

## Observation Results:

No.	Name/ Internet Alias	Experience Being Homeless	Experience With Tech
1	muchhuman	Former homeless, was single with no family and healthy so had less difficulties compared to other homeless. Never tried to find shelter.	Always had a phone on him, only used wifi for data, had difficulty charging it, had difficulty finding food and water with it.
2	mthans99	Was frustrated with shelter availability - thinks that many shelters only care about attracting donors. Also, many of them are too ambiguous about their entry requirements.	Had access to the internet, at least once a day. Didn't think it had much information that was useful to homeless, because those organisations that help homeless mostly just care about attracting donors.
3	usedtobehomeless 81	Thinks that shelters are dangerous, especially for tech-savvy homeless who have expensive smartphones or tablets because having a crowd of marginalized people in one building (some with drug or psychological issues) means there is a lot of risk, both financial and bodily. Thinks jail is better than shelter.	Thinks it is better to focus on other homeless services instead of shelters, such as a website for employers who want to hire homeless or food locator that finds low-cost or cheap food. Thinks that many homeless already know how to access services but it is difficult to earn money
4	visionque	Thinks that elderly are at risk more because they become less able to do physical jobs as they get older so higher risk of getting fired, losing their homes, not having any savings etc. Believes more services should be focused specifically for this new class of homeless - average	Thinks that there is a lot of services out there that can help homeless but the information isn't systematically available. Thinks it is important to have birth certificate, driver's license, social security card, inoculation record, passport, high

		people who lost their jobs due to the tech revolution	school diploma on you at all times. Should incorporate this into our tech solution somehow.
5	rogercoger	Chose to be homeless for 3 months leading up to university final exams. Parent's home was too far away. Still had access to other university facilities like gym/shower, computer rooms, library, hidden places to get some privacy etc.) Believes that there are other students in his position as well. Believes that having to be homeless while still doing something 'socially acceptable' like being a student is still easier than being 'fully homeless' but this experience pushed him towards more degenerate behavior (like drugs)	Believes student homeless have an easier experience because they still have access to university services like computers. Believes that regular homeless should have some type of app that connects them to those things that students already have, for example a 24 hour library where they can sleep instead of having to choose a shelter which can be dangerous.
6	free_wifi_	Had a truck while homeless, spent time in it most of the time, sometimes went to park. Hardest part of being homeless was 'the idea' of being homeless i.e. waking up in the morning and knowing you are homeless. Had mental illness. Believes that nobody cares, even family.	Believes that many homeless eventually find the services that they need to get by, but they miss human connection with other regular people because they are often looked down upon for being homeless. Believes that maybe an app that let's them have a regular conversation/chat with another regular person could be good for them and help with depression and self-harm ideation
7	Kirrivath	Young woman in Toronto who has recently been able to get away from	More entertainment options that are free would be helpful as a homeless,

		homelessness. Believes that young women especially are at risk from a whole other set of dangers compared to the regular homeless. Also believes that homelessness is a vicious cycle because she receives some assistance that barely helps her to get by, but the second she gets a moderate-paying job, she will stop getting the assistance and will again no longer have money for rent/basics needed for living.	or more information on where free entertainment can be found. Also, believes that more shelters should have internet or shelters should give out more information on what services they offer.
8	sparksthrowaway	Has chosen to live in a tent on public property instead of a shelter because of the dangers. Has opiate addiction. Mother had large amounts of debt that forced family to homelessness.	Believes that many jobs require at the minimum a working phone, which would mean getting a plan, which would mean having money and identification, which not all homeless have. Believes it is a vicious cycle that forces people to homelessness.
9	Lovelyhippie420	Full-time college student, homeless with wife and service dog for a few months now. Both the husband and wife are disabled. Cannot find rooms on rent because of dog, but they will not get rid of the dog because it is a service animal. School can only provide meal vouchers once a week. Living in their car.	Uses his phone to access the internet. Not actively looking for work due to disability. Seems to be using reddit to buy and sell things, seek advice on various issues of the homeless, and as an outlet to talk about his situation.
10	stymieblue	Currently homeless, along with four adult step-children and his wife. They live in their mini-van and are all unemployed. The van's battery is dead so they only	A family friend lets him and his family use her government apartment to shower and use the internet. They use the internet to seek

		use it for sleeping.	employment opportunities. They are listed with local employment services and they also try to find information about job fairs online.
11	Throwaway1950a	Formerly homeless (voluntarily) for 6 months. Slept in sleeping bag in various parks and also lived out of car.	Used library services and watched TV shows at an auto repair shop for entertainment.
12	houseless	Formerly homeless for 9 months and could not find work due to his situation. Decided to live with friend in a car and drive to different locations, camping wherever possible. Also lived in a tent after his return.	Used computers in public places to keep in touch with loved ones. Had to sell his possessions to be able to afford basic necessities.
13	RobotBuddha	Formerly homeless for 6 months. Does not want to talk about his experiences because he thinks that people have been in worse situations than him.	He believes the Internet got him out of his situation. He did web development for a while to make money. He used library services to access wifi, because the wifi would work even after closing hours. Kept his laptop instead of selling it for food because he believes it was his "connection to my old life, ... a symbol that I wasn't always going to be there".

## Questionnaire Results:

The purpose of this questionnaire is to gain an insight on the services used by homeless individuals and their relation to technology. This survey is being conducted as part of a Spring 2017 semester project for CSC318, Design of Interactive Computational Media, a course offered by the Department of Computer Science at the University of Toronto. Your responses will be completely anonymous and your participation in this survey is voluntary. You can skip any question that you do not feel comfortable answering. Please enter your name or initials if you agree to these terms:

### **Section 1 : Frequency of Tech Usage**

#### **1) What electronic devices do you own? Tick any and all that apply.**

2/21/2017 8:36:41 | Toni Scaliari | Smartphone

2/21/2017 9:16:22 | AJL | Tablet, PC/Laptop/Apple Computer

2/21/2017 9:27:27 | ms | Smartphone, Tablet, PC/Laptop/Apple Computer

2/21/2017 9:45:31 | DM | Smartphone, PC/Laptop/Apple Computer

2/21/2017 12:36:25 | anonymous | Smartphone

2/21/2017 15:36:11 | Ana Barghesian | Smartphone

2/21/2017 15:42:50 | Jason Sorensen | Smartphone, also have regular cellphone with no data

2/22/2017 16:05:08 | RD | Smartphone

2/22/2017 17:37:09 | J | Smartphone, Tablet, PC/Laptop/Apple Computer

2/22/2017 17:41:14 | KaBar2 | Smartphone

2/22/2017 18:02:10 | BC | PC/Laptop/Apple Computer

2/22/2017 18:06:52 | T | Smartphone, PC/Laptop/Apple Computer

2/22/2017 18:13:08 | DH | None

2/22/2017 19:16:18 | FU | Tablet, PC/Laptop/Apple Computer

2/22/2017 20:22:15 | AS | Smartphone, Tablet, E-reader

2/22/2017 20:23:51 | cc | Smartphone, PC/Laptop/Apple Computer

2/22/2017 20:42:39 | TB | Smartphone, PC/Laptop/Apple Computer

2/22/2017 20:59:13 | E.R.W. | Smartphone, Tablet, PC/Laptop/Apple Computer

2/22/2017 21:56:41 | anonymous | Smartphone, PC/Laptop/Apple Computer

2/22/2017 22:37:20 | anonymous | Smartphone, Tablet, PC/Laptop/Apple Computer

2/22/2017 23:38:18 | AH | Smartphone, PC/Laptop/Apple Computer

2/23/2017 4:08:19 | anonymous | Smartphone, PC/Laptop/Apple Computer

2/23/2017 6:37:52 | anonymous | Smartphone, PC/Laptop/Apple Computer

2/23/2017 6:48:11 | ga | PC/Laptop/Apple Computer

2/23/2017 10:36:07 | anonymous | Smartphone

2/23/2017 11:55:19 | anonymous | Smartphone, PC/Laptop/Apple Computer, Library computers.

2/23/2017 16:12:45 | JV | PC/Laptop/Apple Computer, Mp3 player

2/24/2017 2:22:17 | anonymous | Smartphone, PC/Laptop/Apple Computer

2/26/2017 17:07:00 | anonymous | Smartphone

2/27/2017 12:25:30 | anonymous | flipphone

2/28/2017 11:57:41 | ki | Smartphone

2/28/2017 12:35:32 | vq | Smartphone

2/28/2017 15:52:01 | HTH | Smartphone, Tablet, PC/Laptop/Apple Computer, XBOX, Drones-3.

**2) What type of electronic devices are you interested in? Tick any and all that apply.**

2/21/2017 8:36:41 | Toni Scaliari | Smartphone, PC/Laptop/Apple Computer

2/21/2017 9:16:22 | AJL | Tablet, PC/Laptop/Apple Computer

2/21/2017 9:27:27 | ms | Smartphone, Tablet, PC/Laptop/Apple Computer

2/21/2017 9:45:31 | DM | Smartphone, PC/Laptop/Apple Computer

2/21/2017 12:36:25 | anonymous | Smartphone

2/21/2017 15:36:11 | Ana Barghesian | Smartphone, Tablet, PC/Laptop/Apple Computer, mp3 player

2/21/2017 15:42:50 | Jason Sorensen | PC/Laptop/Apple Computer, having a thin ultrabook would be nice so i can carry it around

2/22/2017 16:05:08 | RD | PC/Laptop/Apple Computer

2/22/2017 17:37:09 | J | PC/Laptop/Apple Computer

2/22/2017 17:41:14 | KaBar2 | PC/Laptop/Apple Computer

2/22/2017 18:02:10 | BC | PC/Laptop/Apple Computer

2/22/2017 18:06:52 | T |

2/22/2017 18:13:08 | DH | None

2/22/2017 19:16:18 | FU | Smartphone, Tablet, PC/Laptop/Apple Computer

2/22/2017 20:22:15 | AS | Handheld GPS

2/22/2017 20:23:51 | cc | Smartphone, Tablet, PC/Laptop/Apple Computer, kindle

2/22/2017 20:42:39 | TB | Smartphone, PC/Laptop/Apple Computer

2/22/2017 20:59:13 | E.R.W. | Smartphone

2/22/2017 21:56:41 | anonymous | Smartphone, PC/Laptop/Apple Computer

2/22/2017 22:37:20 | anonymous | Smartphone, Tablet, PC/Laptop/Apple Computer

2/22/2017 23:38:18 | AH | Smartphone, PC/Laptop/Apple Computer

2/23/2017 4:08:19 | anonymous | Smartphone, Tablet, PC/Laptop/Apple Computer, Raspberry pi

2/23/2017 6:37:52 | anonymous | Smartphone, PC/Laptop/Apple Computer

2/23/2017 6:48:11 | ga |

2/23/2017 10:36:07 | anonymous | PC/Laptop/Apple Computer

2/23/2017 11:55:19 | anonymous | Solar charging battery for charging lights, phones etc.

2/23/2017 16:12:45 | JV | PC/Laptop/Apple Computer, Mp3 players

2/24/2017 2:22:17 | anonymous | Smartphone, PC/Laptop/Apple Computer

2/26/2017 17:07:00 | anonymous | Smartphone, Tablet, PC/Laptop/Apple Computer, mind control devices :)

2/27/2017 12:25:30 | anonymous | ending industrial civilization

2/28/2017 11:57:41 | ki | PC/Laptop/Apple Computer

2/28/2017 12:35:32 | vq | Tablet

2/28/2017 15:52:01 | HTH | Smartphone, Tablet, PC/Laptop/Apple Computer



**3) How often do you access the internet on these devices per day?  
(Access can mean either just accessing email or more elaborate  
activities like checking jobs sites, playing games etc.)**

2/21/2017 8:36:41 | Toni Scaliari | 4-6 times

2/21/2017 9:16:22 | AJL | 7 or more times

2/21/2017 9:27:27 | ms | 4-6 times

2/21/2017 9:45:31 | DM | 4-6 times

2/21/2017 12:36:25 | anonymous | 7 or more times

2/21/2017 15:36:11 | Ana Barghesian | 7 or more times

2/21/2017 15:42:50 | Jason Sorensen | 1-3 times

2/22/2017 16:05:08 | RD | 1-3 times

2/22/2017 17:37:09 | J | 7 or more times

2/22/2017 17:41:14 | KaBar2 | 1-3 times

2/22/2017 18:02:10 | BC | 7 or more times

2/22/2017 18:06:52 | T | 1-3 times

2/22/2017 18:13:08 | DH | 0 times

2/22/2017 19:16:18 | FU | 7 or more times

2/22/2017 20:22:15 | AS | 1-3 times

2/22/2017 20:23:51 | cc | 7 or more times

2/22/2017 20:42:39 | TB | 7 or more times

2/22/2017 20:59:13 | E.R.W. | 1-3 times

2/22/2017 21:56:41 | anonymous | 1-3 times

2/22/2017 22:37:20 | anonymous | 7 or more times

2/22/2017 23:38:18 | AH | 7 or more times

2/23/2017 4:08:19 | anonymous | 7 or more times

2/23/2017 6:37:52 | anonymous | 7 or more times

2/23/2017 6:48:11 | ga | 1-3 times

2/23/2017 10:36:07 | anonymous | 1-3 times

2/23/2017 11:55:19 | anonymous | 7 or more times

2/23/2017 16:12:45 | JV | 1-3 times

2/24/2017 2:22:17 | anonymous | 4-6 times, 7 or more times

2/26/2017 17:07:00 | anonymous | 1-3 times

2/27/2017 12:25:30 | anonymous | 0 times

2/28/2017 11:57:41 | ki | 7 or more times

2/28/2017 12:35:32 | vq | 7 or more times

2/28/2017 15:52:01 | HTH | 7 or more times

**4) Do you access the internet on any device that you do not own?  
Tick any and all that apply.**

2/21/2017 8:36:41 | Toni Scaliari | Library Computer, Shelter computer

2/21/2017 9:16:22 | AJL | School/University device

2/21/2017 9:27:27 | ms | Library Computer

2/21/2017 9:45:31 | DM |

2/21/2017 12:36:25 | anonymous | Library Computer, Friend's Computer

2/21/2017 15:36:11 | Ana Barghesian | Library Computer, School/University device, Friend's Computer, whatever is available at the time

2/21/2017 15:42:50 | Jason Sorensen | Library Computer, sometimes shelter computer, if it has it. actually i would prefer more places with free internet.

2/22/2017 16:05:08 | RD | Library Computer, Friend's Computer

2/22/2017 17:37:09 | J | Library Computer

2/22/2017 17:41:14 | KaBar2 | Library Computer, friend's laptop at McDonald's wifi

2/22/2017 18:02:10 | BC |

2/22/2017 18:06:52 | T | Library Computer, School/University device

2/22/2017 18:13:08 | DH | Library Computer

2/22/2017 19:16:18 | FU | Library Computer

2/22/2017 20:22:15 | AS | Library Computer

2/22/2017 20:23:51 | cc | Library Computer

2/22/2017 20:42:39 | TB | Friend's Computer

2/22/2017 20:59:13 | E.R.W. | Library Computer

2/22/2017 21:56:41 | anonymous | Library Computer

2/22/2017 22:37:20 | anonymous |

2/22/2017 23:38:18 | AH | Library Computer, Friend's Computer

2/23/2017 4:08:19 | anonymous |

2/23/2017 6:37:52 | anonymous |

2/23/2017 6:48:11 | ga | Library Computer

2/23/2017 10:36:07 | anonymous |

2/23/2017 11:55:19 | anonymous | Library Computer

2/23/2017 16:12:45 | JV | Library Computer

2/24/2017 2:22:17 | anonymous | Library Computer

2/26/2017 17:07:00 | anonymous | Library Computer, School/University device, Friend's Computer, alien technology

2/27/2017 12:25:30 | anonymous | Library Computer, School/University device, Friend's Computer

2/28/2017 11:57:41 | ki | Library Computer

2/28/2017 12:35:32 | vq | Library Computer

2/28/2017 15:52:01 | HTH | Sometimes, Like if i have no battery

## **5) How important do you consider tech to be in your life?**

2/21/2017 8:36:41 | Toni Scaliari | Somewhat important - I use it when I need it

2/21/2017 9:16:22 | AJL | Very important - I use tech very often

2/21/2017 9:27:27 | ms | Very important - I use tech very often

2/21/2017 9:45:31 | DM | Very important - I use tech very often

2/21/2017 12:36:25 | anonymous | Somewhat important - I use it when I need it

2/21/2017 15:36:11 | Ana Barghesian | Somewhat important - I use it when I need it

2/21/2017 15:42:50 | Jason Sorensen | Somewhat important - I use it when I need it

2/22/2017 16:05:08 | RD | Somewhat important - I use it when I need it

2/22/2017 17:37:09 | J | Very important - I use tech very often

2/22/2017 17:41:14 | KaBar2 | Somewhat important - I use it when I need it

2/22/2017 18:02:10 | BC | Very important - I use tech very often

2/22/2017 18:06:52 | T | Very important - I use tech very often

2/22/2017 18:13:08 | DH | Not important at all

2/22/2017 19:16:18 | FU | Very important - I use tech very often

2/22/2017 20:22:15 | AS | Somewhat important - I use it when I need it

2/22/2017 20:23:51 | cc | Very important - I use tech very often

2/22/2017 20:42:39 | TB | Very important - I use tech very often

2/22/2017 20:59:13 | E.R.W. | Very important - I use tech very often

2/22/2017 21:56:41 | anonymous | Very important - I use tech very often

2/22/2017 22:37:20 | anonymous | Very important - I use tech very often

2/22/2017 23:38:18 | AH | Very important - I use tech very often

2/23/2017 4:08:19 | anonymous | Very important - I use tech very often

2/23/2017 6:37:52 | anonymous | Very important - I use tech very often

2/23/2017 6:48:11 | ga | Not important at all

2/23/2017 10:36:07 | anonymous | Somewhat important - I use it when I need it

2/23/2017 11:55:19 | anonymous | Very important - I use tech very often

2/23/2017 16:12:45 | JV | Very important - I use tech very often

2/24/2017 2:22:17 | anonymous | Very important - I use tech very often

2/26/2017 17:07:00 | anonymous | Somewhat important - I use it when I need it

2/27/2017 12:25:30 | anonymous | Not important at all

2/28/2017 11:57:41 | ki | Very important - I use tech very often

2/28/2017 12:35:32 | vq | Very important - I use tech very often

2/28/2017 15:52:01 | HTH | Very important - I use tech very often

## **Section 2 : Specifics of Tech Usage**

### **1) What do you use tech devices for? Tick any and all that apply.**

2/21/2017 8:36:41 | Toni Scaliari | Browsing the internet, Staying in contact with friends/family, Searching for jobs, entertainment

2/21/2017 9:16:22 | AJL | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/21/2017 9:27:27 | ms | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/21/2017 9:45:31 | DM | Browsing the internet, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/21/2017 12:36:25 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/21/2017 15:36:11 | Ana Barghesian | Staying in contact with friends/family, Searching for jobs, just general entertainment like youtube

2/21/2017 15:42:50 | Jason Sorensen | Browsing the internet, Searching for jobs, transferring money sometimes, like electronic transfer or just checking bank account

2/22/2017 16:05:08 | RD | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/22/2017 17:37:09 | J | Browsing the internet, Searching for jobs

2/22/2017 17:41:14 | KaBar2 | Browsing the internet, Staying in contact with friends/family, Searching for jobs

2/22/2017 18:02:10 | BC | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc.

2/22/2017 18:06:52 | T | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs, Teaching myself web development, pirating media, navigating

2/22/2017 18:13:08 | DH | Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/22/2017 19:16:18 | FU | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., I make money online and do a million other things central to my life.

2/22/2017 20:22:15 | AS | Browsing the internet, Staying in contact with friends/family, Image editing, writing

2/22/2017 20:23:51 | cc | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs, entertainment

2/22/2017 20:42:39 | TB | Browsing the internet, Staying in contact with friends/family, Searching for jobs

2/22/2017 20:59:13 | E.R.W. | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/22/2017 21:56:41 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/22/2017 22:37:20 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/22/2017 23:38:18 | AH | Browsing the internet, Staying in contact with friends/family, Searching for jobs

2/23/2017 4:08:19 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/23/2017 6:37:52 | anonymous | Browsing the internet, Searching for jobs

2/23/2017 6:48:11 | ga | Browsing the internet, Staying in contact with friends/family

2/23/2017 10:36:07 | anonymous | Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/23/2017 11:55:19 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs, Everything you look at too. We are human too

2/23/2017 16:12:45 | JV | Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Finding walking routes, dumpsters, places to squat/pitch a tent



2/24/2017 2:22:17 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs, Basic survival tips I'm unaware of

2/26/2017 17:07:00 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs, getting laid (seriously....)

2/27/2017 12:25:30 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc.

2/28/2017 11:57:41 | ki | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs, researching travel

2/28/2017 12:35:32 | vq | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs, maps, gas buddy,

2/28/2017 15:52:01 | HTH | Browsing the internet, Staying in contact with friends/family, Searching for jobs, entertainment- everyone likes to decompress and chill sometimes, I do that on the net a lot.

## **2) Which of these services are difficult to use with current tech?**

2/21/2017 8:36:41 | Toni Scaliari | Searching for services such as soup kitchens, shelters etc.

2/21/2017 9:16:22 | AJL | Searching for services such as soup kitchens, shelters etc.

2/21/2017 9:27:27 | ms | Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/21/2017 9:45:31 | DM | Searching for services such as soup kitchens, shelters etc.

2/21/2017 12:36:25 | anonymous | Searching for services such as soup kitchens, shelters etc.

2/21/2017 15:36:11 | Ana Barghesian | Searching for services such as soup kitchens, shelters etc.

2/21/2017 15:42:50 | Jason Sorensen | Searching for jobs

2/22/2017 16:05:08 | RD |

2/22/2017 17:37:09 | J | Searching for services such as soup kitchens, shelters etc.

2/22/2017 17:41:14 | KaBar2 | Browsing the internet, Staying in contact with friends/family, Searching for jobs

2/22/2017 18:02:10 | BC | Searching for services such as soup kitchens, shelters etc.

2/22/2017 18:06:52 | T |

2/22/2017 18:13:08 | DH |

2/22/2017 19:16:18 | FU | Searching for services such as soup kitchens, shelters etc.

2/22/2017 20:22:15 | AS | Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/22/2017 20:23:51 | cc | Browsing the internet, Searching for services such as soup kitchens, shelters etc.

2/22/2017 20:42:39 | TB | Searching for services such as soup kitchens, shelters etc.

2/22/2017 20:59:13 | E.R.W. | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/22/2017 21:56:41 | anonymous |

2/22/2017 22:37:20 | anonymous | Searching for services such as soup kitchens, shelters etc.

2/22/2017 23:38:18 | AH |

2/23/2017 4:08:19 | anonymous | Searching for services such as soup kitchens, shelters etc.

2/23/2017 6:37:52 | anonymous |

2/23/2017 6:48:11 | ga | Searching for jobs

2/23/2017 10:36:07 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/23/2017 11:55:19 | anonymous | Searching for jobs

2/23/2017 16:12:45 | JV | Browsing the internet, Searching for services such as soup kitchens, shelters etc.

2/24/2017 2:22:17 | anonymous | Searching for services such as soup kitchens, shelters etc.

2/26/2017 17:07:00 | anonymous |

2/27/2017 12:25:30 | anonymous | Searching for jobs

2/28/2017 11:57:41 | ki |

2/28/2017 12:35:32 | vq | Searching for services such as soup kitchens, shelters etc.

2/28/2017 15:52:01 | HTH | Searching for services such as soup kitchens, shelters etc.

### **3) Which of these services are easy to use with current tech?**

2/21/2017 8:36:41 | Toni Scaliari | Browsing the internet

2/21/2017 9:16:22 | AJL | Browsing the internet, Staying in contact with friends/family

2/21/2017 9:27:27 | ms | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/21/2017 9:45:31 | DM | Browsing the internet, Searching for jobs

2/21/2017 12:36:25 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for jobs

2/21/2017 15:36:11 | Ana Barghesian | Browsing the internet, Staying in contact with friends/family

2/21/2017 15:42:50 | Jason Sorensen | Browsing the internet, Staying in contact with friends/family

2/22/2017 16:05:08 | RD | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/22/2017 17:37:09 | J | Browsing the internet

2/22/2017 17:41:14 | KaBar2 |

2/22/2017 18:02:10 | BC | Browsing the internet, Staying in contact with friends/family

2/22/2017 18:06:52 | T | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/22/2017 18:13:08 | DH |

2/22/2017 19:16:18 | FU | Browsing the internet, Staying in contact with friends/family

2/22/2017 20:22:15 | AS | Browsing the internet, Staying in contact with friends/family

2/22/2017 20:23:51 | cc | Staying in contact with friends/family, Searching for jobs

2/22/2017 20:42:39 | TB | Browsing the internet, Staying in contact with friends/family

2/22/2017 20:59:13 | E.R.W. |

2/22/2017 21:56:41 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/22/2017 22:37:20 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for jobs

2/22/2017 23:38:18 | AH | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/23/2017 4:08:19 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for jobs

2/23/2017 6:37:52 | anonymous | Browsing the internet

2/23/2017 6:48:11 | ga | Staying in contact with friends/family

2/23/2017 10:36:07 | anonymous |

2/23/2017 11:55:19 | anonymous | Browsing the internet, Staying in contact with friends/family

2/23/2017 16:12:45 | JV | Staying in contact with friends/family

2/24/2017 2:22:17 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for jobs

2/26/2017 17:07:00 | anonymous | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/27/2017 12:25:30 | anonymous | Browsing the internet, Staying in contact with friends/family

2/28/2017 11:57:41 | ki | Browsing the internet, Staying in contact with friends/family, Searching for services such as soup kitchens, shelters etc., Searching for jobs

2/28/2017 12:35:32 | vq | Browsing the internet, Staying in contact with friends/family, Searching for jobs

2/28/2017 15:52:01 | HTH | Browsing the internet, Staying in contact with friends/family, Searching for jobs

#### **4) What are some difficulties you face using current tech?**

2/21/2017 8:36:41 | Toni Scaliari | Too expensive, hard to charge when no home

2/21/2017 9:16:22 | AJL | Becomes obsolete too quickly

2/21/2017 9:27:27 | ms | Too expensive

2/21/2017 9:45:31 | DM | Not geared for the homeless in terms of what services are offered

2/21/2017 12:36:25 | anonymous | Too expensive, Not geared for the homeless in terms of what services are offered

2/21/2017 15:36:11 | Ana Barghesian | Too expensive, Not geared for the homeless in terms of what services are offered, If its publicly available, sometimes i feel discrimination using it because i look homeless

2/21/2017 15:42:50 | Jason Sorensen | Too expensive, Not geared for the homeless in terms of what services are offered, price of cell phone plan

2/22/2017 16:05:08 | RD | Too expensive

2/22/2017 17:37:09 | J | Battery life of devices

2/22/2017 17:41:14 | KaBar2 | recharging battery, accessing wifi

2/22/2017 18:02:10 | BC | Too expensive, Not geared for the homeless in terms of what services are offered

2/22/2017 18:06:52 | T | Too expensive, Not geared for the homeless in terms of what services are offered

2/22/2017 18:13:08 | DH | I am indifferent to these questions

2/22/2017 19:16:18 | FU | Too expensive, Not geared for the homeless in terms of what services are offered, Not rugged enough for my life. Things get broken.

2/22/2017 20:22:15 | AS | Too expensive, Not geared for the homeless in terms of what services are offered

2/22/2017 20:23:51 | cc | Too expensive, Becomes obsolete too quickly, Not geared for the homeless in terms of what services are offered

2/22/2017 20:42:39 | TB | Too expensive, Becomes obsolete too quickly, Not geared for the homeless in terms of what services are offered

2/22/2017 20:59:13 | E.R.W. | Too expensive

2/22/2017 21:56:41 | anonymous | Too expensive, Becomes obsolete too quickly, Not geared for the homeless in terms of what services are offered, too fragile, battery life too short (I cant stress the battery part enough)

2/22/2017 22:37:20 | anonymous | Not geared for the homeless in terms of what services are offered

2/22/2017 23:38:18 | AH | Finding wi-fi

2/23/2017 4:08:19 | anonymous | Not geared for the homeless in terms of what services are offered

2/23/2017 6:37:52 | anonymous | Not geared for the homeless in terms of what services are offered

2/23/2017 6:48:11 | ga | Too expensive, Becomes obsolete too quickly

2/23/2017 10:36:07 | anonymous | Too expensive, Not geared for the homeless in terms of what services are offered

2/23/2017 11:55:19 | anonymous | Distractions

2/23/2017 16:12:45 | JV | Too expensive, Not geared for the homeless in terms of what services are offered, Very breakable and hydrophobic

2/24/2017 2:22:17 | anonymous | Too expensive, Not geared for the homeless in terms of what services are offered

2/26/2017 17:07:00 | anonymous | Becomes obsolete too quickly, keeping my device charged (lack of accessible outlets)

2/27/2017 12:25:30 | anonymous | alienation

2/28/2017 11:57:41 | ki | trying to find WiFi

2/28/2017 12:35:32 | vq | Too expensive

2/28/2017 15:52:01 | HTH | Too expensive, Becomes obsolete too quickly, Not geared for the homeless in terms of what services are offered

## **5) What are some improvements that your current smartphone could use?**

2/21/2017 8:36:41 | Toni Scaliari | Cheaper cell plan, Better battery life, More methods to use phone to interact with government services, more durable because life is dangerous when no home

2/21/2017 9:16:22 | AJL | Cheaper cell plan, Better battery life, More methods to use phone to interact with government services

2/21/2017 9:27:27 | ms | More apps geared for the homeless, Better battery life, More methods to use phone to interact with government services

2/21/2017 9:45:31 | DM | Cheaper cell plan, More apps geared for the homeless, More methods to use phone to interact with government services

2/21/2017 12:36:25 | anonymous | Cheaper cell plan, More apps geared for the homeless, Better battery life, More methods to use phone to interact with government services

2/21/2017 15:36:11 | Ana Barghesian | Cheaper cell plan, More apps geared for the homeless, Better battery life, maybe more durability?

2/21/2017 15:42:50 | Jason Sorensen | Cheaper cell plan, More apps geared for the homeless

2/22/2017 16:05:08 | RD | Cheaper cell plan, More apps geared for the homeless

2/22/2017 17:37:09 | J | Better battery life

2/22/2017 17:41:14 | KaBar2 | Cheaper cell plan, Better battery life, free electric outlets, free wifi

2/22/2017 18:02:10 | BC |

2/22/2017 18:06:52 | T | Cheaper cell plan, Better battery life, More methods to use phone to interact with government services, REAL no-contract, pay-based-on-minutes-used plans. Where I can pay for 5 minutes or 50, or 5 hours, instead of paying \$30 for a monthly no-contract.

2/22/2017 18:13:08 | DH | I am indifferent towards this one as well.

2/22/2017 19:16:18 | FU |

2/22/2017 20:22:15 | AS | Cheaper cell plan, Better battery life, More methods to use phone to interact with government services



2/22/2017 20:23:51 | cc | Cheaper cell plan, More apps geared for the homeless, Better battery life, More methods to use phone to interact with government services

2/22/2017 20:42:39 | TB | More apps geared for the homeless, Better battery life

2/22/2017 20:59:13 | E.R.W. | Cheaper cell plan, Better battery life

2/22/2017 21:56:41 | anonymous | Better battery life

2/22/2017 22:37:20 | anonymous | More methods to use phone to interact with government services

2/22/2017 23:38:18 | AH | Cheaper cell plan

2/23/2017 4:08:19 | anonymous | Cheaper cell plan, More apps geared for the homeless, Better battery life

2/23/2017 6:37:52 | anonymous | Better battery life

2/23/2017 6:48:11 | ga | Cheaper cell plan, Better battery life

2/23/2017 10:36:07 | anonymous | Cheaper cell plan, Better battery life, More methods to use phone to interact with government services

2/23/2017 11:55:19 | anonymous | Better battery life

2/23/2017 16:12:45 | JV | More apps geared for the homeless, Better battery life, (I don't have a phone, but this applies to my laptop)

2/24/2017 2:22:17 | anonymous | Cheaper cell plan, More apps geared for the homeless, Better battery life, More methods to use phone to interact with government services

2/26/2017 17:07:00 | anonymous | Cheaper cell plan, More apps geared for the homeless, Better battery life, addressing the above, fuck the government

2/27/2017 12:25:30 | anonymous | I don't have one

2/28/2017 11:57:41 | ki | Better battery life, new cell phone

2/28/2017 12:35:32 | vq | Better battery life

2/28/2017 15:52:01 | HTH | Cheaper cell plan, More apps geared for the homeless, Better battery life, More methods to use phone to interact with government services

## **Section 3 : Traditional vs Modern Ways to Access Information**

### **1) Which of these traditional Media & Communications devices do you use?**

2/21/2017 8:36:41 | Toni Scaliari | Newspapers, Magazines, Flyers/Leaflets, Word of Mouth, govt information packages

2/21/2017 9:16:22 | AJL | Flyers/Leaflets, Word of Mouth

2/21/2017 9:27:27 | ms | Newspapers, Word of Mouth

2/21/2017 9:45:31 | DM | Flyers/Leaflets, Word of Mouth

2/21/2017 12:36:25 | anonymous | Newspapers, Flyers/Leaflets

2/21/2017 15:36:11 | Ana Barghesian | Newspapers

2/21/2017 15:42:50 | Jason Sorensen | Newspapers, Magazines, Flyers/Leaflets, Word of Mouth

2/22/2017 16:05:08 | RD | Newspapers, Flyers/Leaflets, Word of Mouth

2/22/2017 17:37:09 | J | Word of Mouth

2/22/2017 17:41:14 | KaBar2 | Newspapers, Magazines, Word of Mouth

2/22/2017 18:02:10 | BC | Word of Mouth

2/22/2017 18:06:52 | T | Newspapers, Word of Mouth

2/22/2017 18:13:08 | DH | Word of Mouth

2/22/2017 19:16:18 | FU | Word of Mouth

2/22/2017 20:22:15 | AS | Flyers/Leaflets, Word of Mouth

2/22/2017 20:23:51 | cc | Word of Mouth

2/22/2017 20:42:39 | TB | Word of Mouth

2/22/2017 20:59:13 | E.R.W. | Newspapers, Word of Mouth

2/22/2017 21:56:41 | anonymous | Newspapers, Magazines, only when other tech options are not available

2/22/2017 22:37:20 | anonymous | Word of Mouth

2/22/2017 23:38:18 | AH | Newspapers, Flyers/Leaflets, Word of Mouth

2/23/2017 4:08:19 | anonymous | Newspapers, Flyers/Leaflets, Word of Mouth

2/23/2017 6:37:52 | anonymous | Word of Mouth

2/23/2017 6:48:11 | ga | Flyers/Leaflets, Word of Mouth

2/23/2017 10:36:07 | anonymous | Flyers/Leaflets, Word of Mouth

2/23/2017 11:55:19 | anonymous | Word of Mouth

2/23/2017 16:12:45 | JV | Newspapers, Flyers/Leaflets, Word of Mouth

2/24/2017 2:22:17 | anonymous | Newspapers, Word of Mouth

2/26/2017 17:07:00 | anonymous | Newspapers, Magazines, Flyers/Leaflets, Word of Mouth

2/27/2017 12:25:30 | anonymous | Word of Mouth

2/28/2017 11:57:41 | ki | online only, fuck paper and "traditional" media

2/28/2017 12:35:32 | vq | Newspapers, Magazines, Flyers/Leaflets, Word of Mouth

2/28/2017 15:52:01 | HTH | Newspapers, Magazines, Flyers/Leaflets, Word of Mouth, Radio, appearances

## **2) What advantages do the above methods of communication have over the internet? Tick all that apply**

2/21/2017 8:36:41 | Toni Scaliari | More focused information about local events/services, More helpful for job searches, Internet has so many scams

2/21/2017 9:16:22 | AJL | More focused information about local events/services

2/21/2017 9:27:27 | ms | More focused information about local events/services, More helpful to find spaces in shelters, More helpful to find soup kitchens/low cost food, More helpful for job searches

2/21/2017 9:45:31 | DM | More focused information about local events/services, More helpful to find soup kitchens/low cost food

2/21/2017 12:36:25 | anonymous | More focused information about local events/services, More helpful to find spaces in shelters, More helpful to find soup kitchens/low cost food

2/21/2017 15:36:11 | Ana Barghesian | More focused information about local events/services, more 'real' information instead of spam

2/21/2017 15:42:50 | Jason Sorensen | More focused information about local events/services, More helpful for job searches

2/22/2017 16:05:08 | RD | More focused information about local events/services

2/22/2017 17:37:09 | J | More focused information about local events/services

2/22/2017 17:41:14 | KaBar2 | multiple uses for newspaper

2/22/2017 18:02:10 | BC | More focused information about local events/services, More helpful to find spaces in shelters

2/22/2017 18:06:52 | T | More focused information about local events/services, More helpful to find soup kitchens/low cost food, More helpful for job searches

2/22/2017 18:13:08 | DH | Word of mouth communication focuses on active (as opposed to passive) human contact

2/22/2017 19:16:18 | FU | More helpful to find spaces in shelters, More helpful to find soup kitchens/low cost food

2/22/2017 20:22:15 | AS | More focused information about local events/services, More helpful to find spaces in shelters

2/22/2017 20:23:51 | cc | More helpful to find spaces in shelters, More helpful to find soup kitchens/low cost food

2/22/2017 20:42:39 | TB | More focused information about local events/services

2/22/2017 20:59:13 | E.R.W. | More focused information about local events/services, Dont require electricity/internet

2/22/2017 21:56:41 | anonymous | the battery doesn't die on a newspaper. also you dont need wifi access to read a magazine.

2/22/2017 22:37:20 | anonymous | More focused information about local events/services, More helpful to find soup kitchens/low cost food, More helpful for job searches

2/22/2017 23:38:18 | AH | More focused information about local events/services, More helpful for job searches

2/23/2017 4:08:19 | anonymous | More focused information about local events/services

2/23/2017 6:37:52 | anonymous |

2/23/2017 6:48:11 | ga | More helpful to find soup kitchens/low cost food, More helpful for job searches

2/23/2017 10:36:07 | anonymous | More focused information about local events/services, More helpful to find soup kitchens/low cost food

2/23/2017 11:55:19 | anonymous |

2/23/2017 16:12:45 | JV | More focused information about local events/services, More helpful to find spaces in shelters, More helpful to find soup kitchens/low cost food

2/24/2017 2:22:17 | anonymous | More focused information about local events/services, More helpful to find spaces in shelters, More helpful to find soup kitchens/low cost food, More helpful for job searches

2/26/2017 17:07:00 | anonymous | More focused information about local events/services

2/27/2017 12:25:30 | anonymous | More focused information about local events/services, More helpful to find spaces in shelters, More helpful to find soup kitchens/low cost food, More helpful for job searches, making reallife friends

2/28/2017 11:57:41 | ki | absolutely none, tradional media is outdated and obsolete

2/28/2017 12:35:32 | vq |

2/28/2017 15:52:01 | HTH | More helpful to find soup kitchens/low cost food

### **3) For job searches, what difficulties do you face when using the internet?**

2/21/2017 8:36:41 | Toni Scaliari | Not enough job postings geared for my qualifications, Discrimination against homeless, Interface is complicated and difficult to navigate, too many homeless looking for too few jobs aimed for us

2/21/2017 9:16:22 | AJL | Not enough job postings geared for my qualifications, Discrimination against homeless

2/21/2017 9:27:27 | ms |

2/21/2017 9:45:31 | DM | Discrimination against homeless

2/21/2017 12:36:25 | anonymous | Interface is complicated and difficult to navigate

2/21/2017 15:36:11 | Ana Barghesian | Not enough job postings geared for my qualifications, Discrimination against homeless, Interface is complicated and difficult to navigate, most resources online aimed at ppl with degrees, addresses, phones etc

2/21/2017 15:42:50 | Jason Sorensen | Discrimination against homeless, if i fill out 100 applications, i might get 10 callbacks, 1 interview and 0 jobs. too many are turned off when they realise i have a criminal record and am homeless.

2/22/2017 16:05:08 | RD | Not enough job postings geared for my qualifications, Discrimination against homeless

2/22/2017 17:37:09 | J | Interface is complicated and difficult to navigate

2/22/2017 17:41:14 | KaBar2 | Discrimination against homeless, Interface is complicated and difficult to navigate, employers require a fixed address to hire

2/22/2017 18:02:10 | BC |

2/22/2017 18:06:52 | T | Discrimination against homeless

2/22/2017 18:13:08 | DH | I get by

2/22/2017 19:16:18 | FU | Like a high percentage of homeless individuals, a regular job does not work for me due to a disability. This is a root cause of my homelessness. Yes, it is addressable with technology: I now earn money doing freelance work online and this is helping me get my life back.

2/22/2017 20:22:15 | AS | Not enough job postings geared for my qualifications, Discrimination against homeless

2/22/2017 20:23:51 | cc | Not enough job postings geared for my qualifications, Discrimination against homeless

2/22/2017 20:42:39 | TB | Discrimination against homeless

2/22/2017 20:59:13 | E.R.W. | Not enough job postings geared for my qualifications, Discrimination against homeless

2/22/2017 21:56:41 | anonymous | Not enough job postings geared for my qualifications, Discrimination against homeless, Job searches aren't really limited by current tech IMO. assuming access to laptop/library

2/22/2017 22:37:20 | anonymous | Not enough job postings geared for my qualifications, Discrimination against homeless, can't tell if they accept white applicants

2/22/2017 23:38:18 | AH | Not enough job postings geared for my qualifications

2/23/2017 4:08:19 | anonymous | Distance. I dont have a car

2/23/2017 6:37:52 | anonymous | Not enough job postings geared for my qualifications

2/23/2017 6:48:11 | ga | Interface is complicated and difficult to navigate

2/23/2017 10:36:07 | anonymous | Not enough job postings geared for my qualifications, Discrimination against homeless, Interface is complicated and difficult to navigate

2/23/2017 11:55:19 | anonymous | Not enough job postings geared for my qualifications, Discrimination against homeless, Where to leave the backpack for interviews and work.

2/23/2017 16:12:45 | JV | Discrimination against homeless

2/24/2017 2:22:17 | anonymous | Discrimination against homeless

2/26/2017 17:07:00 | anonymous | Spam bots. So fucking annoying.

2/27/2017 12:25:30 | anonymous | Not enough job postings geared for my qualifications, Discrimination against homeless, Interface is complicated and difficult to navigate, craigslist scams

2/28/2017 11:57:41 | ki | too many websites, having to sign up for an account just to upload my resume, then having to still input info from resume? fuck that



2/28/2017 12:35:32 | vq | Not enough job postings geared for my qualifications

2/28/2017 15:52:01 | HTH | I have a MBA so Jobs are not hard to find. I'm not homeless now , but i was when younger , due to a SUbstance Abuse issue. I went homeless because my parents kicked me out because i would not stop using.

#### **4) When searching for cheap/free food, what difficulties do you face when using the internet?**

2/21/2017 8:36:41 | Toni Scaliari | Difficult to navigate to find good information, The places with reliable/good information are quickly overrun by other people searching for the same thing, Distractions by advertisements/false information, scams

2/21/2017 9:16:22 | AJL | The information is not online in the first place

2/21/2017 9:27:27 | ms | Difficult to navigate to find good information

2/21/2017 9:45:31 | DM | Difficult to navigate to find good information, The places with reliable/good information are quickly overrun by other people searching for the same thing

2/21/2017 12:36:25 | anonymous | The places with reliable/good information are quickly overrun by other people searching for the same thing

2/21/2017 15:36:11 | Ana Barghesian | Distractions by advertisements/false information, browsing the net for 'free food' turns up either false stuff or stuff that's not in my area. need more local, real information.

2/21/2017 15:42:50 | Jason Sorensen | Distractions by advertisements/false information

2/22/2017 16:05:08 | RD | The places with reliable/good information are quickly overrun by other people searching for the same thing

2/22/2017 17:37:09 | J | Difficult to navigate to find good information

2/22/2017 17:41:14 | KaBar2 | The places with reliable/good information are quickly overrun by other people searching for the same thing, too many homeless around any place that offers help

2/22/2017 18:02:10 | BC | Difficult to navigate to find good information, The places with reliable/good information are quickly overrun by other people searching for the same thing, Distractions by advertisements/false information

2/22/2017 18:06:52 | T | Difficult to navigate to find good information, The places with reliable/good information are quickly overrun by other people searching for the same thing

2/22/2017 18:13:08 | DH | I get by

2/22/2017 19:16:18 | FU |

2/22/2017 20:22:15 | AS | Distractions by advertisements/false information

2/22/2017 20:23:51 | cc | Difficult to navigate to find good information, The places with reliable/good information are quickly overrun by other people searching for the same thing

2/22/2017 20:42:39 | TB | Difficult to navigate to find good information, Distractions by advertisements/false information

2/22/2017 20:59:13 | E.R.W. | Difficult to navigate to find good information

2/22/2017 21:56:41 | anonymous | Difficult to navigate to find good information

2/22/2017 22:37:20 | anonymous | The places with reliable/good information are quickly overrun by other people searching for the same thing

2/22/2017 23:38:18 | AH |

2/23/2017 4:08:19 | anonymous |

2/23/2017 6:37:52 | anonymous | Difficult to navigate to find good information

2/23/2017 6:48:11 | ga | Difficult to navigate to find good information

2/23/2017 10:36:07 | anonymous | Difficult to navigate to find good information, The places with reliable/good information are quickly overrun by other people searching for the same thing, Distractions by advertisements/false information

2/23/2017 11:55:19 | anonymous | The places with reliable/good information are quickly overrun by other people searching for the same thing, Outdated information.

2/23/2017 16:12:45 | JV | Difficult to navigate to find good information, The places with reliable/good information are quickly overrun by other people searching for the same thing, Where I live there is very little information of this sort online

2/24/2017 2:22:17 | anonymous | Difficult to navigate to find good information

2/26/2017 17:07:00 | anonymous |

2/27/2017 12:25:30 | anonymous | don't use the internet for this

2/28/2017 11:57:41 | ki | no problems my city has excellent services, city has an online guide

2/28/2017 12:35:32 | vq | Not enough information available online

2/28/2017 15:52:01 | HTH | Difficult to navigate to find good information

## **5) When searching for cheap/free shelter, what difficulties do you face when using the internet?**

2/21/2017 8:36:41 | Toni Scaliari | shelters are dangerous, too many lowlives there and i just sleep outside in my own place that i know safe

2/21/2017 9:16:22 | AJL | Difficult to navigate to find good information

2/21/2017 9:27:27 | ms | Distractions by advertisements/false information

2/21/2017 9:45:31 | DM | Difficult to navigate to find good information, The places with reliable/good information are quickly overrun by other people searching for the same thing

2/21/2017 12:36:25 | anonymous | The places with reliable/good information are quickly overrun by other people searching for the same thing, Distractions by advertisements/false information

2/21/2017 15:36:11 | Ana Barghesian | Difficult to navigate to find good information, Distractions by advertisements/false information, same as above - too little real information about my local area

2/21/2017 15:42:50 | Jason Sorensen | The places with reliable/good information are quickly overrun by other people searching for the same thing, shelters are a joke. Use shelters if you want all your possessions stolen. I have a \$10/mo gym membership and i go there for 5-6 hours per night when its really cold

2/22/2017 16:05:08 | RD | The places with reliable/good information are quickly overrun by other people searching for the same thing

2/22/2017 17:37:09 | J | Difficult to navigate to find good information

2/22/2017 17:41:14 | KaBar2 | The places with reliable/good information are quickly overrun by other people searching for the same thing, too many homeless around any place that offers help

2/22/2017 18:02:10 | BC | Difficult to navigate to find good information, The places with reliable/good information are quickly overrun by other people searching for the same thing, Distractions by advertisements/false information

2/22/2017 18:06:52 | T | None, I sleep outside every night.

2/22/2017 18:13:08 | DH | I get by

2/22/2017 19:16:18 | FU |

2/22/2017 20:22:15 | AS | The places with reliable/good information are quickly overrun by other people searching for the same thing

2/22/2017 20:23:51 | cc | Difficult to navigate to find good information, shelters seem to be of the belief that homeless people don't have access to the internet, despite free access in libraries having been around for decades

2/22/2017 20:42:39 | TB | The places with reliable/good information are quickly overrun by other people searching for the same thing

2/22/2017 20:59:13 | E.R.W. | Difficult to navigate to find good information

2/22/2017 21:56:41 | anonymous |

2/22/2017 22:37:20 | anonymous | The places with reliable/good information are quickly overrun by other people searching for the same thing

2/22/2017 23:38:18 | AH |

2/23/2017 4:08:19 | anonymous |

2/23/2017 6:37:52 | anonymous | Distractions by advertisements/false information

2/23/2017 6:48:11 | ga | The places with reliable/good information are quickly overrun by other people searching for the same thing

2/23/2017 10:36:07 | anonymous | Difficult to navigate to find good information, The places with reliable/good information are quickly overrun by other people searching for the same thing, Distractions by advertisements/false information

2/23/2017 11:55:19 | anonymous | The places with reliable/good information are quickly overrun by other people searching for the same thing, Check out the s.h.a.r.e. website in Seattle.

2/23/2017 16:12:45 | JV | Difficult to navigate to find good information, The places with reliable/good information are quickly overrun by other people searching for the same thing

2/24/2017 2:22:17 | anonymous | Difficult to navigate to find good information, The places with reliable/good information are quickly overrun by other people searching for the same thing

2/26/2017 17:07:00 | anonymous | fuck shelters

2/27/2017 12:25:30 | anonymous | couchsurfing's full of yuppies

2/28/2017 11:57:41 | ki | see above, amazing city with good shelter

2/28/2017 12:35:32 | vq | Not enough information available online

2/28/2017 15:52:01 | HTH | Difficult to navigate to find good information

## **6) When using social media, what difficulties do you face when using the internet?**

2/21/2017 8:36:41 | Toni Scaliari | its embarsing to use social media becouse not all my family knos im homeless

2/21/2017 9:16:22 | AJL |

2/21/2017 9:27:27 | ms |

2/21/2017 9:45:31 | DM | Distractions by advertisements/false information

2/21/2017 12:36:25 | anonymous |

2/21/2017 15:36:11 | Ana Barghesian | Difficult to navigate, i dont use social media because ppl can track stuff about my life. its bad enough im homeless. dont need people analysing and judging all my actions as well.

2/21/2017 15:42:50 | Jason Sorensen | Distractions from other social media users, Distractions by advertisements/false information, No time for that. I'm just tryingto survive.

2/22/2017 16:05:08 | RD | Distractions by advertisements/false information

2/22/2017 17:37:09 | J |

2/22/2017 17:41:14 | KaBar2 | recharging batteries, free wifi

2/22/2017 18:02:10 | BC | Distractions by advertisements/false information

2/22/2017 18:06:52 | T |

2/22/2017 18:13:08 | DH | I get by

2/22/2017 19:16:18 | FU |

2/22/2017 20:22:15 | AS | Distractions by advertisements/false information

2/22/2017 20:23:51 | cc |

2/22/2017 20:42:39 | TB |

2/22/2017 20:59:13 | E.R.W. |

2/22/2017 21:56:41 | anonymous |

2/22/2017 22:37:20 | anonymous |

2/22/2017 23:38:18 | AH | Distractions from other social media users, Distractions by advertisements/false information

2/23/2017 4:08:19 | anonymous | Distractions from other social media users, Distractions by advertisements/false information

2/23/2017 6:37:52 | anonymous | Distractions from other social media users

2/23/2017 6:48:11 | ga |

2/23/2017 10:36:07 | anonymous | Distractions by advertisements/false information

2/23/2017 11:55:19 | anonymous | Distractions from other social media users, Distractions by advertisements/false information, They don't aid much. Hard to be social when hungry, cold, wet and tired.

2/23/2017 16:12:45 | JV |

2/24/2017 2:22:17 | anonymous | Distractions from other social media users, Distractions by advertisements/false information

2/26/2017 17:07:00 | anonymous | None

2/27/2017 12:25:30 | anonymous | I don't use Fedbook

2/28/2017 11:57:41 | ki | facebook is shit and useless

2/28/2017 12:35:32 | vq |

2/28/2017 15:52:01 | HTH |



## **Section 4 : General Difficulties of Being Homeless**

### **1) What activities do you have difficulty with? Tick all that apply**

2/21/2017 8:36:41 | Toni Scaliari | Finding food, Finding shelter, Earning money, Staying in touch with friends, bigotry towards homeless

2/21/2017 9:16:22 | AJL | Finding food, Finding shelter

2/21/2017 9:27:27 | ms | Places to take a shower,

2/21/2017 9:45:31 | DM | Finding shelter, Earning money

2/21/2017 12:36:25 | anonymous | Finding shelter, Earning money

2/21/2017 15:36:11 | Ana Barghesian | Finding shelter, Earning money, Just having a conversation with someone without any judgement. I'm homeless but I'm still human.

2/21/2017 15:42:50 | Jason Sorensen | Finding food, Earning money

2/22/2017 16:05:08 | RD | Finding food, Finding shelter, Earning money

2/22/2017 17:37:09 | J | Finding shelter

2/22/2017 17:41:14 | KaBar2 | Finding food, Finding shelter, Earning money, hassled by police

2/22/2017 18:02:10 | BC | Finding food, Finding shelter, Earning money

2/22/2017 18:06:52 | T | Finding food, Earning money

2/22/2017 18:13:08 | DH | I'm a vagabond, I've given up certain privileges in exchange for others. These questions are irrelevant.

2/22/2017 19:16:18 | FU | Earning money

2/22/2017 20:22:15 | AS |

2/22/2017 20:23:51 | cc | Finding shelter, Earning money

2/22/2017 20:42:39 | TB | Finding food, Earning money

2/22/2017 20:59:13 | E.R.W. | Finding shelter, Earning money

2/22/2017 21:56:41 | anonymous | Finding shelter, having a place to go during the day that doesn't charge you to be there. Public libraries are really the only option much of the time

2/22/2017 22:37:20 | anonymous | Finding food, Finding shelter, Earning money

2/22/2017 23:38:18 | AH | Finding shelter, Earning money

2/23/2017 4:08:19 | anonymous | Finding food, Finding shelter, Earning money

2/23/2017 6:37:52 | anonymous | Finding food, Earning money

2/23/2017 6:48:11 | ga |

2/23/2017 10:36:07 | anonymous | Finding food, Finding shelter, Earning money, Staying in touch with friends

2/23/2017 11:55:19 | anonymous | Earning money, Finding work

2/23/2017 16:12:45 | JV | Finding shelter, Earning money

2/24/2017 2:22:17 | anonymous | Finding shelter, Earning money

2/26/2017 17:07:00 | anonymous | None

2/27/2017 12:25:30 | anonymous | none - hobos always win

2/28/2017 11:57:41 | ki | Earning money, jobs!! it is IMPOSSIBLE to get a job. I have to fill out online forms, assesments etc. for a fucking min wage grocery store job? I can't even get hired for the most basis serving position.

2/28/2017 12:35:32 | vq | Finding food, Finding shelter, Earning money

2/28/2017 15:52:01 | HTH | Finding food, Earning money, IN DC food and Shelter was plenty.

## **2) What activities have government support programs helped you with?**

2/21/2017 8:36:41 | Toni Scaliari | Finding food, Finding shelter, Earning money, i dont use many govt service now but at the begining they help me with all that

2/21/2017 9:16:21 | AJL |

2/21/2017 9:27:27 | ms |

2/21/2017 9:45:31 | DM | Earning money

2/21/2017 12:36:25 | anonymous | Finding shelter

2/21/2017 15:36:11 | Ana Barghesian | Earning money, Gov't support is one of the reason why I'm homeless. If I earn too much (more than 6k in my state), I get no support, so I go back to being homeless. If I earn less than that, i can't afford rent, so i become homeless. im homeless no matter what.

2/21/2017 15:42:50 | Jason Sorensen | Earning money

2/22/2017 16:05:08 | RD | Finding food, Finding shelter, Earning money

2/22/2017 17:37:09 | J | Finding food, Finding shelter

2/22/2017 17:41:14 | KaBar2 | not much

2/22/2017 18:02:10 | BC |

2/22/2017 18:06:52 | T | Finding food

2/22/2017 18:13:08 | DH |

2/22/2017 19:16:18 | FU | Finding food, Replacing documents, getting showered, getting hygiene items, free clothes.

2/22/2017 20:22:15 | AS | Finding food, Earning money

2/22/2017 20:23:51 | cc | Finding food

2/22/2017 20:42:39 | TB | I do not use government assistance or programs for personal pride.

2/22/2017 20:59:13 | E.R.W. | Finding shelter

2/22/2017 21:56:41 | anonymous | Finding food, Finding shelter

2/22/2017 22:37:20 | anonymous | Finding food

2/22/2017 23:38:18 | AH | Earning money

2/23/2017 4:08:19 | anonymous | Finding food

2/23/2017 6:37:52 | anonymous |

2/23/2017 6:48:11 | ga |

2/23/2017 10:36:07 | anonymous |

2/23/2017 11:55:19 | anonymous | Foodstamps -drug and alcohol treatment

2/23/2017 16:12:45 | JV | None

2/24/2017 2:22:17 | anonymous | Finding food, Earning money

2/26/2017 17:07:00 | anonymous | Fuck the government.

2/27/2017 12:25:30 | anonymous | food stamps sometimes

2/28/2017 11:57:41 | ki | absolutely none. You would have a better time pulling your own teeth with the wrong end of a hammer than getting money from the gov't.

2/28/2017 12:35:32 | vq | Finding food

2/28/2017 15:52:01 | HTH | Getting un-homeless, substance abuse

### **3) What activities have charities helped you with?**

2/21/2017 8:36:41 | Toni Scaliari | Finding food, drug rehabilitation

2/21/2017 9:16:22 | AJL | Finding food

2/21/2017 9:27:27 | ms | Finding food, Finding shelter, Earning money, Staying in touch with friends

2/21/2017 9:45:31 | DM | Finding food

2/21/2017 12:36:25 | anonymous | Finding food, Staying in touch with friends

2/21/2017 15:36:11 | Ana Barghesian | Finding food, Finding shelter, Food and shelter from charities is HORRIBLE. I would prefer a service that shows you like places with free food for an even or something i.e. not targeted at homeless.

2/21/2017 15:42:50 | Jason Sorensen | Finding food, Finding shelter, Charities to help homeless are worthless. Too many of them care more about donations or about their religion insted of about helping us

2/22/2017 16:05:08 | RD | Finding food, Finding shelter

2/22/2017 17:37:09 | J | Finding food, Finding shelter

2/22/2017 17:41:14 | KaBar2 | Finding food, Finding shelter, Earning money, Staying in touch with friends

2/22/2017 18:02:10 | BC | Finding food, Finding shelter

2/22/2017 18:06:52 | T | Finding food

2/22/2017 18:13:08 | DH | Finding food

2/22/2017 19:16:18 | FU | Finding food, Replacing documents, getting showered, getting hygiene items, free clothes.

2/22/2017 20:22:15 | AS | Finding shelter, Earning money

2/22/2017 20:23:51 | cc | Finding food, Finding shelter

2/22/2017 20:42:39 | TB | I do not use charities for personal pride

2/22/2017 20:59:13 | E.R.W. | Finding food, Finding shelter

2/22/2017 21:56:41 | anonymous | Finding food, Finding shelter

2/22/2017 22:37:20 | anonymous |

2/22/2017 23:38:18 | AH |

2/23/2017 4:08:19 | anonymous | Finding food

2/23/2017 6:37:52 | anonymous |

2/23/2017 6:48:11 | ga |

2/23/2017 10:36:07 | anonymous |

2/23/2017 11:55:19 | anonymous | Finding food, Finding shelter, Earning money, FareStart in Seattle

2/23/2017 16:12:45 | JV | Finding food

2/24/2017 2:22:17 | anonymous | Finding food

2/26/2017 17:07:00 | anonymous | Finding food

2/27/2017 12:25:30 | anonymous | none

2/28/2017 11:57:41 | ki | Finding food, Finding shelter, Earning money, they have an employment office that pays cash. How it works: guy A has a job, calls the shelter, it costs him say \$15/hr, we get paid like 12.25 cash and the shelter takes the rest as a fee. better than nothing.

2/28/2017 12:35:32 | vq | Finding food

2/28/2017 15:52:01 | HTH | Finding food

#### **4) Which improvements could current support programs use?**

2/21/2017 8:36:41 | Toni Scaliari | More services, Improvement of existing services, maybe more current informatin on the net?

2/21/2017 9:16:22 | AJL | More services, More availability of information

2/21/2017 9:27:27 | ms | More easy to navigate, More services, Improvement of existing services, Laundry / Showers

2/21/2017 9:45:31 | DM | More services, Improvement of existing services

2/21/2017 12:36:25 | anonymous | Improvement of existing services

2/21/2017 15:36:11 | Ana Barghesian | Improvement of existing services

2/21/2017 15:42:50 | Jason Sorensen | More easy to navigate, Improvement of existing services, Maybe make them more acesible on the internet? Right now so many of them are either call only or walk in, and even then theyre not reliable

2/22/2017 16:05:08 | RD | More services, Improvement of existing services

2/22/2017 17:37:09 | J | Improvement of existing services

2/22/2017 17:41:14 | KaBar2 | accommodate people with pets, allow couples to bunk together

2/22/2017 18:02:10 | BC | More services, Improvement of existing services

2/22/2017 18:06:52 | T | More easy to navigate, More services, Improvement of existing services

2/22/2017 18:13:08 | DH | We're fine with the way it is.

2/22/2017 19:16:18 | FU | Most programs aimed at helping the homeless have a website aimed at donors, not clients. It can be incredibly difficult to find out what services they offer that might be relevant to your life, even if (like me) you have had a college class in internet search.

2/22/2017 20:22:15 | AS | More services, Improvement of existing services

2/22/2017 20:23:51 | cc | More easy to navigate, More services, Improvement of existing services

2/22/2017 20:42:39 | TB | Improvement of existing services

2/22/2017 20:59:13 | E.R.W. | More services

2/22/2017 21:56:41 | anonymous | More services, Improvement of existing services, more FREE services

2/22/2017 22:37:20 | anonymous | More easy to navigate, More services, Improvement of existing services

2/22/2017 23:38:18 | AH |

2/23/2017 4:08:19 | anonymous | More easy to navigate, More services, Improvement of existing services

2/23/2017 6:37:52 | anonymous | Improvement of existing services

2/23/2017 6:48:11 | ga | More services, Improvement of existing services

2/23/2017 10:36:07 | anonymous | More services, Improvement of existing services

2/23/2017 11:55:19 | anonymous | Jobs, jobs, jobs

2/23/2017 16:12:45 | JV | More services, Improvement of existing services

2/24/2017 2:22:17 | anonymous | More services, Improvement of existing services

2/26/2017 17:07:00 | anonymous | More services, Improvement of existing services

2/27/2017 12:25:30 | anonymous | working to end capitalism

2/28/2017 11:57:41 | ki | Improvement of existing services, better gov't support! As a single white male it is IMPOSSIBLE to access support. I don't a lot of money, I need a couple hundred to get a working phone SIM card, and maybe a few other things. There needs to be better intake, to determine who you are and what your needs are. I don't do drugs, smoke or drink. Ok, so maybe even a voucher? Give me a gift card for the mall, I can go buy that shit myself even. The shelter (which is privately run) is light years ahead of help. They make you a lunch every day, have that quasi-legal employment center to make some cash and have a clothing store where you can get 5 items once a week. Seriously though the gov't is useless. And then they wonder why dudes turn to crime.

2/28/2017 12:35:32 | vq | Improvement of existing services

2/28/2017 15:52:01 | HTH | More services, Improvement of existing services, Thank you for your work, hope it helps some people!!