



Patrick

#addiction_recovery #temp_housed #Canada #Edmonton

“I had a fantastic marriage. Then it went all over the place. I didn’t care and wanted to die. I’m here to get a new network of friends & to learn now to live again.”

Like the proverbial cat, Patrick has lived multiple lives. In his teens, he played - all the way to jail. In his thirties and forties, he stayed. He got married, started a business, bought a house, had kids. Now, at 57, life has strayed. In the span of two years, his wife, brother, and nephew passed away. His great granddaughter was taken from his care. “So many people passed away. It floored me. I did not want to live. I did not want to be here, I honestly didn’t.” Fentanyl

took the edge off. Carfentanil brought about a stupor. And yet, even chemical grade drugs could not make the emotional pain dissipate. A couple of months ago, Patrick found himself in the wrong place place at the wrong time. Accused of theft, he was thrown into jail. He got out and went into treatment, or go to jail. When we met Patrick, he was two weeks into a treatment program. The night before he slept in a shelter, the Herb Jamieson Dorm.

people card

Patrick

Male
57
White

Individual's perspective

Desired outcomes

Health "I've had success. Unless you're sober, you can't do it. You've got to have control over your own faculties."

Development "I need a reason to live, to get up, to start becoming driven."

Relational "I need friends to call on a bad day. I wish I had more people and friends who would have intervened earlier."

Stressors

Family "When you can no longer pick up the phone to call your family because there is no one left to answer, that is the worst."

Relationships "When I get healthy, I'm not sure if they will be the same relationships. People weren't really there for me like I would have been for them."

Friends "I alienated all my friends. I want to re-engage with my friends but first I have to get my head on straight."

Potential Enablers

Relationships	Facebook friends			
Aspired roles	entrepreneur	grandparent	connector	
Skills/ interests	cooking	writing	building	music - guitar



Large network of friends & family, but chooses not to access right now



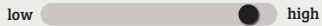
"My life is headed in a different direction. I think I want to help people who are homeless down here."



Preparation / Action

System's perspective

Services used



Housing *Herb Jamieson shelter*
 Health/care *deto-x*
 Income/work *benefits*
 Criminal justice *prison*
 Food/clothing *Hope Mission*
 Recreational

History *living rough 6 months*
 Housing status *temporary housed*
 Health status *addictions recovery*
 Work status *cook, builder*
 Skills *entrepreneurial skills*

Opportunities

Relationship Repair.

Few services or programs help friends & family of folks with addiction. What could family-facing learning look like?

Network Building.

Patrick recognizes he needs new informal supports. How might services enable informal network building?

Point of Loss.

His downward spiral started with his wife's death. What supports could there be when you lose someone close?

Albert



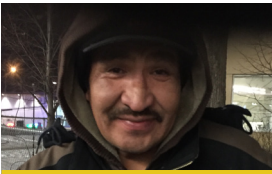
#addiction #living_rough #Canada #Edmonton

“I’ve got to get my act together. A couple of weeks ago, I sobered up for 10 days, but then all the guys are drinking and there is no other place to go.”

It’s 8:36pm on a frigid Saturday night. Albert is weaving up the street corner with two of his street brothers. There is no place to go for a drink - the pub closed its doors last year. With a \$1400 public intoxication ticket in tow, the only thing keeping Albert from jail is the fact it’s full. Albert wonders whether it’s time to sober up. He’s fed up with being sick, tired, and hungover.

He misses art and carpentry. He would like to reconnect with his youngest daughter. But, he sees change as entirely in his court. “Alcohol is my choice. I am an independent person. It’s up to me.” Ten years ago, he was sober for five years. “I threw it away, messed things up.”

Last night, Albert slept in a shelter.



people card

Albert

Male
51
Indigenous - Métis

Individual's perspective

Desired outcomes

Relational

Reconnecting with family
Pursuing new relationship

Health

Feeling less "sick and tired"

Development

"I see myself as an artist."

Stressors

1) Health

2) Family

3) Time

Potential Enablers

Relationships

daughter w. job

brother

Aspired roles

artist

carpenter

Skills/ interests

Informal supports

low high

In touch with brother, some of kids

Time orientation:

past future

Past: "My late wife was from the reserve, and I had a house, and I gave it all up." Future: "I've got to straighten up for my youngest daughter."

Stage of change:

precon- maintain

Contemplation

System's perspective

Services used

low high

Housing *Boyle street*
Health/care
Income/work
Criminal justice
Food/clothing *Hope Mission (for food)*
Recreational

History *living rough 25 yrs on & off*
Housing status *homeless*
Health status *addictions*
Work status
Skills *hard skills*

Opportunities

A night in.

Every night Albert is out. He has nowhere to have a drink with friends without getting into trouble. What if there were brew pubs with arts, and more controlled dosage?

Art house.

Albert identifies as an artist and carpenter. What if there were shelters with themes (like art, travel, etc.) and programing related to pursuing a passion?

Ready for change spaces.

Albert had a lot of change talk - his friends don't. What if there was a place Albert could go to reinforce his change talk while he's waiting for detox or researching his next step?



people card

Matt

Male

31

White

Individual's perspective

Desired outcomes

Financial "Having more steady work and saving up"

Health "Continuing with suboxone and not blowing it"

Learning-Development "Finding ways to help others. My mom used to be dead against giving to panhandlers. I always thought it could be me. It is."

Stressors

Work "There isn't enough of it. It's a lottery system. For the past couple of weeks, I've gotten too high a number to get it. It's pretty shitty work - can really hurt your back, etc."

Addictions "I didn't realize that oxycontin was medical grade heroin. Over a three week period, I got addicted."

Potential Enablers

Relationships father back home

Aspired roles builder

Skills/ interests

Informal supports

low  high

Father and friends 'back home'

Time orientation:

past  future

Past: "If I could go back, I would never have started." Future: "I want to make enough money to rent a place and get back on track."

Stage of change:

precon-  maintain

Contemplation

System's perspective

Services used

low  high

Housing Hope Mission shelter

Health/care Hospital

Income/work Bissell Centre temp work

Criminal justice

Food/clothing Hope Mission

Recreational

History living rough 3 months

Housing status shelter

Health status addictions

Work status

Skills hard & soft skills

Opportunities

Death interrupted.

Matt's sister died when he was a teenager. It fractured his family. There was little support to process her death. How might there be more just-in-time supports to help people process these emotions?

Drug education

Three weeks after starting oxycontin, Matt googled and learned it was an opioid. Like Matt, many aren't aware of drug families, potencies, etc. What if drug education was as normal as swimming classes?

First as last.

Matt just had his first overdose. He was released to Hope Mission, where it's easy to buy drugs. How might services target people in their first months of addiction, before it's more entrenched?



#addiction_recovery #shelter #Canada #Edmonton

“I screwed things up for myself. I am picking myself back up. I guess that’s part of achievement.”

“I walked from the Royal Alex to the Herb Jamieson. I had been in hospital for two weeks before they just kicked me out. They had lost my wallet with my ID and my winter jacket.” So began Ko’s descent into homelessness. He had never spent time in downtown Edmonton before. Months prior, he had a house. He had a job at Canada Post. He had traveled. He had hiked. But, the alcohol had somehow taken over.

He had stopped eating. And the stress of the mounting debt, and the sale of his late parents’ house, crescendoed to a point of no return. There was that night when the police were called, and he ended up on a gurney in hospital. Now, Ko, is slowly building himself back up. He spends his days walking the city, alone, and his nights in his \$14/room at the Salvation Army, saving up for a place of his own.



people card

Ko

Male
40s
Caucasian

Individual's perspective

Desired outcomes

Financial "I want to be self-sufficient again - financially secure. I owe 51K to the credit cards; 13K in backpay to Canada Post; and 2K to the phone company."

Health "Well-being for me means my mental stability."

Stressors

Money Saving enough for first month's rent, that's a stressor."

Family "I just have my sister. That's a terrible relationship. We own half of our parent's house. That's my only asset in the world, it's not a good situation."

Work "I don't have any real skills. (...) Maybe I could get a truck driver's license or something but I don't know where I would go for that."

Potential Enablers

Relationships

Aspired roles

Skills/ interests

map-making

geography

driving

Informal supports

low  high


Friends in Edmonton and Vancouver
Estranged from sister

Time orientation:

past  future

"I am laying low right now, trying to piece my life back together again. I am frugal and saving money to get out."

Stage of change:

precon-  maintain

Action

System's perspective

Services used

low  high

Housing *Salvation army*
Health/care
Income/work
Criminal justice
Food/clothing *Hope Mission (food only)*
Recreational

History *living rough 6 months*
Housing status *shelter*
Health status *addictions recovery*
Work status
Skills *soft skills*

Opportunities

Phone a friend.

Ko was released from hospital without notice, or anywhere to go. He didn't have proper clothes or ID. Might people like Ko be better set-up for success by a peer navigator?

Live and learn.

Ko has a history of working and is worried about a gap in his resume. Could there be a live-learn program, where in exchange for going to school, he got room & board?

Walking tours.

Ko spends his days roaming the city. In absence of programming, he creates his own. How might shelters enable residents to run groups for others?

Eileen

positive
deviant



#addiction_recovery #housed #Canada #Edmonton

"I want to get out of the rut I'm in, and putting myself down. I feel like I'm in a personal jail sometimes. And I want to break that bondage."

Eileen could be a writer and an artist. She is most definitely a survivor. And an avid learner. "I'd like a mentor and a teacher. I'd like to know about physics, planets, constellations, so many things." Not having enough time worries Eileen. So much of the last forty years were a painful and reactionary blur: the forced separation from her parents as part of the 60s scoop, the abuse at the hands of her foster parents, the military, the drinking, the abusive ex-husband, the removal of her kids into her sister's care, her kidney failure and diabetes. Securing a spot

at Ambrose Place was a turning point. "My life is improving. I've got a nice place I call home." Colourful pictures of her sister and children dot the walls. They are a reminder of the relationships she is trying to rebuild. How do you wade through all the dense feelings? How do you forgive yourself and others? Eileen's looking for answers - in her culture, in her faith, in anything that can provide some solace, some relaxation, and some meaning.

Last night, Eileen slept in her room at Ambrose Place.



people card

Eileen

Female
50s
Indigenous

Positive
deviant

Individual's perspective

Desired outcomes

Relational "I would like to be loved, and for somebody to look after me. I'd also like more honest friends in my life."

Development "I'd like to feel I had a stronger purpose. I'd like to be a philanthropist, and help children who have been separated from their parents."

Health "It's important to be straight up in the head. My hip could be at least 50% better."

Barriers

Grief & loss "I'm emotionally tired all of the time. I was part of the 60s scoop."

Money "I pay \$1500 a month for rent, three meals a day, all the bills, plus helping out friends, etc."

Addictions "I discovered booze in the military, when I was a duty driver. I've stopped now, but I'm stressed by my health, and all the things I can't do because of my health. Like running."

Enablers

Relationships

sister

children

Aspired roles

leader

elder

Skills/ interests

cooking

writing

building

music - guitar

Informal supports

low high

Sister, kids, niece and street friends

Time orientation:

past future

Past: "I want to get out of this rut I'm in." Future: "My life is improving. I'd like to get married again. I'd like to keep learning to speak my language."

Stage of change:

precon-
template maintain

Maintaining housing
Acting on sobriety "Dec 18th is my sobriety date!"

System's perspective

Services used

low high

Housing *Ambrose Place*
Health/ care *Mental health, diabetes care*
Income/work
Criminal justice
Food/clothing *Mustard Seed*
Recreational

History *lived rough 10+ yrs in past*
Housing status *permanently housed*
Health status *addictions recovery*
Work status
Skills *soft skills*

Opportunities

Forgiveness fellows.

Eileen participates in regular ceremonies at Ambrose. She appreciates reconnection with her culture. What would a 'healing fellowship' with coursework, retreats, and peer-to-peer time look like?

Bibliotherapy.

Eileen spends much time "doing nothing" - maybe listening to music or reading. Some street friends ask for help. What if she received weekly boxes with podcasts, music and books to connect to emerging interests?

Family doulas.

Eileen wants to establish a relationship with her kids. Her youngest is 17. "She doesn't know that much of my story". What if there were coaches for parents to have conversations with their children?



Brett

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“It’s gone crappy, good, and then crappy. And then what has always happened after a housing program or treatment is I screw it up. I am down in the gutter again.”

At 24, Brett believes he is almost out of options. “I’ve tried AA, treatment, counselors, all that stuff, and if God doesn’t work, I am not sure what will.” It’s his first week in the Breakout program and there is a strict regimen of work in the kitchen, bible readings, chapel, and meetings with his support worker. Some of the older participants, like Patrick, have taken him under their wing. “Your future is so bright,” they tell him. Brett doesn’t know whether to be hopeful. His parents “have given

up.” The one person in his corner - his grandmother - passed away earlier this year. He didn’t make it to the funeral. The guilt is palpable. “I know I need to forgive myself, but it’s hard.” For Brett, success is doing anything positive and good for himself. Maybe he can get back into sports. Maybe he can find a new purpose. Just maybe.

Last night Brett slept at the Breakout program of the Herb Jamieson shelter.



people card

Brett

Male
24
White

Individual's perspective

Desired outcomes

Health - mental and physical "I want a sense of achievement that I am bettering myself - my sobriety and my physical health. I used to play sports in school."

Learning & Development "You need a reason to live, something to make of all of this. I don't want to go back into oil & gas; there's a lot of smoking and drinking. I need to learn about a different kind of work, maybe counseling or something."

Stressors

Grief & loss "I hear stress can cause cancer, and my grandma died of stomach cancer. And I put a lot of stress on her."

Family "My dad says he will never talk to me again. But my family didn't know how to help me, they just kicked me out and I had nowhere to go."

Potential Enablers

Relationships

parents

siblings

Aspired roles

athlete

builder

Skills/ interests

Informal supports

low high

Parents & siblings (estranged), current and past participants from programs and treatments.

Time orientation:

past future

Past: "I think about my grandma a lot. I didn't go to the funeral because I was drinking. I regret that so much." Present: "I am working on my sobriety."

Stage of change:

precon- maintain

Preparation / Action

System's perspective

Services used

low high

Housing
Health/care
Income/work
Criminal justice
Food/clothing
Recreational

Herb Jamieson

Hope Mission (food)

History living rough 2 yrs on & off
Housing status temporary housing
Health status addictions recovery
Work status
Skills soft and hard skills

Opportunities

Progress checks.

Brett is seeking achievement. He's always been reinforced negatively, not positively. What if addiction recovery had a way to track small wins, and to acknowledge resiliencies, instead of people's deficiencies?

Family coach.

When Brett's life first started going sideways, his family didn't know how to help. They kicked him out. What if they could have called a family coach to lead a conversation about ways of responding?

Sports fellow.

Sports is one of the few bright spots from Brett's past. How might it lead into a different life? What if there were fellowship programs to help people widen networks and develop pathways after recovery?

Krazy



#addiction #living_rough #chronic_health #Canada #Edmonton

“It’s me going around in circles helping people out, and when I need help, no one there.”

Krazy’s life has been a revolving door for the last 25 years - in and out of prison (about half and half), but also repeating a pattern of putting his energies into protecting and showing loyalty to others, and being disappointed when the favour is never returned. Particularly when it comes to women. Looking out for others’ interests goes hand in hand with being reckless with his own - it’s pretty core to his identity. Days after being released from his latest six-month stint in lockup,

Krazy’s having to reckon with poor physical health and pain, and a yearning to break the cycle. His first week out he applies for housing, makes a counselling appointment, and returns to using meth as a way to manage pain and stay alert to possible rival gang members.

Where Krazy slept last night?
“What sleep? Hung out in the transit shelter, visited emergency room to try and get some Tylenol 3s.”



people card

Krazy

Male
42
White

Individual's perspective

Desired outcomes

Relational "[People] I can trust, maybe fall in love."

Environmental "A room where stuff would be safe"

Work - Income "I'd like to be a retiree from my line of work" (re: crime)

Development "To be a mentor, a member of society, a father, a provider, a cook."

Stressors

Memory "When I can't remember, I feel sad."

Housing "A room where stuff would be safe. Hopefully I'll start the process this week."

Friends "I don't know who to trust; [I'm looking for] someone who's there when you need it. "[My life is] me going around in circles helping people out, and when I need help, no one there."

Potential Enablers

Relationships

Aspired roles

Skills/ interests

cooking

Informal supports

low high

Time orientation:

past future

Stage of change:

precon- maintain

Estranged father and step mum; Doesn't know his mother. Old friends, mostly gang members.

Present: "I get sick of it, day in and day out, what I do." Future: "I'd make a blanket... for a new place."

Preparation

System's perspective

Services used

low high

Housing Bissell Centre, Herb Jamieson

Health/care ER, GP, Boyle McCauley

Income/work income assistance

Criminal justice victim services, prison

Food/clothing Mustard seed, Hope mission

Recreational

History 10 yrs living rough & prison

Housing status living rough

Health status addictions, chronic health

Work status

Skills

Opportunities

Half-way services.

When Krazy left prison, he went straight to sleeping on the streets. He started at square one with ID, medical care, etc. What kind of transitional services could help people like Krazy at this point?

Mentoring.

Krazy didn't become a criminal by accident. His one parent trained him in it, role modelling that can't help him with his new goals. How could people like Krazy connect to new role modelling in the inner city?

Vocational try-outs.

With dyslexia and ADD, Krazy struggles to learn through books and computers. He's been told he can't work because of his health. What kind of experiences might Krazy connect to for hope and vision for the future?



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“There are no bad roles. When I’m done with one, I just leave it behind.”

Yvonne chose to give up comfort and a degree of conventionality in 2014. After she’d done raising her grandsons she packed up life into storage, and moved into her 2006 Pontiac van. She swapped the seats for a bed and added a TV. It was a fantastic summer. She hung out with the street community, bottle picked, and sometimes spent it all on gambling. “That’s how we were gonna live” she says, referring to the plan that she and her husband had before he died abruptly of tracheal cancer.

These days Yvonne describes herself as “an invisible homeless” because she lucked into a house-sitting gig for a man she met on the bus. She is part of a recovery program for her gambling, volunteers at Operation Friendship, and attends events and field trips at the Mustard Seed. She plays an informal mentorship and care-giving role to the street population.

Last night Yvonne slept in the house she is house-sitting.



people card

Yvonne

Female
71
Indigenous

Individual's perspective

Desired outcomes

Environmental *Live in a Tiny House (may not be compatible with fostering)*

Relational *See grandchildren safe and happy: "My own life has no drama. I want my grandkids to be safe."*

Relational *Becoming a foster parent: "They're looking for Aboriginal homes for Aboriginal kids. I want one I can travel with."*

Entrepreneurial *Pop-up store, to sell crafts (has business license, will buy a car)*

Barriers

Addiction *binge gambling*

Relationships *with her children*

Grief & loss *for youngest grandson, who her son won't let her see, and for her sister.*

Enablers

Relationships

acquaintances

grandsons

Best friend

Aspired roles

foster mother

Skills/ interests

karaoke host

entrepreneur

survivor

bottle picking

Informal supports

low high

Friends, grandsons

Time orientation:

past future

Makes the most of the present but also enjoys making plans for the future.

Stage of change:

precon- maintain
template

Preparation

System's perspective

Services used

low high

Housing

Health/care

Income/work

Criminal justice

Food/clothing *Mustard Seed (meals)*

Recreational *Mustard Seed (life coaching)*

History *4 summers living rough*

Housing status *couch surfing*

Health status *addictions recovery*

Work status *casual catering*

Skills *soft skills, entrepreneurial*

Opportunities

Mentor parents.

As a mum Yvonne felt overwhelmed. She called child welfare on herself and was offered support to cope and keep her kids. She later helped raise 22 kids. How could we use her experience as a resource?

Ambassador of better times.

Yvonne helped others have a good time - as diner proprietor, and karaoke host. She has an eye for what could be. How could we support her to use those skills to bring purpose, art & fun to transactional services?

Gambler's Insurance

Yvonne wants to build a tiny house and start a business. But all could be jeopardized by one gambling binger. She's aware of her precarity. What might support look like for her to put away funds for stated purposes?

Monique & Leroy



#addiction_recovery #temp_housed #Canada #Edmonton

“...We used to go, like daily, like a ritual, like, we always go [to the Mustard Seed.] But lately we’re trying to get away from the usual.”

Monique and Leroy are newly housed, and in love with life and each other. They’re both in recovery and enjoy spending time watching netflix, attending an informal biblical counselling group, giving back to the community, thrift store shopping, and finessing - their word for making wanted items of style from what they find. The system appears to be mostly working for them now; six months ago they were boozing on the street. Both have a history of working hard in Alberta’s boom economy, an environment that only fuelled their drinking habits. These days they are conscientious

about nurturing their mental and physical health and look forward to starting a family and fulfilling their creative passions.

Monique: “I wanted to meet my mom, that was my dream...stupidest dream. But, I came out here ...and then - homeless!”

Leroy: “I would say I was destined to go exploring, be a wild child. In my family it’s all lawyers, doctors...I guess it was my time to rebel.”

They sleep in the living room of their one-bedroom apartment (the bedroom is just for clothes).



people card

Monique & Leroy

Female & Male
27 & 33
White & Indigenous

Individual's perspective

Desired outcomes

Environmental - "We'd like a secure home" - to buy a condo with Leroy's settlement from a medical mistake

Relational "We'd like to start a family" - getting fertility testing, continuing to put effort into their own relationship.

Learning / development "We'd like to engage in creative work" (being an artist and fashion designer)
"We want to give back to the community" (mentorship of street-involved youth)

Stressors

Relationships Getting beyond the inner city, setting boundaries with old friends, continuing to work on relationship with mother.

Health Monique is getting fertility testing (how much damage did the alcohol do?)

Leroy is still unable to work after a pretty bad beating months ago.

Purpose So far youth mentoring efforts have lost them one apartment.

Potential Enablers

Relationships	god father	brother	mother	grandmother
Aspired roles	fashion designer	artist	athlete	parents
Skills/ interests	cooking	construction	fashion	

Informal supports



Rebuilding relationships to family, but letting go of friends

Time orientation:



Present - Future

Stage of change:



Action / Maintaining

System's perspective

Services used



Housing *Housing First*

Health/care

Income/work *Bissell, Boyle enterprises*

Criminal justice

Food/clothing *Mustard Seed (meals)*

Recreational *Mustard Seed (life coaching)*

History *2-4 years living rough*

Housing status *housing (< 1 year)*

Health status *addictions recovery*

Work status

Skills *soft skills, entrepreneurial*

Opportunities

Peer-led counselling group.

M&L join a group of people in recovery 3-4 times a week to do "biblical counselling". The group is informal with no link to services or institutions. How could peer-led models spread?

Reciprocity.

M&L have a huge desire to give back. It doesn't just give them a sense of purpose, it helps with the guilt of moving on. How could services support them to develop mentorship skills, as part of recovery?

Companion housing.

M&L found a work-around so M could live in L's apartment without breaking his lease. For Leroy, not being housed alone is crucial to recovery. How could Housing First respond to needs for companionship?

Jenn



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“I don’t think I’m quite ready to have a home yet. I don’t utilize the services available to me because I’m not ready to respect the rules they have.”

Jenn’s narrative runs against the current: it’s a story of leaving a desolate and unhealthy life in the suburbs to find meaning in the Inner City: “I wasn’t always homeless. I used to live in a gated community.... But I was alone then. This is better, I wouldn’t trade it.” There were some good things she left behind though: in her earlier life she was nearly promoted to a funeral director, a job she was good at.

There’s been a lot of pain along the way; she hasn’t chosen an easy life, “but it’s a good life.” Jenn’s network is large and she is at the centre of it - a street mum who holds the fragile balance in this community on the margins. But sometimes, the kind of support that Jenn wants is in short supply.

Last night, Jenn slept in her tent, behind Victoria School for the Arts.



people card

Jenn

Female
50s
Indigenous

Individual's perspective

Desired outcomes

Relational *Connection with others: to have a good friend, partner.*

Environmental *To have a "place to be" where she and her community aren't asked to move on (even a part of the River Valley!)*

Stressors

Family *Son is growing up - "just typical empty nester" worries.*

"...My sister and family are addicted to that stuff [fentanyl]."

Housing *"Where am I going to camp? ...Less stress is having the right to choose where I live, even camping."*

Storage *Public storage and public bathrooms. "The backpack is the giveaway that you're homeless."*

Potential Enablers

Relationships	extended family	son	street community
Aspired roles	Partner	Best friend	
Skills/ interests	writer	cook	traditional

Informal supports
low high

knows everyone and is owed favours by most

Time orientation:
past future

present

Stage of change:
precon- maintain

Precontemplation

System's perspective

Services used

Housing *Bisell Centre*
Health/care
Income/work
Criminal justice
Food/clothing *Mustard Seed (meals)*
Recreational

low high

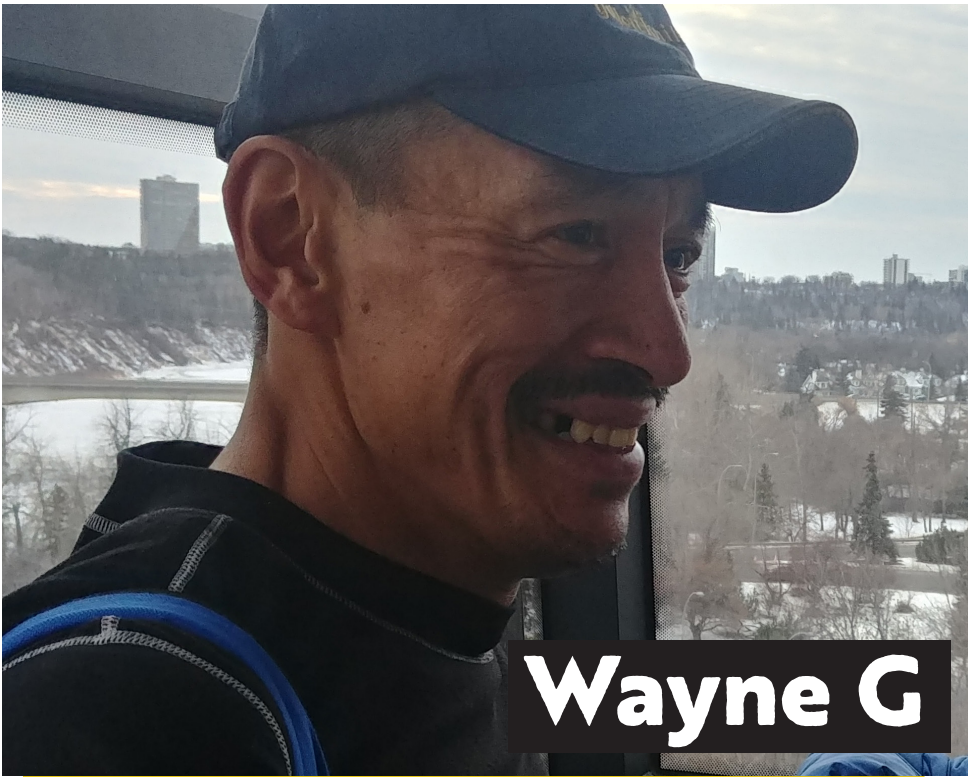
History *Several years living rough*
Housing status *living rough*
Health status *addictions*
Work status
Skills *soft skills, entrepreneurial*

Opportunities

Influencer marketing.
Jenn gives people advice, and helps them make responsible choices. What if Jenn was invited to review developmental services, like influencer marketing? Jenn might help send the right users over.

Self storage & washrooms.
If Jen had somewhere to store her stuff and use washrooms (to "put on her war paint") she would be more likely to access spaces like art galleries, and stores. She could lead a more functional life.

Family Reunions.
One night, Jenn's cousins & aunt surprised her, showing up at the Mustard Seed to join her for dinner. What if community dinners encouraged users to invite family, like mothers and kids on mother's day?



#chronic_health #shelter #Canada #Edmonton

“It’s hard for me to be in a place like the Boyle Community Centre because I see stuff that used to happen when we were little kids, like alcoholism”

Like the book of philosophy that he is carrying in his knapsack, Wayne has no cocktail conversation, no chit-chat. Instead, he’ll explain the significance of Inuit traditions, and sometimes he is introspective, about the gap between the real Wayne and the act he puts on to distract others.

Wayne arrived in Inner City Edmonton a month ago and has been at Hope Mission ever since. He arrived from Yellowknife, a town whose shelter scene he tired of, first spending some time to the south of

Edmonton, perhaps looking for work.

Wayne holds his cards close to his chest. He likes a sense of control over his environment, a luxury that neither his youth or adulthood has offered him. He is triggered by the alcoholism on display in the shelters and community meals he passes in and out of, without ever drawing much attention to himself. How could supports connect Wayne to the kind of environment he’d thrive in? Last night, Wayne slept at Hope Mission.



people card

Wayne G

Male
50s
Inuit

Individual's perspective

Desired outcomes

Personal Development “The real me is behind the stage curtain. And what I put out to other people is my dance and my little routine.”

Stressors

Services “Being around alcoholics [and people out of control]” is hard for me.”

The past Memories of childhood abuse haunt Wayne's everyday.

Potential Enablers

Relationships **educated family**

Aspired roles

Skills/ interests **autodidact**

Informal supports

low  high

Family

Time orientation:

past  future

Present: e.g. appreciating the atmosphere of a breakfast place. Past: understanding how experiences as a child shaped who is today.

Stage of change:

precon-  maintain

Contemplation

System's perspective

Services used

Housing *Hope Mission shelter*
Health/care
Income/work *Alberta Supports Office*
Criminal justice
Food/clothing
Recreational *Library*

low  high

History *Several years living rough*
Housing status *shelter*
Health status *chronic health issues*
Work status *unemployed*
Skills *soft skills, hard skills*

Opportunities

Inuit social hub.

Edmonton is a gateway to the South and Wayne gravitates towards other Inuit in town. What if there were a clubhouse for northern visitors to find out about employment, housing, and build networks?

Deeper engagement.

Wayne is too quiet and reserved to attract the attention of services. How could services better identify people looking for a deeper conversation?



John

#shelter #Canada #Edmonton

“Everyday is different. I do whatever I feel like. If I feel like going and getting wasted after talking to you, I’ll do that.”

John spent decades in construction. He had always wanted to become an archaeologist, but a high school job fair changed his mind when he was offered the opportunity to work as a smokejumper. The money was too good to turn down. He moved into construction before leaving it all behind 2 ½ years ago. “I gave up that rat race. Why should I be busting my ass to pay income tax as a status Indian. I shouldn’t have too.” John feels let down by the

Canadian government, but it’s not the first time. John spent most of his childhood in residential schools. “What you read in the newspapers and see on TV or hear about. That’s only half of it. If I wrote a book about residential schools, it would be banned in this library, everywhere. The Roman Catholic church would be up my ass.”

Last night, John slept at the Hope Mission shelter.



people card

John

Male
59
Indigenous

Individual's perspective

Desired outcomes

Relational *When his daughter turned 18, John signed everything over to her and made sure she had a reserve address so she doesn't pay income tax.*

Work / income *"Why should I pay income tax as a status Indian? These immigrants, why should I have to support them? We have to take care of our own first."*

Stressors

Services *John feels that government at all levels continue to "screw all the Indians."*

Potential Enablers

Relationships daughter in US

Aspired roles

elder

instructor

Skills/ interests

Informal supports

low  high


Daughter lives and works in the US, but John does not typically ask her for help.

Time orientation:

past  future

Present: John doesn't plan and has no desire for housing. He likes the freedom of being able to do what he wants, when he wants.

Stage of change:

precon-  maintain

Precontemplation

System's perspective

Services used

low  high

Housing *Hope Mission shelter*

Health/care

Income/work

Criminal justice

Food/clothing *Hope Mission (for food)*

Recreational *Library (daily)*

History *2.5 years living rough*

Housing status *shelter*

Health status

Work status

Skills *hard skills*

Opportunities

Past Knowledge Building.

John sees himself as an 'elder' with life experience and knowledge to offer other native youth. He enjoys it when 'young native kids' ask him for advice. What could elder mentoring by people like John look like?

Elder hours.

John doesn't know how to use a computer and has no cell phone. He spends most days at the library, in the same seat, with the same people. What could an exchange look like, e.g. tech support for elder knowledge?



Jim

#addiction_recovery #shelter #Canada #Edmonton

“It’s too boring sitting around doing nothing. I would rather be working.”

It’s 3pm and Jim is standing in the ‘seniors’ line at Hope Mission for supper. He’s leaning on a cane but tells me that when he goes to the temp agency each morning, he puts the cane away. “I can’t have them seeing that. They won’t like it.” He worries that if they see the cane, they won’t give him work. Jim does day labour – roofing and construction mostly. Sometimes janitorial work. He used to work at Hope Mission until they lost their contract a year ago. Jim also lost his housing. He couldn’t pay the \$450 a month in rent. Mostly because he loaned money to a ‘lady friend’

of his and there was a mix-up with his income tax. Now, Jim spends the night at the shelter and wakes up at 4am to make it to the temp agency to get work. Work that can be anywhere from 4-8 hours or sometimes nothing at all. I ask Jim about retirement. He shrugs his shoulders, grins, and says that he’s got plans. “I want to start my own business, helping people move.” Jim has been making payments on a truck that a co-worker is selling. “I have 3 more payments left. I have to pay \$200 a month for 2 months and then \$100.” Last night, Jim slept at the Hope Mission shelter.



people card

Jim

Male

63

White

Individual's perspective

Desired outcomes

Environmental *Jim is trying to find housing and said he has a housing worker that he sees weekly.*

Relational *"I want people to respect me and my age. I have some knowledge."*

Work *"I'm going straight ahead. I'm trying to get a place, get my truck, have my own private business. Maybe save some money. Buy a motorbike."*

Stressors

Physical Health *Jim has arthritis and uses a cane to walk. He worries about his ability to keep working in construction. It's part of his motivation to start his own business.*

Housing *"I am trying to find housing. I'd have kept my other place except my girlfriend would ask to borrow money all the time."*

Expectations/Emotions *"I used to have a bad temper but I went to anger management twice."*

Potential Enablers

Relationships

Aspired roles

Skills/ interests problem solving entrepreneur share knowledge


Informal supports

low  high

Time orientation:

past  future

Stage of change:

precon-  maintain

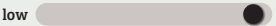
No family: he has 2 sisters and 1 brother, but has not spoken or seen them in several years.

Jim is working to make enough money to pay off a truck he is buying off a co-worker. He intends to use the truck to start his own moving business.

Planning & action

System's perspective

Services used

Housing	<i>Hope Mission, Housing coord.</i>	low  high
Health/care	<i>doctors, Youth in care</i>	History <i>1yr homeless, on&off before</i>
Income/work		Housing status <i>shelter</i>
Criminal justice		Health status <i>addictions recovery, chron. issues</i>
Food/clothing	<i>Mustard Seed</i>	Work status
Recreational	<i>Operation Friendship Seniors Soc.</i>	Skills <i>hard skills, entrepreneurial</i>
Learning	<i>Anger management</i>	

Opportunities

Bureaucracy Busters.

When the mix up with his taxes happened, Jim didn't have anyone to ask for assistance. What if there were roving 'bureaucracy busters' to sort out paperwork with people waiting in line for food/shelter?

Retirement. Rethought.

Jim's big stressor is his physical health. He is uncertain what his retirement will look like. How might retirement from work/the streets coalesce? What might a new kind of retirement planning look like?

Service with table service.

At the Hope Mission, tension builds as the time for the doors to open for food draws nearer. Jim and others yelled at ladies trying to 'cut' in line. What if services ran more like restaurants?



#shelter #Canada #Edmonton

“I keep striving for a better life – have a house, have a job, and a little family someday.”

Justice feels like his life is “going up with just a few hiccups.” He left his home in Sturgeon Lake 6 months ago to move to Edmonton to find work. He was living with his grandmother but got tired of there never being any food. “I couldn’t survive off of bread. It’s hard on the body.” Before then, he had lived with his “step-parents” in Edmonton. They had adopted Justice when he was 9 months old. At the age of 18 Justice said that he was walking down the street when he ran into his biological sister. They had connected over Facebook but had never met in person. Justice left his step-parents

after this chance meeting. Justice then went to live with his biological family. “I was happy to see and live with them. I wished I had been with them sooner.”

Justice’s interest in becoming a chef was sparked after watching an episode of Hell’s Kitchen. He’s looking for work in a restaurant and is wanting to take cooking courses. Justice said, “I work hard, they work hard, that’s what you do. I’m working hard to get my future back together.”

Last night, Justice slept at the Hope Mission shelter.

Individual's perspective

Desired outcomes

Job & Career *Would like to work in a restaurant and eventually become a chef*

Housing *Obtain stable housing.*

Relational *Wants to see his step-father, siblings & biological parents more. Would like to have his own family one day.*

Financial *Money for housing, food, clothing and a cell phone. Doesn't have a cell phone so relies on Facebook to get in touch with family.*

Stressors

Work *"Life will be way better once I get a job and be fully employed. Then I can take care of what I need."*

Service / money *Not being able to collect Income Support. "I couldn't get a proper address."*

Potential Enablers

Relationships

Aspired roles

Skills/ interests

cooking

driving

drawing

Informal supports

low high

Time orientation:

past future

Stage of change:

precon- maintain

- His younger brother has his own life.
 - Step-parents "have never helped me."
 - Keeps in touch with 7 siblings via Facebook.
- Works towards becoming a chef. Had difficulty finding work and spends his time watching TV.

Planning & Action

System's perspective

Services used

low high

Housing *Hope Mission shelter*

Health/care

Income/work

Criminal justice

Food/clothing *Hope Mission & Bisell Centre*

Recreational *Boyle Street, public library*

History *6 months living rough*

Housing status *shelter*

Health status

Work status

Skills *soft skills*

Opportunities

School Years.

Justice found materials and questions, particularly written content, tricky. He said he hadn't gotten any support with this during school or from his family. What would disability supports look like for Justice?

Bootcamp.

Justice has been unsuccessfully looking for work for six months but his motivation and optimism are still high. What if services took a more front loaded approach? Think internships to build networks.

Family Circle.

Justice has a large family, but some relationships are strained and were impacted by his reconnecting with his biological family. What if there was support to fix relationships? Like facilitated family dinners?



#addiction_recovery #shelter #Canada #Edmonton

“I coulda been someone else, I coulda been the mayor!”

Al is a man of many talents, abilities and skills. As a teenager he joined the travelling circus – helping with set up and tear down and working some of the games. He was after adventure and experience, and anything that took him away from his foster family who he felt he never fit in with- “they told me all the time that the only reason they kept me was because of the money they got from the government for my care.” Al sought out various opportunities then settled into work as a builder. Things were starting to seem more ‘normal’ for Al, “I was starting to live the life of the family you see on TV”. Al had a wife, a couple of kids. But after an accident about 15

years ago he couldn’t work anymore and things began to fall apart. His drinking increased, he and his wife separated, and his relationship with his kids soured. Al’s been on and off the streets ever since – doing the circuit from shelter to food service to temp agency to shelter, hanging out sipping coffee in warm spots with acquaintances in between. Yet Al still seeks adventure, experience and excitement. He knows there is more to life than what he’s doing, but he can’t find a way through to access that other side. When we met Al his biggest ambition was surviving the streets for 2 more years until eligible for supportive housing through the 55+ housing program.



people card

Al

Male
53
Indigenous

Individual's perspective

Desired outcomes

Purpose "I don't really like the work I get; it's not really about the work, rather it's about the role. Being a worker is too vague, it's too unfulfilling."

Something different "Work is what breaks up the cycle"; the unchanging, routine of each and every day. When you're on the street it's pretty much the same thing week after week, month after month."

Stressors

Work "There's not much work available in the winter time, but I can't not go each morning and try my luck."

Relationships "I feel so alone. Desolate. Even if I had a relationship it would be hard. I would always be asking – what do they want from me? What can I give them?"

Too much/ too little time "It's hard never having enough time. Others put limits on your time. But people want help now and can't wait."

Potential Enablers

Relationships	acquaintances	housing staff	siblings	grand kids
Aspired roles	entrepreneur	worker		
Skills/ interests	building	sewing	artist	

Informal supports

low high

Chooses not to access informal supports right now

Time orientation:

past future

"I don't really have any goals, maybe to live a little longer. ...Don't really know what to do in terms of changing our lives".

Stage of change:

precon- maintain

Contemplation

System's perspective

Services used

low high

Housing *Hope Mission shelter*
Health/care *George Spady (alcohol detox)*
Income/work *benefits (AISH), Bissell Centre*
Criminal justice
Food/clothing *Hope Mission, Mustard Seed*
Recreational

History *living rough 10-15 yrs on&off*
Housing status *shelter*
Health status *addictions recovery*
Work status
Skills *hard skills, entrepreneurial*

Opportunities

Rotating work internships.

What if agencies could offer Al rotating residencies-temporary internships in a variety of roles/places so he could decide himself what he would like to pursue.

Creative Space.

What if services gave folks space to work on their projects while they wait for services? So at the end of the morning people like Al, who want to do activities for the purpose of it, feel a bit more accomplished?

Adventure brokers.

What if a drop in was like a travel centre? Brokering folks to art galleries, meet ups, learning events, trying new things, and meeting people? It would help Al find confidence to make the changes he is contemplating.



Brandon

#shelter #Canada #Edmonton

“I want to get outta here. Everyday counts”

Brandon is not here to play around. He came to Edmonton to work. He's got big dreams and the determination to see them through. He wants to get off welfare and be economically independent. His aim is to earn +\$30,000 a year and eventually take some of this money back home with him to Ontario. Brandon has been in Edmonton just a few weeks and everyday tries another avenue to secure work or locate a program that will help him build up skills for future employment. Brandon spends most of his waking time in pursuit of his goal – “I'm an explorer. I don't just sit

around I walk and walk. Most people can't keep up with me.” But it's not so easy and he's increasingly frustrated by how long it's taking to find work and get out of the shelter. A criminal record from something he was involved in at age 17 is also a barrier. Brandon is aware that the longer he stays in the Salvation Army, hanging out on the streets, the greater the risk that he will be sucked into the cycle of living rough and never leave. “I'm keeping to myself at the moment, I know where those trails lead and I don't want to go down there.” Last night, Brandon slept at the Salvation Army shelter.



people card

Brandon

Male
25
Indigenous

Individual's perspective

Desired outcomes

Work-Income "If I don't get a job, if I'm just drinking coffee all day, then I might as well have stayed in Ontario. I expect to do better here than what I was doing in Ontario."

Development "I've come here to get away from everything and try something new. This is the farthest from home I've ever been".

Relational "I just need to be doing my own thing. When I have money I'll rent a place near them (nephew & niece) so I can be close".

Stressors

Expectations "I expect to do better than what I was doing in Ontario. I was trying to get into welding back home but had to stop. I know that I need something to fall back on."

Too much /too little time "There's not enough time in the day to do everything. So there's just too little time where I can work on moving myself forward".

Certain Places "some places are just too far to walk to. I want to see what they offer but I don't have a bus pass and it's just too far."

Potential Enablers

Relationships	siblings	niece & nephew	street friend
Aspired roles	uncle		
Skills/ interests	welding	military combat	fixing oil rigs



chooses not to access informal supports right now



"Staff here at the agencies, my roommates at the shelter, they're all telling me to take a break. But I don't have that kind of time. I need to get outa here".



System's perspective

Services used

Housing *Salvation Army shelter*
 Health/care
 Income/work *welfare, Bisell Centre*
 Criminal justice
 Food/clothing *Hope Mission, Nustard Seed*
 Recreational



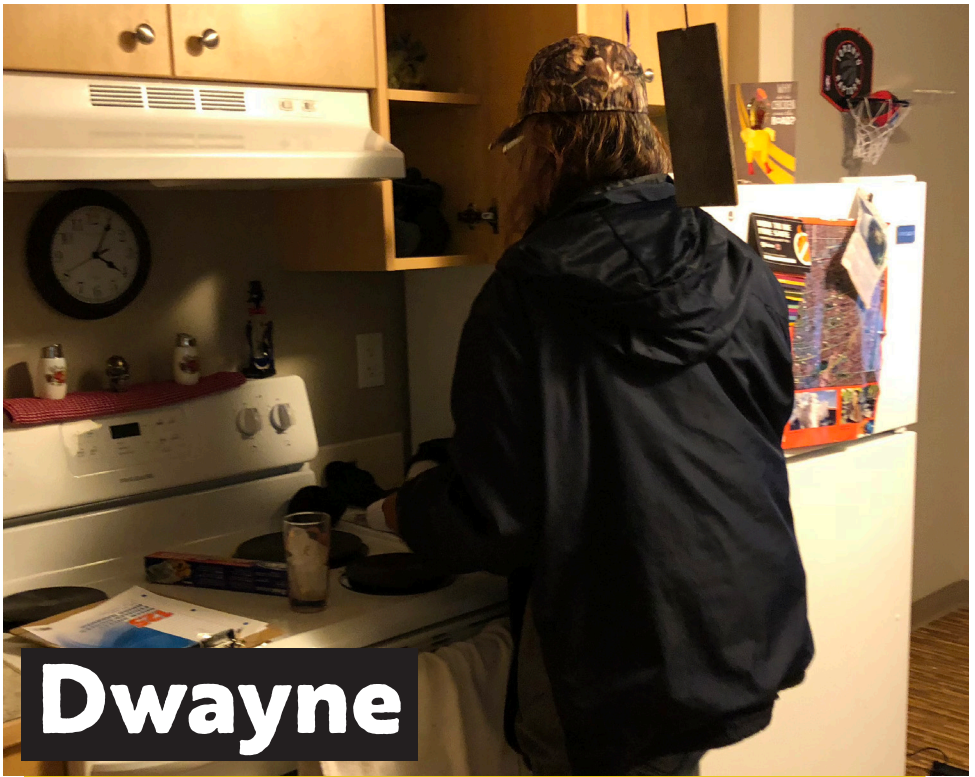
History *4 weeks living rough*
 Housing status *shelter*
 Health status
 Work status *work temp agencies*
 Skills *hard skills, soft skills*

Opportunities

New-to-Edmonton folks.
 What if social services segmented people differently? How could Brandon be brokered out of social service environments quickly, to reduce the chance of getting stuck there?

Evening time courses.
 What would it look like if courses for shelter residents ran as a learning dinner? It would free up working hours for people seeking out other opportunities.

Adult fostering.
 Could a foster family, providing companionship, a safe house, and meals help folks like Brandon from the stresses of survival mode and anxiety that comes from struggling through the trenches of life alone?



Dwayne

#addiction_recovery #supportive_housing #Canada #Edmonton

“I know I’m no different to any human walking around. The least you can do is show respect to your fellow person.”

When I walked in Dwayne was sitting at a table in the cafeteria. He was gluing bright pink feathers to the back of plastic darts. Three months ago he was homeless, sleeping in shelters just as he’s done for the better part of 30 years. Now he has a one bedroom suite. He keeps his socks in a cupboard in the kitchen, and his pants folded up in a cupboard beside the fridge. A lifetime of drug addiction and living rough caught up with Dwayne last year. He was diagnosed with HIV, cirrhosis of the liver, and high levels of ammonia which depletes his energy levels and plays tricks on his short-term memory. He got into Ambrose Place, an Indigenous-run supportive housing facility. Life is a lot different now. “I

have a place, this means I can start making plans for the future. I’m going to take some money and go to the beach.”

Dwayne has faced his share of low confidence due to persistent racism he’s experienced as an Indigenous man in the inner city. He describes himself as an advocate – helping people live better lives. “Believe it or not I got Malcolm [neighbour who uses wheelchair] playing hockey. I do this because I know that empowers people. Gives them a boost of confidence. I’m persistent in trying to make people cheer up”.

Last night he slept at Ambrose Place.



people card

Dwayne

Male
54
Indigenous

Individual's perspective

Desired outcomes

Leisure / fun "I have never travelled east of Saskatchewan, West of BC. I want to go to Dubai. Why Dubai? Well it's Dubai!"

Learning "This is what I have to deal with. This kind of everyday. Most people's brains can't handle more."

Dignity and respect "I would prefer the people working here to be more respectful and treat me with dignity. I'm older."

Stressors

Memory "Because of my health situation I have increasing ammonia levels. This affects my memory. I have a desire to change my memory issue, but its medical. Can't eat red meat because it increases my ammonia levels. Everything else is sorted. Nothing else stresses me out."

Potential Enablers

Relationships	siblings	foster siblings	
Aspired roles	athlete	teacher	'mad scientist'
Skills/ interests	writer	math	

Informal supports

low high

engages with friends, siblings from time to time

Time orientation:

past future

"Ambrose is a big step. It's a home; a place to stay, I can make plans now"

Stage of change:

precon- maintain

Maintaining

System's perspective

Services used

low high

Housing *Ambrose Place*

Health/care *Boyle McCauley Health Centre*

Income/work *AISH*

Criminal justice

Food/clothing *Mustard Seed, Hope Mission*

Recreational

History *30+ years living rough*

Housing status *supportive housing*

Health status

Work status

Skills *hard skills, soft skills*

Opportunities

Living room outreach.

What if housing workers operated from newly housed folks' living rooms? They could help Dwayne's acquaintances find own housing and reduce the risk of Dwayne being evicted for too many overnight visitors.

Purpose brokering.

What if temp agencies helped to broker skilled folks like Dwayne to community roles? This isn't about making money, but about opportunities for folks like Dwayne to engage in acts that give a sense of purpose.

City swaps.

What if street involved adults were given the opportunity to do exchanges to other locations/cities? Would the stimulation and novelty, learning and experience, reduce the desire to drink and use drugs?



Ann

#addiction_recovery #Canada #Edmonton

“I’m a sensitive person. Extreme feeler. Probably psychic. And very artistic.”

Ann’s life was supposed to be different. Her mother was a philosophy professor, her father a world expert on a 16th century French cardinal. Growing up she went to the opera, and traveled to cities like Paris. But something hadn’t felt right for some time. She was blocked; blocked by years of not being permitted to express herself. At age 23 she sought help at a clinic in California. It didn’t help. In California she met M. They bonded quickly, he was a patient too. That was over 15 years ago and they’ve been living in Edmonton for 13 of them. But they trigger one another, and it takes a toll on their mental health. Last month Ann moved into a temporary shelter. Now

she finds herself standing in line for food services, eating fast so she’s able to use the same transfer (2 hour limit) to get back home. She doesn’t feel safe and whenever she’s out of the house she calls a friend she met online. This friend is a life-line. She provides emotional support, but also some money –which helps Ann pay rent. She has some service support directing her to mental health professionals but she’s dubious. She’s been down this road before. “So far nothing has helped. I’ve tried so many things over the years.”

Ann slept in the basement apartment she now rents last night.



people card

Ann

Female

43

White

Individual's perspective

Desired outcomes

Intellectual stimulation *"the world I came from, that was a high-end world. Now it's just the intellectually indigent... that's what's left."*

Development *"When I have money again I will start an art class. It seems I can only do programs offered by the support services."*

Mental health *"I'm taking a class for working with alternative forms of consciousness, no drugs, meditation. I want it for personal growth reasons."*

Stressors

Grief and loss *"-> Mental Health "the death of my mom (...) affected my inner being. I'm good at taking little steps, but now they're just absolutely tiny."*

Expectations *"My life has been reduced to boring crap. It's a car crash of a life now. I'm in a constant state of self loathing. It's pathetic."*

Relationships *"I'm completely alone. No hope of a snuggle buddy. Cruel monkeys."*

Potential Enablers

Relationships	online groups	father		
Aspired roles	teacher	artist		
Skills/ interests	writer	sculptor	JFK expert	old English lit.

Informal supports

low high

Online friends, father in Ontario, ex-boyfriend

Time orientation:

past future

"I'm just in survival mode. Looking for something to help me feel normal again".

Stage of change:

precon- maintain

Maintaining

System's perspective

Services used

low high

Housing *Bissell Centre (mail, worker)*

Health/care

Income/work *AISH*

Criminal justice

Food/clothing *Hope Mission, Breakfast club*

Recreational

History *3 weeks living rough*

Housing status *rented room (< 1 year)*

Health status

Work status

Skills *hard skills, soft skills*

Opportunities

Rent-a-friend.

What if there were folks who would accompany you, a dinner date etc. to keep you company and not make it feel so scary.

Little bridges.

What if there was a platform that bridged Ann to conversations and opportunities outside of the street population silo without panic?

Living library.

What if services brokered to people that shared similar interests, or segmented people by interest or desire to connect like speed dating for friends?



Nicki

#addiction_recovery #couch_surfing #Canada #Edmonton

“I don’t consider myself a street person I consider myself as bad luck”

Nicki gets by one day at a time. It’s been like this for about 10 years, ever since she came to Edmonton from a reserve in the US. She’d had a baby there with her soulmate. The baby died and her soulmate was taken to prison in Edmonton. Nicki came here to try to find him. She’s still looking. Each day is pretty much the same. She wakes up at the shelter or maybe at the house of a friend. She spends her time at one of the inner-city health centres. Although she looks like she’s lounging, sleeping and keeping warm there, she’s actually setting up a business selling individual pills like valium, single cigarettes, used crack pipes, and random jewelry she finds

“picking” on the streets. Nicki’s talk is limited to the immediate present – what she’s doing today, sprinkled with stories about her past and the cultural history of the Sioux people.

Nicki sees a doctor at the health clinic as well. She’s on a methadone program. It helps her get a bed at the shelter when she wants, but she doesn’t like the medication. Other than this doctor at the clinic Nicki hasn’t reached out for help. Nor has she been brokered to additional support. It’s like Nicki is in a loop - her priority everyday is finding her soulmate, and keeping her body safe while she seeks him out.



people card

Nicki

Female
33
Indigenous

Individual's perspective

Desired outcomes

Environmental Housing "It takes a long time to save up for a damage deposit."

Safety "I want to be in a world that's safe, no sex offenders and no extreme violence."

Relational Relationship "Feels good to be piggy with your spouse. Being in a relationship is very powerful."

Relational Reunion with family "My family is on a reserve in Montana ...I want to go to my grandmother".

Stressors

Relationships "I want to get my soulmate back, my life partner".

Family "My family is all over the place. I'd like to know them. I think about it a lot".

Addiction "I don't think I have an addiction but police think I do".

Potential Enablers

Relationships	lost soulmate	grandma	street friend
Aspired roles	artist	entrepreneur	
Skills/ interests	art	sewing	

Informal supports

low high

engages with acquaintances on the street

Time orientation:

past future

"before you got here I was just thinking - where should I go?"

Stage of change:

precontemplation maintain

Precontemplation

System's perspective

Services used

low high

Housing *George Spady shelter*
Health/care *hospital, Boyle McCauley centre*
Income/work
Criminal justice
Food/clothing
Recreational

History *10 years living rough*
Housing status *couch surfing*
Health status *addictions recovery*
Work status
Skills *hard skills, soft skills*

Opportunities

Self storage & washrooms.

If Nicki had somewhere to store her stuff and use washrooms (to "put on her war paint") she would be more likely to access spaces like art galleries, and stores. She could lead a more functional life.

Creative Space.

What if services gave folks space to work on their projects while they wait for services? So at the end of the morning people like Nicki, who do 'small business activities' have more opportunity to make it work?