





# Homelessness & Digitalization

On the (Digital) Needs of Homeless People and the Potentials and Risks of Digital Support Options

16<sup>th</sup> European Research Conference on Homelessness University of Bergamo, Italy

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#### Overview

- 1. SIWo Project
- 2. Potentials and Risks of Digitalization
- 3. On the (digital) Needs of Homeless People
- 4. SIWo Products
- 5. Discussion



#### 1. SIWo Project

#### Wider society

# Social Sciences Field Partners Straßenkreuzer e.V. Don Bosco Jugendwerk Stadt Nürnberg Project collaboration network Scientific assistance

Software Engineering and

Usability

Scientific

consulting

Computer Sciences

# Homeless people



Peers

Smart City

Scientific

consulting

Power Engineering

Engineering

Self-advocacy of homeless people



Faculty



Institute / Facility



Collaboration



Interdisciplinary collaboration



Advisory board of all expert groups + field partners





#### 1. SIWo Project

- Research question
  - What are the needs of homeless people and how can they be met with the help of digital technologies?
- Interdisciplinary approach
  - Social Sciences meet Computer Sciences
- Triangulation of methods
  - Social Sciences: Qualitative approach by conducting narrativ guided interviews with homeless people and welfare staff
  - Computer Sciences: User Research Methods and Design Thinking Methods



#### 2. Potentials and Risks of Digital Support Options

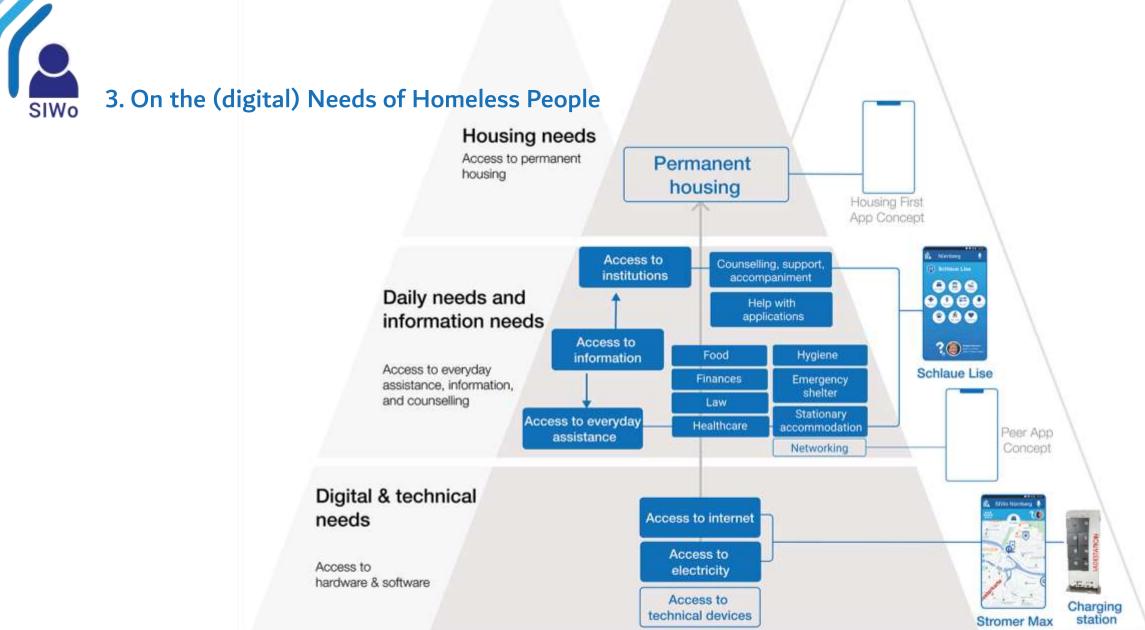
#### Potentials

- Digital inclusion/counteracting exclusion
- Open up or facilitate access to technical infrastructure and information
- Tailer-made assistance

#### Risks

- Disappointment, frustration and letdown of target group
- Fears of surveillance and control by state, police or social workers
- ,Missing the point







Levels of needs Needs Digital solutions



#### 4. SIWo Products

# Charging station and WI-FI-Finder "Stromer Max"



Status: Implemented as Beta version

#### Charging and WI-Fi-Station



Status: In operation

# Information App "Schlaue Lise"



Status: Prototyp



#### 4. SIWo Products

#### Charging and WI-FI-Station

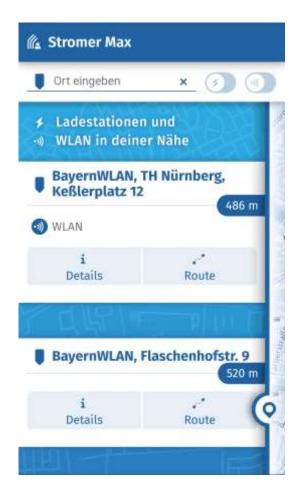


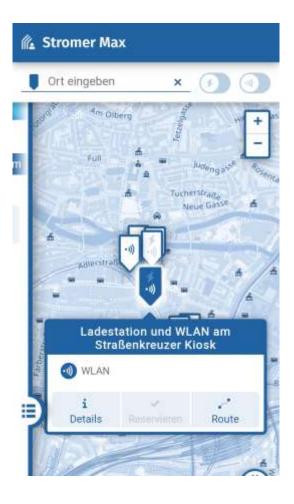


# Charging station- and WI-FI-Finder "Stromer Max"

#### 4. SIWo Products









#### 4. SIWo Products

# ● ▼ E ■ 15:32 Nürnberg **Schlaue Lise**

#### Information App "Schlaue Lise"







### 5. Discussion



# Thank you for your attention!

