

# **Coding Manual for Barriers and Solutions to Employment for Homeless Young People**

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## Abstract

This technical report presents a coding manual for analyzing a body of material related to the barriers and solutions to employment for homeless young people. The coding manual, which shows good inter-rater reliability, consists of two major codes, namely “Barrier,” and “Solution,” along with 28 sub-codes. Sub-codes within “Barrier” include “Lacks related to the individual,” “Employer-related,” “Societal-related,” and “Technology-related.” Under “Lacks related to the individual” are 12 sub-codes including lack of “Non-stigmatizing address,” lack of “Government-issued ID,” and lack of “Encouraging Experiences.” Within “Solution” there are 12 sub-codes including “Resources,” “Networking,” and “Youth-based priority.” In addition to the coding manual, the technical report also includes a summary of its development and measures of its reliability.

## Keywords

Homelessness; Homeless Young People; Employment; Unemployment; Finding Jobs; Keeping Jobs; Community Workshop; Futures Workshop; Coding Manual; Work; Labor.

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## Introduction

This coding manual is intended to be used to identify the barriers to employment that can be experienced by homeless young people, as well as potential solutions to overcome these barriers. The coding manual was developed to analyze responses to open-ended questions related to employment – finding and keeping jobs – that were discussed in two community workshops, a design workshop, and two semi-structured interviews. Accordingly, the coding manual might be used to analyze material related to homelessness, youth, and employment or other similar areas of concern. This technical report presents the coding manual, describes its development, and reports on its inter-rater reliability.

## Structure: The Top-level Codes

The coding manual consists of two main codes with sub-codes:

<b>I. BARRIER</b>	16 sub-codes
<b>II. SOLUTION</b>	12 sub-codes

In addition, the manual contains one other top-level code:

<b>III. NOT CODEABLE</b>	no sub-codes
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## Suggestions for Use

To “code” – the verb – means to assign meaning to a body of material. Typically, as is the case in the development of this coding manual, text excerpts are first identified by a standard process, sometimes referred to as segmenting. Once a transcript has been segmented into text excerpts – a phrase, a sentence, a couple of sentences, or a paragraph – one or more codes can be assigned to each excerpt.

Each code listed in the manual below includes a unique identifier, a label, a description of the code’s meaning, and example excerpts for which the code applies. Each code has a different meaning, as follows:

Select the code **Barrier** if an excerpt presents an impediment, a difficulty, or some kind of friction that is related to employment, that is, to finding or keeping a job.

Select the code **Solution** if an excerpt presents a way for overcoming a barrier or barriers.

When coding, follow these rules:

Select either the code **Barrier** or the code **Solution** for each excerpt. These top-level codes are mutually exclusive and you should select one – and not more than one – of these codes.

Always select the most specific codes possible. That said, if you cannot find an appropriate specific code, you should select a general code, either **Barrier** or **Solution**.

Some excerpts may contain multiple **Barriers** or multiple **Solutions**. In these cases, it is acceptable to select more than one sub-code for an excerpt. However, for the purposes of using this coding manual, excerpts cannot be related to both a Barrier and Solution at the same time.

Select the code **Not codeable** to indicate that the excerpt lacks clarity or is so ambiguous that no code can be applied. Often, single word responses are **Not codeable**.

See examples below for the application of the codes and sub-codes to the excerpts.

## The Manual – Barriers and Solutions to Employment for Homeless Young People

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### I. Barrier.

Refers to a barrier to getting or keeping a job.

- A. **Lacks related to the individual.** A lack or limitation that is related to an individual person who seeks a job.
1. **References/referrals.** The individual does not know people that can give a reference or referral to a job opening. Example: Lack of references.
  2. **Skill, training or knowledge.** The individual lacks basic skills, training, or knowledge related to employment, finding a job, or keeping a job. Examples: Not having skill; It's hard to get up and be on time; Lack of knowledge of job etiquette.
  3. **Transportation.** The individual lacks transportation to or from a job site. Example: Transportation - Busses don't run late/early enough.
  4. **Coaching, mentoring or emotional support.** The individual has no one to provide personal support. Examples: Need a guide; Lack of emotional support.
  5. **Non-stigmatizing address.** A postal address, a telephone number, email address, or similar identifier that may indicate that the individual is homeless. Examples: The wrong kind of addresses; Address is a shelter.
  6. **Government-issued ID.** The individual does not have government-issued ID.
  7. **Proper personal presentation.** The individual's appearance is unsuitable for work. Examples: Lack of clean clothes or poor look; Walking around with backpack; Lack of interview clothes.
  8. **Residence.** The individual lacks a place to sleep. Example: No place to stay (no alarm clock).
  9. **Resume or related issues.** The individual does not have a resume or the resume is faulty. Example: Laps of time between jobs.
  10. **Secure storage.** The individual does not have a place to store personal items. Example: Having a pet with no one to watch; Lack of storage...can't take stuff to work.
  11. **Encouraging experiences.** The individual lacks positive experiences. Example: Intimidated by lack of success.
  12. **Personal virtue.** The individual lacks motivation or suffers from some other personal failing. Examples: Responsibility is at a low; Some people don't want to work; Ability to pass a U.A. (urine analysis drug testing).
- B. **Employer-related.** A barrier related to how an employer functions or the employer's values. Examples: Employers are reluctant to take a risk on an applicant with "blips" in history; Employers need a coach.
- C. **Societal-related.** A barrier related to how society views individuals as employees. Also includes the lack of available jobs. Examples: Sex offender; Explaining jail time; Having been fired; Racism makes it difficult to get a job in this country; Ain't got no jobs.
- D. **Technology-related.** A barrier that are connected to the use of technology. Examples: Technology; E-mail for 90 min a day is a barrier.

## II. Solution.

Refers to a solution for getting and keeping a job.

- A. **Individual-related.** A change or possibility related to an individual. Examples: Confidence; Willing to jump through the hoops; You have to want to get a job; Persistence.
- B. **Employer-related.** Something that an employer could do to help an individual get or keep a job. Examples: Change the attitude of the employer; Integrated system that is supported – skills, coaching; Businesses get a break when hiring people that are of a certain kind; Trial runs, internships.
- C. **Societal-related.** Something that society as a whole could address to provide more jobs or better jobs; includes efforts by youth or service agencies to increase community awareness. Example: Competitive job market seems to hire “perfect” resumes only.
- D. **Technology-related.** A technological intervention. Examples: Leverage the cell phones with hot tips.
- E. **Resources.** The availability of more basic resources as well as support, guidance and service programs. Example: Mobile vans that have showers, clothes, computers, printers and phones.
- F. **Type of employment.** Jobs that are better suited to the individual. Example: Seasonal work.
- G. **Networking.** Individuals are in touch by networks, helping each other with job searches. Example: 16 – 30 ages, networking (unity).
- H. **Reference system.** Sanctioned recommendations of youth for employers. Example: Reference system.
- I. **Identification.** Obtaining government-issued ID is made easier. Example: Making it easier to get ID.
- J. **Interviewing.** Make interviews performance based. Example: Performance based interview system: instead of being evaluated prior to work you are evaluated based on your work.
- K. **Scheduling.** Design work practices so that individuals can complete their work on flexible schedules. Example: Freedom of scheduling.
- L. **Youth-based priority.** Employment that privileges homeless youth. Example: To have a labor service that gives priority to street involved or homeless youth.

**III. Not codeable.** This means that the segment cannot be coded and might be dropped.

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*Note:* Example excerpts are verbatim with spelling and grammatical errors uncorrected.

## Development and Experience with the Coding Manual

In the United States, lack of work begets lack of income which begets lack of housing; the lack of work and the lack of housing are inextricably connected (Burt, Aron, Lee & Valente, 2001).

Often arising from problematic conditions experienced during childhood, barriers to employment for homeless young people are systemic, related to such things as lack of adult guidance for how to seek employment, lack of general communication skills for interacting with adults and institutions, and life circumstances related to living without stable housing. In addition, many homeless young people lack specific skills related to looking for work, applying for jobs, and securing and keeping jobs.

The preponderance of difficulties that homeless young people have with securing employment stem from interrupted educations, lack of skills for using technologies, lack of employment-related experiences, lack of positive role models for peers and adults, among other reasons (Hendry, et al., 2011; Woelfer & Hendry, 2010). Compounding these difficulties, homeless young people often lack skills for interacting with authority and institutions, a problem generally linked to cycles of aggression and coercion as often experienced by homeless young people during early childhood (Whitbeck, 2009).

### Data Collection Contexts

To investigate the specific barriers and solutions to employment that homeless young people might experience, we conducted two community workshops, a design workshop with service providers, and two individual interviews. The overarching goal of these workshops and interviews was to identify the specific barriers that lie between homeless young people and stable work, as well as possible solutions. The coding manual, just presented, summarizes all of the barriers and solutions that were identified in written transcripts of these five data collection contexts (summarized in Table 1).

**Table 1.** Summary of the five data collection contexts used in the development of the coding manual.

Data Collection Context	Description of Data Collection Context
Community workshop #1	Community workshop with 10 participants; a mixed group of participants, including homeless young people, case managers, local employers, the executive director of the neighborhood service center, and two workshop moderators.
Community workshop #2	Community workshop with 11 homeless young people and two workshop moderators.
Design workshop	Design workshop with 7 case managers from local service agencies. In addition to eliciting feedback about technical design ideas for a new information system for finding jobs, participants were asked to identify barriers and solutions to employing homeless young people.
Interview #1	Semi-structured interview with a U-District business owner who runs a small bar and restaurant. In addition to questions about the issues related to employing homeless young people, the participant was asked about barriers and solutions to employing homeless young people.
Interview #2	Semi-structured interview with a homeless young person who was interested in helping youth find jobs.

The goal for the community workshops was to identify barriers that homeless young people encounter when finding and keeping jobs and to also identify possible solutions. The format for these two workshops loosely followed the critique and fantasy phases of the Futures Workshop method (Kensing & Madsen, 1991).

During the critique phase participants were asked to identify and discuss the barriers that homeless young people encounter when seeking employment. The framing question was: “What barriers do homeless young people experience when seeking employment?” As barriers were identified the participants and moderators wrote them down on Post-It Notes and pinned them to a bulletin board. The moderators encouraged participants to generate as many ideas as possible by indicating that all ideas were important, by eliciting specific stories, and by asking participants to consider barriers related to those already pinned up on the bulletin board. Seeking to generate as many ideas as possible, the moderators emphasized that all ideas were good, and that no ideas were wrong or deficient.

After spending about 30 minutes on barriers, the workshop turned to the fantasy phase, during which the moderators prompted participants to consider all the barriers and to identify possible solutions, however mundane or futuristic. Here, the framing question was: “Given the barriers just identified, how can these barriers be lowered?” Again, the moderators emphasized that all ideas were good. These ideas were also written down on Post-It Notes and pinned on the bulletin board.

Similar to the community workshops, the overall focus of the design workshop was to identify possible barriers and solutions to employment. The first part of this workshop consisted of a critical analysis and identification of barriers, which was followed by the consideration and critique of a specific socio-technical design direction.

The two semi-structured interviews were intended to draw upon the specific experiences of a local employer and a homeless young person. The employer has long been involved in issues related to homelessness through leadership in the local Chamber of Commerce. The second interviewee was a homeless young person who had recently sought to develop a job listing service to help young people find jobs. As with the two community workshops and the design workshop, these interviews began with a discussion of the barriers and solutions to finding and keeping jobs.

Audio recordings of the community workshops, the design workshop, and the two semi-structured interviews were transcribed. As outlined next, working with the Post-It Notes collected in the community workshops and the transcripts, the development of the coding manual followed three stages.

### **Stage #1: Creating Affinity Diagrams of Community Workshop Post-It Notes**

In the first stage, two affinity diagrams of the Post-It Notes were created, one affinity diagram for each workshop. We followed the method outlined by Beyer & Holtzblatt (1998, p. 155). Specifically, we began by placing all the Post-It Notes for the first community workshop on the wall and then sought to re-arrange the Post-It Notes so that similar notes were grouped together. Solutions were placed on one side of the wall and barriers on the other. After we had identified about 8 groups we labeled the groups and continued working until all notes were placed into a group and all groups were labeled. See Figure 1.





Cohen's kappa these 15 excerpts were removed, leaving 228 excerpts. The agreement – measured across the four primary categories – using Cohen's kappa was 0.63. For the four primary categories assessed individually, the agreement was 0.77 for *Barriers*, 0.68 for *Solutions*, 0.28 for *New code needed* and 0.35 for *Not codeable*<sup>1</sup>.

In addition, the three researchers scrutinized the codes and discussed their application to each of the 243 excerpts. This analysis and refinement process led to a small number of changes to the preliminary coding manual, suggesting that the original affinity diagram captured the meaning of the material quite well. This process resulted in *Version 1.0* of the coding manual, which is presented above.

### **Stage #3: Assessment of Version 1.0 Coding Manual**

To assess the reliability of the coding manual, a volunteer was asked to use Version 1.0 of the manual to code all 243 responses. The volunteer was a graduate student in a Masters of Library and Information Science program with no involvement with this project and no prior experience with the particular coding manual.

The volunteer was asked to, first, read the coding manual carefully. Then, following the rules in the section *Suggestions for Use* above, she was asked to apply one or more codes to each of the 243 responses. It took the volunteer about 5 hours to complete this task, reading the transcripts, finding the excerpts, and then applying the codes.

A summary of code applications and calculations of agreement between the standard and the volunteer rater are given in Appendix D. Inter-rater agreement for the categories Barriers and Solutions was 0.76 and 0.77 respectively, which can be considered excellent agreement. Of the 28 sub-codes, 4 were above 0.70, which can be considered excellent agreement, 17 were in the range of 0.40 and 0.70 which can be considered intermediate or good agreement, and 7 were below 0.40 which can be considered poor agreement<sup>1</sup>.

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<sup>1</sup> Note on interpreting Cohen's kappa, a measure of inter-rater reliability between two raters: Two commonly referenced benchmarks for interpreting the values of Cohen's kappa are Fleiss, Levin, & Paik (2003), who rate any value of  $\kappa$  over 0.75 as excellent agreement, between 0.40 and 0.75 as intermediate to good, and below 0.40 as poor; and Landis & Koch (1977), who rate a  $\kappa$  of 0.81 to 1.00 as "almost perfect" and between 0.61 and 0.80 as "substantial" agreement. See Woelfer & Hendry (2013) for an introduction to Cohen's kappa and its calculation.

## Appendix A: Affinity Diagram

This appendix presents the combined affinity diagram, which was created from two separate affinity diagrams, one for Community Workshop #1 and one for Community Workshop #2. Below, the groupings of the notes are shown under the two major headings – barriers and solutions – along with additional sub-headings.

The quoted text refers to the ideas that were written down on the Post-It Notes in the workshops, reproduced verbatim. Two fonts are used below, with the following meaning:

Font	Affinity Diagram
Back normal text	Community Workshop #1
<u>Green underlined text</u>	Community Workshop #2

### I. BARRIERS

#### A. Lacks related to the individual.

1. **Lack of references/referrals.** “Lack of references”; “Lack of referrals, lack of references”.
2. **Lack of skill, training or knowledge (note: life-skills).** “Training time may be high”; “Lack of skill set or experience”; “Not having skill”; “Lack of knowledge of job etiquette”; “Lack of education (can’t read or spell)”; “Not enough education, too much education”; “Lack of needs and insider info”; “Not knowing how to ask for time off”; “It’s hard to get up and be on time”; “Accountability – lack of it”; “No skills”.
3. **Lack of transportation.** “Lack of transportation – How to bus?”; “Lack of reliable transportation”; “Transportation - Busses don’t run late/early enough”; “Stuck at a UW Human Subject seminar”.
4. **Lack of coaching, mentoring or emotional support.** “Lack of someone who can solve problems (lack of coaching)”; “Lack of a safety net”; “Lack of emotional support”; “Need of a guide”;
5. **Lack of non-stigmatizing address.** “An inconsistent address; Address is a shelter”; “The wrong kind of addresses”; “No having a permanent address”.
6. **Lack of access to technology.** “Not having access”.
7. **Lack of government-issued ID.** “Lack of I.D.”.
8. **Lack of proper personal presentation.** “Personal presentation”; “Who might come along with person who is hired”; “Presentation in real world”; “Lack of clean clothes or poor look”; “Company image is not consistent; Type ...”; “Presentation of self online”; “Guitar, camping equipment, sleeping bags, etc.”; “Lack of interview clothes, places to shower (hygiene), etc.”; “Walking around with backpack”; “If they know that you are homeless, if they see around”; “Showering/ presentability”; “Piercing’s, tattoo’s, hair, etc.”.
9. **Lack of a residence.** “No alarm or lack of sleep”; “No place to stay (no alarm clock)”; “No place to stay”.
10. **Lack of resume or related issues.** “Lose information needed for resume (especially for under-the-counter jobs)”; “Laps of time between jobs”; “Identification papers, lost resume”.
11. **Lack of secure storage.** “Having a pet with no one to watch”; “Lack of storage...can’t take stuff to work”.
12. **Lack of encouraging experiences.** “Intimidated by lack of success”.
13. **Individual related lacks.** “Whiskey”; “Too high”; “Responsibility is at a low”; “Crazy people”; “Issue with authority”; “D.G.A.F. (Don’t give a f#@k)”; “Lack of motivation”; “Some people don’t want work”; “Lazy”; “Ability to pass a U.A. (urine analysis drug testing)”.

**B. Employer-related barriers.** “Employers need a coach”; “Employers involved in integrity app-coach”; “Employers nepotism \*Risks...”; “No apprenticeship opportunities”; “Employers are not ready – Need training”; “Employers are reluctant to take a risk on an applicant with “blips” in history”.

**C. Societal barriers.** “Felonies”; “Sex offenders”; “Explaining jail time”; “Having been fired”; “Drug testing”; “Discouraging environment”; “Racism makes it difficult to get a job in this country”; [“Felon”](#); [“Police harassment lost me a job”](#).

**D. Technology-related barriers.** “Technology”; “E-mail for 90 min a day is a barrier”; “Leverage the cell phones with hot tips”.

## II. SOLUTIONS

**A. Employer-related.** “Change the attitude of the employer”; “Employment coach with x, y, z...”; “Integrated system that is supported – skills, coaching”; “Businesses get a break when hiring people that are of a certain kind”; “Trial runs, internships ”; “Change company policy to allow people to get a job – felonies”; “Wrap around” case managers that are continuous”; “Finding the right job”; “Want opportunity tax credit”; “Make resumes with skills/interests and goals”.

**B. Individual related.** “Confidence”; “Willing to jump through the hoops”; “Better early than late”; “Variety of issues can’t really single one out you just have to recognize”; “You have to want to get a job”; “Persistence”; “Educate yourself about resources that are available”; “Differentiate yourself”; “Deal with it”; [“Confidence/state of mind”](#); [“Fake it till you make it”](#); [“Influence of others”](#).

**C. Societal related.** “Competitive job market seems to hire “perfect” resumes only”; “Minimum wage is high”; “There are no job, plain and simple”; “Revolution”.

**D. Resources.** [“Mobile vans that have showers, clothes, computers, printers and phones”](#).

**E. Type of employment.** [“Season work”](#).

**F. Networking.** [“16 – 30 ages, networking \(unity\)”](#).

**G. Reference system.** [“Reference system”](#).

**H. Identification.** [“Making it easier to get ID”](#).

**I. Interviewing.** [“Performance based interview system: instead of being evaluated prior to work you are evaluated based on your work”](#).

**J. Scheduling.** [“Freedom of scheduling”](#).

**K. Youth-based priority.** [“To have a labor service that gives priority to street involved or homeless youth”](#).

## Appendix B: Preliminary Coding Manual

This appendix presents the preliminary coding manual, developed from the affinity diagram, which is found in Appendix A.

### I. Barriers.

Refers to a barrier to getting and keeping a job.

- A. **Lacks related to the individual.** A lack or limitation that is related to an individual person who seeks a job.
1. **References/referrals.** The individual does not know people that can give a reference or referral to a job opening. Example: Lack of references.
  2. **Skill, training or knowledge.** The individual lacks basic skills, training, or knowledge related to employment, finding a job, or keeping a job. Examples: Not having skill; It's hard to get up and be on time; Lack of knowledge of job etiquette.
  3. **Transportation.** The individual lacks transportation to/from a job. Example: Transportation - Busses don't run late/early enough.
  4. **Coaching, mentoring or emotional support.** The individual has no one to provide personal support. Examples: Need a guide; Lack of emotional support.
  5. **Non-stigmatizing address.** A postal address, a telephone number, email address, or similar identifier that may indicate that the individual is homeless. Examples: The wrong kind of addresses; Address is a shelter.
  6. **Access to technology.** The individual does not have access to a computer, phone, or other essential technology. Example: Not having access.
  7. **Government-issued ID.** The individual does not have government-issued ID.
  8. **Proper personal presentation.** The individual's appearance is unsuitable for work. Examples: Lack of clean clothes or poor look; Walking around with backpack; Lack of interview clothes.
  9. **Residence.** The individual lacks a place to sleep. Example: No place to stay (no alarm clock).
  10. **Resume or related issues.** The individual does not have a resume or the resume is faulty. Example: Laps of time between jobs.
  11. **Secure storage.** The individual does not have a place to store personal items. Example: Having a pet with no one to watch; Lack of storage...can't take stuff to work.
  12. **Encouraging experiences.** The individual lacks positive experiences. Example: Intimidated by lack of success.
  13. **Personal virtue.** The individual lacks motivation or suffers from some other personal failing. Examples: Responsibility is at a low; Some people don't want to work; Ability to pass a U.A. (urine analysis drug testing).
- B. **Employer-related.** A barrier related to how an employer functions or the employer's values. Examples: Employers are reluctant to take a risk on an applicant with "blips" in history; Employers need a coach.
- C. **Societal-related.** A barrier related to how society views individuals as employees. Examples: Sex offender; Explaining jail time; Having been fired; Racism makes it difficult to get a job in this country.

- D. **Technology-related.** A barrier that are connected to the use of technology. Examples: Technology; E-mail for 90 min a day is a barrier.

## II. Solutions.

Refers to a solution for getting and keeping a job.

- A. **Individual-related.** A change or possibility related to an individual. Examples: Confidence; Willing to jump through the hoops; You have to want to get a job; Persistence.
- B. **Employer-related.** Something that an employer could do to help an individual get or keep a job. Examples: Change the attitude of the employer; Integrated system that is supported – skills, coaching; Businesses get a break when hiring people that are of a certain kind; Trial runs, internships.
- C. **Societal-related.** Something that society as a whole could address to provide more jobs or better jobs. Example: Competitive job market seems to hire “perfect” resumes only.
- D. **Technology-related.** A technological intervention. Examples: Leverage the cell phones with hot tips.
- E. **Resources.** The availability of more basic resources. Example: Mobile vans that have showers, clothes, computers, printers and phones.
- F. **Type of employment.** Jobs that are better suited to the individual. Example: Seasonal work.
- G. **Networking.** Individuals are in touch by networks, helping each other with job searches. Example: 16 – 30 ages, networking (unity).
- H. **Reference system.** Sanctioned recommendations of youth for employers. Example: Reference system.
- I. **Identification.** Obtaining government-issued ID is made easier. Example: Making it easier to get ID.
- J. **Interviewing.** Make interviews performance based. Example: Performance based interview system: instead of being evaluated prior to work you are evaluated based on your work.
- K. **Scheduling.** Design work practices so that individuals can complete their work on flexible schedules. Example: Freedom of scheduling.
- L. **Youth-based priority.** Employment that privileges homeless youth. Example: To have a labor service that gives priority to street involved or homeless youth.

**III. New code needed.** This means that the segment can be coded but with a new code, which is \_\_\_\_.

**IV. Not codeable.** This means that the segment cannot be coded and might be dropped.

## Appendix C: Example Text Excerpts

This appendix contains the first 11 text excerpts from the first community workshop. A PDF document of the five transcripts, including the excerpts, is available on request. In transcript below DH refers to the third author, JW refers to the first author, FP refers to a female participant, and MP refers to a male participant. To maintain participant anonymity, names in these example excerpts are replaced with "xxxxx."

Futures Workshop, Number 1 March 9/2011

**Ex 1** FP: Um, I think a lot of people get intimidated when they have not had success in the past. It is kind of a mental block right there that people just don't want to continue. They feel like I've failed in the past, I'm not going to succeed if I try again.

DH: Okay, intimidated by lack of success. Forgive me but I wrote it down for you.

JW: [laughter] Just as an example. And the tape is on the chair for that reason.

DH: Who has got another one?

**Ex 2** FP: I think you want to get a job, like you can't get lazy, like you should know that it is going to be a struggle, like people with Master's degrees are having problems getting jobs, and maybe that is something that they don't know, but you have to want to get a job first.

MP: I ain't got no jobs.

JW: What?

MP: I ain't got no jobs.

**Ex 3** JW: There aren't any?

MP: No.

JW: Here, do you want to write? Here.

MPxxxxx I put a marker in your hand.

JW: I will. [laughter]

**Ex 4** FP: I think you have to know how to present yourself.

MP: Yeah.

**Ex 5** FP: Differentiate yourself.

MP: Oh, that's good.

FP: I think it helps if you are White.

**Ex 6** MP: I think there is a sense that you have to have a perfect résumé, because there are so few jobs the perfect résumés get the job, so if you have any kind of history that makes your résumé go into stack two it feels like it is over before it starts.

JW: And it is okay to write stuff without saying it out loud too. And then you can just -xxxxxx do you want to get up and put it on there?

FP: Well...

Futures Workshop, Number 1

March 9/2011

Ex 7 MP: I think it is a variety of issues – you just can single one out really.

JW: A variety of issues?

MP: Yeah.

JW: Yeah. Yeah. Mm hmm. Do you want to write that too?

DH: xxxxx

Ex 8 FP: I think when you don't have any job experience you should make a résumé that has what your skill set is, what you are interested in, why you want that job, and what your big goal is, like maybe you want to go to college, or you want to get an entry level position so you can learn about retail.

JW: What are the barriers?

FP: What are the barriers.

JW: Yeah, so what is wrong with the system?

MP: xxxxx what is your barrier? Racism.

FP: Yeah.

MP: Racism makes it difficult to get a job.

FP: In this country.

Ex 9 MP: The more competitive job market seems to hire perfect résumés only.

MP: What have you got xxxxx?

Ex 10 MP: Mine is finding the right job.

MP: The jobs that are there aren't really the ones that you want, that kind of thing?

MP: Yeah.

MP: Did you put it up backwards?

FP: It is in invisible ink.

JW: I think it is an orange on red.

All: [laughter]

MP: You have got to hold a candle to it.

FP: I like the dark pens.

## Appendix D: Application of Codes

**Table 1.** Summary of the application of the codes to the 243 excerpts.

Code	No. Applied		Agree	Inter-rater Agreement	
	Standard	Volunteer		Percent Agreement*	Kappa
<b>I. Barriers</b>	<b>132</b>	<b>143</b>	<b>124</b>	<b>0.88</b>	<b>0.76</b>
I. A. Lacks related to the individual	94	111	83	0.83	0.66
I. A. 1. References/referrals	3	7	3	0.98	0.59
I. A. 2. Skill, training or knowledge	9	15	8	0.97	0.65
I. A. 3. Transportation	9	8	6	0.98	0.69
I. A. 4. Coaching, mentoring or emotional support	6	8	5	0.98	0.71
I. A. 5. Non-stigmatizing address	3	3	2	0.99	0.66
I. A. 6. Government-issued ID	4	4	4	1.00	1.00
I. A. 7. Proper personal presentation	17	11	9	0.96	0.62
I. A. 8. Residence	14	7	6	0.96	0.55
I. A. 9. Resume or related issues	6	13	5	0.96	0.51
I. A. 10. Secure storage	3	3	3	1.00	1.00
I. A. 11. Encouraging experiences	3	3	1	0.98	0.32
I. A. 12. Personal virtue	30	23	19	0.94	0.68
I. B. Employer-related	25	25	13	0.90	0.46
I. C. Societal-related	21	19	7	0.89	0.29
I. D. Technology-related	8	7	6	0.99	0.79
<b>II. Solutions</b>	<b>102</b>	<b>90</b>	<b>83</b>	<b>0.89</b>	<b>0.77</b>
II. A. Individual-related	17	18	8	0.92	0.41
II. B. Employer-related	26	19	14	0.93	0.58
II. C. Societal-related	18	9	8	0.95	0.57
II. D. Technology-related	10	10	7	0.97	0.69
II. E. Resources	18	10	5	0.92	0.32
II. F. Type of employment	10	14	4	0.93	0.30
II. G. Networking	5	7	3	0.97	0.49
II. H. Reference system	3	4	2	0.99	0.57
II. I. Identification	1	20	1	0.92	0.09
II. J. Interviewing	2	3	0	0.98	-0.01
II. K. Scheduling	2	1	1	1.00	0.66
II. L. Youth-based priority	13	0	0	0.94	0.00
<b>III. Not codable</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1.00</b>	<b>0.00</b>

\*Note: Percent agreement is calculated as (Total N – Disagreement)/N.



## Appendix E: Standard Coding

This table summarizes the codes that were applied to the excerpts. See Appendix C for the text of the first 11 excerpts. All excerpts are available upon request to the authors.

**Table 1.** Application of codes to text excerpts.

Excerpt ID	Applied Code(s)
1	I. Barriers ; I.A. Lacks related to the individual ; I.A.11. Encouraging experiences
2	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
3	I. Barriers ; I.C. Societal-related
4	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
5	II. Solutions ; II.A. Individual-related
6	I. Barriers ; I.A. Lacks related to the individual ; I.A.9. Resume or related issues
7	Not codeable - Removed
8	II. Solutions ; II.A. Individual-related
9	I. Barriers ; I.C. Societal-related
10	I. Barriers ; I.A. Lacks related to the individual ; I.A.9. Resume or related issues
11	I. Barriers ; I.C. Societal-related
12	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
13	I. Barriers ; I.A. Lacks related to the individual
14	I. Barriers ; I.D. Technology-related
15	I. Barriers ; I.A. Lacks related to the individual ; I.A.1. References/referrals
16	I. Barriers ; I.C. Societal-related
17	I. Barriers ; I.C. Societal-related
18	I. Barriers ; I.B. Employer-related
19	I. Barriers ; I.A. Lacks related to the individual ; I.A.3. Transportation
20	I. Barriers ; I.A. Lacks related to the individual ; I.A.3. Transportation
21	I. Barriers ; I.C. Societal-related
22	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
23	I. Barriers ; I.A. Lacks related to the individual ; I.A.2. Skill, training or knowledge
24	I. Barriers ; I.A. Lacks related to the individual ; I.A.2. Skill, training or knowledge; I.D. Technology-related
25	Not codeable - Removed
26	I. Barriers ; I.A. Lacks related to the individual ; I.A.5. Non-stigmatizing address ; I.B. Employer-related
27	I. Barriers ; I.A. Lacks related to the individual ; I.A.5. Non-stigmatizing address ; I.B. Employer-related
28	I. Barriers ; I.B. Employer-related ; I.D. Technology-related
29	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
30	I. Barriers ; I.A. Lacks related to the individual ; I.A.11. Encouraging experiences
31	I. Barriers ; I.A. Lacks related to the individual ; I.A.9. Resume or related issues ; I.A.12. Personal virtue
32	I. Barriers ; I.A. Lacks related to the individual ; I.A.4. Coaching, mentoring or emotional support
33	I. Barriers ; I.A. Lacks related to the individual ; I.A.3. Transportation ; I.A.4. Coaching, mentoring or emotional support ; I.A.8. Residence
34	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
35	I. Barriers ; I.A. Lacks related to the individual ; I.A.4. Coaching, mentoring or emotional support
36	II. Solutions ; II.G. Networking
37	Not codeable - Removed
38	I. Barriers ; I.B. Employer-related
39	I. Barriers ; I.B. Employer-related
40	I. Barriers ; I.A. Lacks related to the individual ; I.A.3. Transportation
41	I. Barriers ; I.A. Lacks related to the individual ; I.A.4. Coaching, mentoring or emotional support
42	I. Barriers ; I.A. Lacks related to the individual ; I.A.4. Coaching, mentoring or emotional support
43	Not codeable - Removed
44	I. Barriers ; I.A. Lacks related to the individual ; I.A.7. Proper personal presentation
45	I. Barriers ; I.A. Lacks related to the individual ; I.A.4. Coaching, mentoring or emotional support
46	I. Barriers ; I.A. Lacks related to the individual ; I.A.7. Proper personal presentation; I.B. Employer-related ; I.D. Technology-related
47	I. Barriers ; I.A. Lacks related to the individual ; I.A.7. Proper personal presentation; I.B. Employer-related ; I.D. Technology-related

48	I. Barriers ; I.A. Lacks related to the individual ; I.A.7. Proper personal presentation ; I.D. Technology-related
49	II. Solutions ; II.D. Technology-related
50	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue ; I.B. Employer-related
51	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue ; I.B. Employer-related
52	I. Barriers ; I.A. Lacks related to the individual ; I.A.6. Government-issued ID
53	I. Barriers ; I.C. Societal-related
54	Removed - Not codeable
55	I. Barriers ; I.B. Employer-related
56	I. Barriers ; I.B. Employer-related
57	II. Solutions ; II.B. Employer-related
58	II. Solutions ; II.B. Employer-related
59	I. Barriers ; I.B. Employer-related
60	I. Barriers ; I.B. Employer-related
61	I. Barriers ; I.B. Employer-related
62	I. Barriers ; I.A. Lacks related to the individual ; I.A.7. Proper personal presentation
63	I. Barriers ; I.C. Societal-related
64	Removed - Not codeable
65	II. Solutions ; II.B. Employer-related
66	II. Solutions ; II.E. Resources
67	II. Solutions ; II.E. Resources
68	II. Solutions ; II.B. Employer-related
69	II. Solutions ; II.C. Societal-related
70	II. Solutions ; II.C. Societal-related
71	II. Solutions ; II.C. Societal-related
72	II. Solutions ; II.B. Employer-related
73	II. Solutions ; II.B. Employer-related
74	II. Solutions ; II.C. Societal-related
75	I. Barriers ; I.A. Lacks related to the individual ; I.A.8. Residence
76	I. Barriers ; I.B. Employer-related
77	I. Barriers ; I.B. Employer-related
78	I. Barriers ; I.B. Employer-related
79	II. Solutions ; II.C. Societal-related
80	Removed - Not codeable
81	II. Solutions ; II.C. Societal-related
82	II. Solutions ; II.H. Reference system
83	II. Solutions ; II.B. Employer-related
84	II. Solutions ; II.D. Technology-related
85	II. Solutions
86	II. Solutions ; II.E. Resources ; II.H. Reference system
87	II. Solutions ; II.B. Employer-related ; II.G. Networking
88	II. Solutions ; II.A. Individual-related
89	II. Solutions ; II.C. Societal-related ; II.E. Resources
90	II. Solutions ; II.C. Societal-related ; II.E. Resources
91	II. Solutions ; II.B. Employer-related
92	I. Barriers
93	II. Solutions ; II.C. Societal-related
94	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
95	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
96	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
97	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
98	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
99	I. Barriers ; I.C. Societal-related
100	I. Barriers ; I.C. Societal-related
101	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
102	I. Barriers ; I.A. Lacks related to the individual ; I.A.8. Residence
103	I. Barriers ; I.A. Lacks related to the individual ; I.A.7. Proper personal presentation ; I.B. Employer-related
104	I. Barriers ; I.C. Societal-related

105	I. Barriers ; I.C. Societal-related
106	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
107	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
108	I. Barriers ; I.A. Lacks related to the individual ; I.A.8. Residence
109	I. Barriers ; I.A. Lacks related to the individual ; I.A.7. Proper personal presentation
110	I. Barriers ; I.A. Lacks related to the individual ; I.A.10. Secure storage
111	I. Barriers ; I.A. Lacks related to the individual ; I.A.7. Proper personal presentation ; I.A.8. Residence
112	I. Barriers ; I.A. Lacks related to the individual ; I.A.7. Proper personal presentation ; I.A.8. Residence
113	I. Barriers ; I.C. Societal-related
114	I. Barriers ; I.A. Lacks related to the individual ; I.A.8. Residence
115	I. Barriers ; I.A. Lacks related to the individual ; I.A.3. Transportation
116	I. Barriers ; I.A. Lacks related to the individual ; I.A.8. Residence
117	I. Barriers ; I.A. Lacks related to the individual ; I.A.9. Resume or related issues
118	I. Barriers ; I.A. Lacks related to the individual ; I.A.1. References/referrals
119	I. Barriers ; I.A. Lacks related to the individual ; I.A.7. Proper personal presentation ; I.C. Societal-related
120	II. Solutions ; II.B. Employer-related
121	I. Barriers ; I.A. Lacks related to the individual ; I.A.10. Secure storage ; I.A.7. Proper personal presentation
122	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
123	II. Solutions ; II.C. Societal-related
124	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
125	I. Barriers ; I.C. Societal-related
126	II. Solutions ; II.A. Individual-related
127	I. Barriers ; I.B. Employer-related ; I.C. Societal-related
128	I. Barriers ; I.C. Societal-related
129	I. Barriers ; I.A. Lacks related to the individual ; I.A.8. Residence
130	I. Barriers ; I.A. Lacks related to the individual ; I.A.5. Non-stigmatizing address ; I.A.6. Government-issued ID
131	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
132	I. Barriers ; I.A. Lacks related to the individual ; I.A.3. Transportation
133	I. Barriers ; I.A. Lacks related to the individual ; I.A.3. Transportation
134	I. Barriers ; I.A. Lacks related to the individual ; I.A.2. Skill, training or knowledge
135	II. Solutions ; II.B. Employer-related ; II.J. Interviewing
136	II. Solutions ; II.B. Employer-related ; II.J. Interviewing
137	II. Solutions ; II.C. Societal-related ; II.I. Identification
138	II. Solutions ; II.H. Reference system
139	Removed - Not codeable
140	II. Solutions ; II.L. Youth-based priority
141	II. Solutions ; II.B. Employer-related
142	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
143	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
144	I. Barriers ; I.A. Lacks related to the individual ; I.A.8. Residence ; I.A.12. Personal virtue
145	I. Barriers ; I.A. Lacks related to the individual ; I.A.8. Residence
146	I. Barriers ; I.C. Societal-related
147	I. Barriers ; I.C. Societal-related
148	II. Solutions ; II.K. Scheduling
149	I. Barriers ; I.B. Employer-related
150	II. Solutions ; II.C. Societal-related
151	II. Solutions ; II.K. Scheduling ; II.L. Youth-based priority
152	I. Barriers ; I.A. Lacks related to the individual ; I.A.8. Residence
153	I. Barriers ; I.A. Lacks related to the individual ; I.A.3. Transportation
154	I. Barriers ; I.A. Lacks related to the individual ; I.A.3. Transportation
155	II. Solutions ; II.G. Networking
156	II. Solutions ; II.G. Networking ; II.L. Youth-based priority
157	II. Solutions ; II.C. Societal-related
158	II. Solutions ; II.D. Technology-related ; II.E. Resources
159	II. Solutions ; II.L. Youth-based priority
160	II. Solutions ; II.E. Resources
161	II. Solutions ; II.C. Societal-related
162	I. Barriers ; I.A. Lacks related to the individual ; I.A.10. Secure storage

163	I. Barriers ; I.A. Lacks related to the individual ; I.A.7. Proper personal presentation
164	I. Barriers ; I.A. Lacks related to the individual ; I.A.8. Residence
165	II. Solutions ; II.D. Technology-related ; II.E. Resources
166	II. Solutions ; II.L. Youth-based priority
167	II. Solutions ; II.L. Youth-based priority
168	II. Solutions ; II.F. Type of employment
169	II. Solutions ; II.D. Technology-related ; II.F. Type of employment ; II.L. Youth-based priority
170	II. Solutions ; II.F. Type of employment
171	II. Solutions ; II.E. Resources
172	II. Solutions ; II.C. Societal-related
173	Not codeable - Removed
174	II. Solutions ; II.B. Employer-related
175	II. Solutions ; II.B. Employer-related
176	I. Barriers ; I.A. Lacks related to the individual ; I.A.8. Residence ; I.A.12. Personal virtue
177	I. Barriers ; I.A. Lacks related to the individual ; I.A.2. Skill, training or knowledge ; I.B. Employer-related
178	II. Solutions ; II.A. Individual-related ; II.E. Resources
179	II. Solutions ; II.A. Individual-related
180	Not codeable - Removed
181	II. Solutions ; II.B. Employer-related
182	II. Solutions ; II.B. Employer-related
183	II. Solutions ; II.L. Youth-based priority
184	I. Barriers ; I.B. Employer-related ; II. Solutions ; II.B. Employer-related
185	I. Barriers ; I.A. Lacks related to the individual ; I.A.9. Resume or related issues
186	I. Barriers ; I.A. Lacks related to the individual ; I.A.7. Proper personal presentation
187	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
188	I. Barriers ; I.C. Societal-related
189	I. Barriers ; I.B. Employer-related
190	I. Barriers ; I.A. Lacks related to the individual ; I.A.2. Skill, training or knowledge ; I.A.9. Resume or related issues
191	I. Barriers ; I.A. Lacks related to the individual ; I.A.7. Proper personal presentation
192	II. Solutions ; II.E. Resources
193	I. Barriers ; I.A. Lacks related to the individual ; I.A.7. Proper personal presentation
194	II. Solutions ; II.B. Employer-related ; II.L. Youth-based priority
195	II.A. Individual-related ; II.E. Resources
196	II. Solutions ; II.F. Type of employment
197	II. Solutions ; II.F. Type of employment
198	II. Solutions ; II.E. Resources
199	II. Solutions ; II.B. Employer-related
200	II. Solutions ; II.B. Employer-related
201	II. Solutions ; II.E. Resources
202	II. Solutions ; II.A. Individual-related
203	II. Solutions ; II.A. Individual-related
204	II. Solutions ; II.A. Individual-related ; II.B. Employer-related
205	II. Solutions ; II.A. Individual-related ; II.B. Employer-related
206	II. Solutions ; II.B. Employer-related
207	II. Solutions ; II.A. Individual-related ; II.L. Youth-based priority
208	II. Solutions ; II.A. Individual-related ; II.L. Youth-based priority
209	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
210	I. Barriers ; I.D. Technology-related ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
211	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
212	I. Barriers ; I.A. Lacks related to the individual ; I.A.2. Skill, training or knowledge ; I.A.11. Encouraging experiences
213	I. Barriers ; I.A. Lacks related to the individual ; I.A.2. Skill, training or knowledge ; I.A.7. Proper personal presentation
214	II. Solutions ; II.E. Resources
215	I. Barriers ; I.A. Lacks related to the individual ; I.A.2. Skill, training or knowledge
216	II. Solutions ; II.E. Resources
217	II. Solutions ; II.F. Type of employment
218	II. Solutions ; II.F. Type of employment

219	II. Solutions ; II.B. Employer-related
220	II. Solutions ; II.C. Societal-related
221	II. Solutions ; II.G. Networking
222	II. Solutions ; II.F. Type of employment ; II.L. Youth-based priority
223	II. Solutions ; II.D. Technology-related ; II.L. Youth-based priority
224	II. Solutions ; II.C. Societal-related
225	II. Solutions ; II.A. Individual-related
226	II. Solutions ; II.B. Employer-related
227	I. Barriers ; I.C. Societal-related
228	II. Solutions ; II.A. Individual-related
229	II. Solutions ; II.A. Individual-related
230	II. Solutions ; II.B. Employer-related ; II.C. Societal-related
231	II. Solutions ; II.A. Individual-related
232	I. Barriers ; I.D. Technology-related
233	I. Barriers ; I.A. Lacks related to the individual ; I.A.1. References/referrals ; I.A.6. Government-issued ID ; I.A.12. Personal virtue
234	I. Barriers ; I.A. Lacks related to the individual ; I.A.6. Government-issued ID
235	I. Barriers ; I.A. Lacks related to the individual ; I.A.12. Personal virtue
236	II. Solutions ; II.D. Technology-related
237	II. Solutions ; II.F. Type of employment
238	I. Barriers ; I.A. Lacks related to the individual ; I.A.2. Skill, training or knowledge
239	II. Solutions ; II.E. Resources
240	II. Solutions ; II.D. Technology-related
241	II. Solutions ; II.F. Type of employment
242	II. Solutions ; II.D. Technology-related
243	II. Solutions ; II.D. Technology-related

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