innovation is storytelling. Everyone's story is as unique as the person telling it. Here is Jeff, a homeless citizen of Grand Rapids who shares his story by adding life to the city through music. All people can partake in forms of storytelling, which builds relationships, trust, and acceptance. The grandest assortment of people can be connected and magical moments can be shared, spreading inspiration to all who hear.*



*Physical and social support are vital to achieving community integration. By asking a number of our stakeholders for feedback, we believe our final innovation provides both types of support needed to integrate and empower the Dickinson Community. Prototyping is necessary in order to ensure the effectiveness of our innovations.*



*Our final innovation is the Kindness Wall, borrowed from the people of Iran to alleviate the effects of homelessness and poverty. The Kindness Wall is an interactive and versatile work of art and also provides fulfillment of physical needs. Each wall is headed with “Leave if you do not need, take if you need,” which is similar to the advice given by Donovan.*



*Powered by location and donation, Kindness Walls provide individuals with influential resources such as clothing and household items. Kindness walls are ever-changing and highly interactive; countless items, decorations, and messages will come and go, changing the meaning, but not the purpose of the wall.*



*The Kindness Wall provides social support as an expression of neighborhood reciprocity. By building and designing the walls, neighborhoods can grow together; each wall will celebrate the diversity of each neighborhood. Individuals will also benefit from their needs being noticed. No one is made to feel invisible with the Kindness Wall.*



*The Kindness Wall answers all three of our needs: natural support will increase because members of each neighborhood will be building, designing, and contributing. Each neighborhood will have something to call their own, and each individual will have his or her own resources. Acceptance will be fostered because the walls will be available to everyone and will celebrate the community and its diversity.*



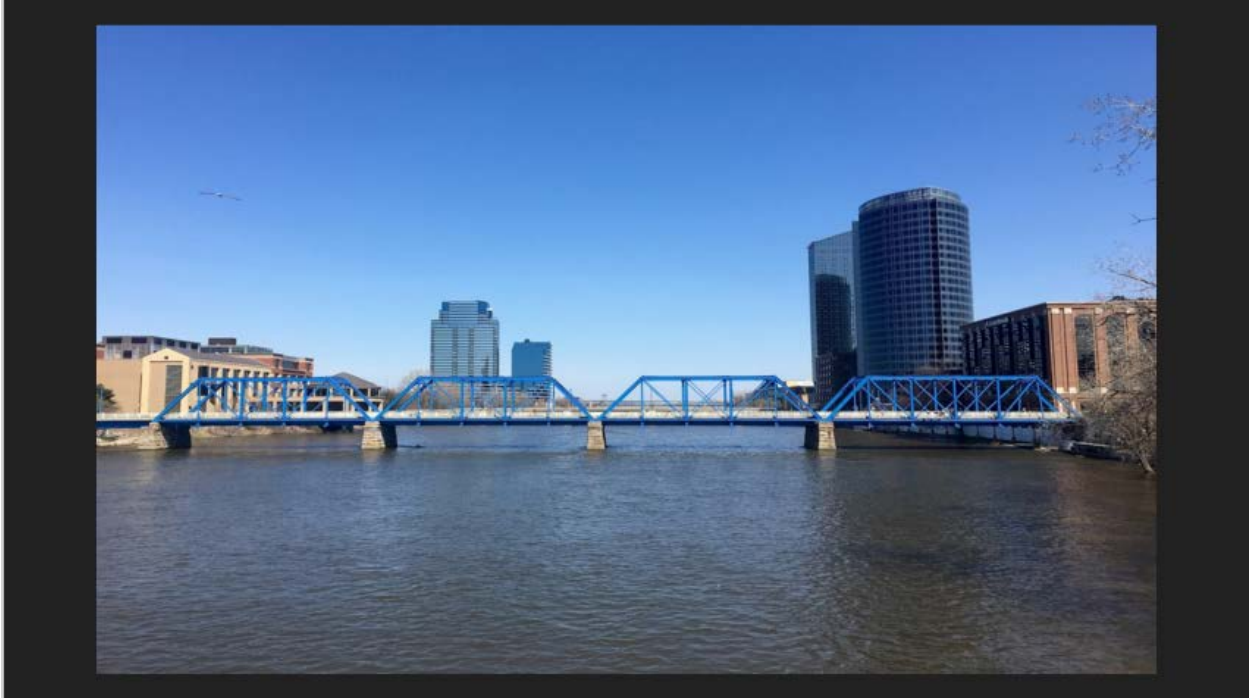
*We understand not one single innovation can solve the problem of homelessness immediately. We face barriers and must identify the constraints in which we are working under. We focused on how to empower the members of the Dickinson community, but there have been, and will be underlying challenges that will only be fixed through collaboration. We faced the following three barriers: 1) Identifying experts of integration 2) Responsiveness of these experts 3) Sample size*



*Although seemingly negative, barriers during the design thinking process were actually very helpful. We used these barriers as constraints for our innovations to ensure their effectiveness. Without barriers, we would not have clear guidelines for what our community expects and needs.*



*Earlier, we asked what you desire in our city. Hopefully, your imagination coincides with our reality. YOU are the insiders who gave our design thinking journey meaning with YOUR words, YOUR emotions, YOUR imaginations, and YOUR desires. Thank you for contributing immensely to the collective story of the Dickinson Community.*



*We believe that our project or a combination of our ideas will effectively promote integration, empowerment, and community. We believe it can and will begin in 2016 in Grand Rapids, Michigan. We simply need community commitments: commitments that start with each individual person and their story, to make our city a safe and accepting home for everyone.*



## *Team Video*

The following link leads to our voiced-over PowerPoint presentation that coincides with the twenty slides above. This video highlights our journey, work, memories, connections, and some of the lives impacted this semester. We hope that our presentation inspires progress for future innovations and testing.

Link: <https://drive.google.com/file/d/0Bwxm8dz8jjLzUG1vOVp5VGdIUfU/view?usp=sharing>



**Figure 14:** Our full team at our final Innovation Presentation



**Figure 15:** Tim speaking at our final presentation at Seeds of Promise

## *Team Narrative*

The story of Team Dos began on a chilly but promising January 14<sup>th</sup>, 2016, in Allendale Michigan. All six of us signed up for what seemed to be another basic class where we would come, listen, observe, take notes and leave, not having lasting impact on ourselves or the world around us. What none of us imagined was the level of effort, engagement and creativity this class would demand of us to be successful; successful, not just in receiving good marks, but in finding an innovative solution to one of the most daunting societal dilemmas, homelessness.

Splitting up into four groups, each student immediately gained new insights about themselves and their classmates by taking a Myers Briggs' personality test. By explicating the meaning of our individual preferences we were able to better understand our individual ourselves and our team members. By leveraging our strengths, we were able to develop a cohesive and harmonious dynamic within our group. Developing this functionality was instrumental in our effort to collaborate on our community-based design project focused on housing and homelessness in Grand Rapids.

Our community project emerged from a partnership with Seeds of Promise, a non-profit organization in Dickinson Community of Grand Rapids; they seek to promote sustainability and growth in all lives that enter their doors. In collaboration with Seeds, our design thinking team was given a real-life scenario where we had to apply design thinking methods to learn about the housing shortage and the negative side-effects of homelessness in the Grand Rapids community. Through maintaining quality communication, and working past disagreements that we encountered, we adopted the "begin with the end in mind" mentality. Even though we did not know what form our innovations would take, we knew we wanted our contribution to make a lasting impact. While our goal was to integrate the Tiny Homes Project into Seeds of Promise, we eventually came to the conclusion that Tiny Homes may not be the only appropriate response to the problem of homeless reintegration. We wanted to address more than this, and insisted on looking to find other viable solutions.

Before we started the design thinking process, we jumped-the-gun and went past empathizing straight to ideating how "Tiny Homes" would be the perfect remedy to what the Dickinson community needs. Tiny Homes are essentially compact houses with all of the bare-bone

necessities an individual needs to survive. Even knowing there are currently 232 available lots in the Dickinson community where Tiny Homes could be placed, we concluded this might not be a complementary housing solution for the Seeds of Promise prospective two-year reintegration program. Seeds of Promise's two-year program focuses on empowerment through employment, and on teaching how to be a part of mainstream society. By developing a new lifestyle as a member of the community, chronically homeless and recently homeless individuals would be able to reconnect with society through completion of the program. While Tiny Homes may be a good solution to end homelessness completely, after moving through the design thinking process, Team Dos believed it would be best to focus on the direct struggles faced by those that are homeless and research prototypes that will *promote an inclusive and integrated community*.

While we wanted to come up with a speedy solution, we quickly realized that, "insights don't often just jump in your lap; rather they emerge from a process of empathizing with those you are gathering information from to discover connections and patterns" (D-school 4). Further, insight from *The Art and Science of Messy Inquiry* states that "the definition of an 'individual' is not possible without reference to some sort of collective (group, community, society) within which individuals exist (literally 'are') and without which they couldn't exist ('be') in the first place" (Alpalsan and Mitroff 2011). We came to realize that we must first listen and empathize with the Dickinson community. We began by creating a list of stakeholders and a stakeholder map. The Stakeholder Map included individuals going through a housing crisis, as well as people fighting to prevent homelessness. We targeted both groups, in efforts to obtain well-rounded information to make educated decisions. These members of our stakeholder map include:

- Individuals who are currently homeless
- People who have been homeless in the past and
- Other organizations who work to eradicate homelessness, i.e., The Salvation Army, the Inner City Christian Federation (ICCF), and the Coalition to end Homelessness.

Through dialogues with key stakeholders to gain empathy, we were able to uncover critical place-based knowledge which we then compiled and analyzed through journal entries designed to help us make sense of the information (Johnson). In just four weeks of synthesis, we quickly came to discover that there are fundamental needs all human beings have and that a number of these

needs were not being met within the Dickinson Community. ***We discovered there were unmet needs for (1) natural support, (2) acceptance, and (2) to have strong community connection.***

The *Opposable Mind*, by Roger L. Martin states "Each component of the personal knowledge system is illustrated by stories of integrative thinkers" (Martin 2009). This mindset, coupled with the insights gained from our research, enabled us to accurately define our problem. Next, each of us looked deep inside our personal passions and applied them to our problem statement regarding the Dickinson community. Little by little, one innovation popped up after another. While exploring the adjacent possible, Katrina first struck gold by investigating the idea of community gardens: a place for people to come together to raise chickens, bees, and crops, while at the same time enjoying the experience and nourishing themselves. Next, Cameron found the Kindness Wall, a momentous piece of art where individuals can take and leave various items, while leaving messages and expressions on a wall for others to experience. Jeff then thought of different creativity/skill building classes which offer the teaching of unique hobbies, giving people a new found love for activities they may have never even considered doing. Megan came along with a great innovation of offering people to pay 2:1 taking a class, which would then cover the cost for both them and a person who couldn't afford it. Lastly, Tim incorporated an idea of storytelling for people so they could share larger than life moments they had experienced, or to create new moments while utilizing the imagination. Hector added on to this by sharing an idea called failure-labs, where individuals share stories of failure, which allows others to empathize and build acceptance for having challenges in reaching success.

After a few weeks of innovations, only a few stood the test of stakeholder review, time, logic, and ingenuity. We next moved forward in the design thinking process to construct prototypes of our top innovations. During our last class, we sat down with various stakeholders and discussed our innovations. After much conversation and debate on which innovation is most well suited for Dickinson's circumstances, the general feedback from stakeholders led us to think of combining some of our top innovations to make one refined prototype (Johnson). For example, having a storytelling circle to get people to know each other, then allowing the opportunity to go to skill classes payed for by the other patrons. The skill classes will teach individuals how to harvest crops or raise chickens in their community gardens, and lastly all of this could be captured in Art Prize-esk murals behind the community Kindness Wall. We expect our prototype will light

a fire under those who hear about them; we strive to redefine a very diverse community that shines in a positive manner and spreads the magic of their experiences.

This class has been a transformative journey: from our first days of not knowing where our project would take us to where we are now and having a definitive prototype for Seeds of Promise that will inspire community integration and empower the Dickinson neighborhood (McLeod). We are content knowing that we have worked towards the beautiful common goal of bettering our community by strengthening the hard-working men and women who make the Dickinson Community what it is. It is true, all six of us signed up for what seemed to be another basic class, filled with participation points, exams, and extra credit. However, in becoming design thinkers, we have learned to never accept the circumstances as ephemeral, but instead look for innovation. We hope our story inspires you to use design thinking to create new solutions for difficult problems, and helps remove barriers to what you see wrong in the world. In doing so, we hope you use creative confidence and design thinking to lead the development of sustainable and exciting solutions.

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