A Strategy Toolkit for Seattle Area Homeless Organizations

PROBLEM
Homelessness is a dynamic and complex problem. Shelters must cater to a diverse set of needs. Shelter staff often seek new solutions and strategies to better serve homeless populations but resources are limited.

SOLUTION
Our team has developed a strategy based toolkit of cards, containing structured activities with which shelters can evaluate, brainstorm, and resolve problems within and across organizational boundaries.

PROCESS

ETHNOGRAPHY
“I have volunteered with people who have over three years of experience and they still encounter new and challenging issues every week.”

INTERVIEWS
“I would be super interested to know how places [handle issues] and what their policies are with volunteers.”

WORKSHOP
“I think that it’s invaluable with multiple organizations but I was also thinking about what would it look like if we did this at our All Team Meeting? Through all these activities, we could air unspoken truths.”

Black cards offer possible types of action, and each theme has a recommended action.

Theme cards are grouped into categories for issues that affect individuals, communities, or organizations.

Organizations can use the workshop activities to develop strategies and facilitate communication.