

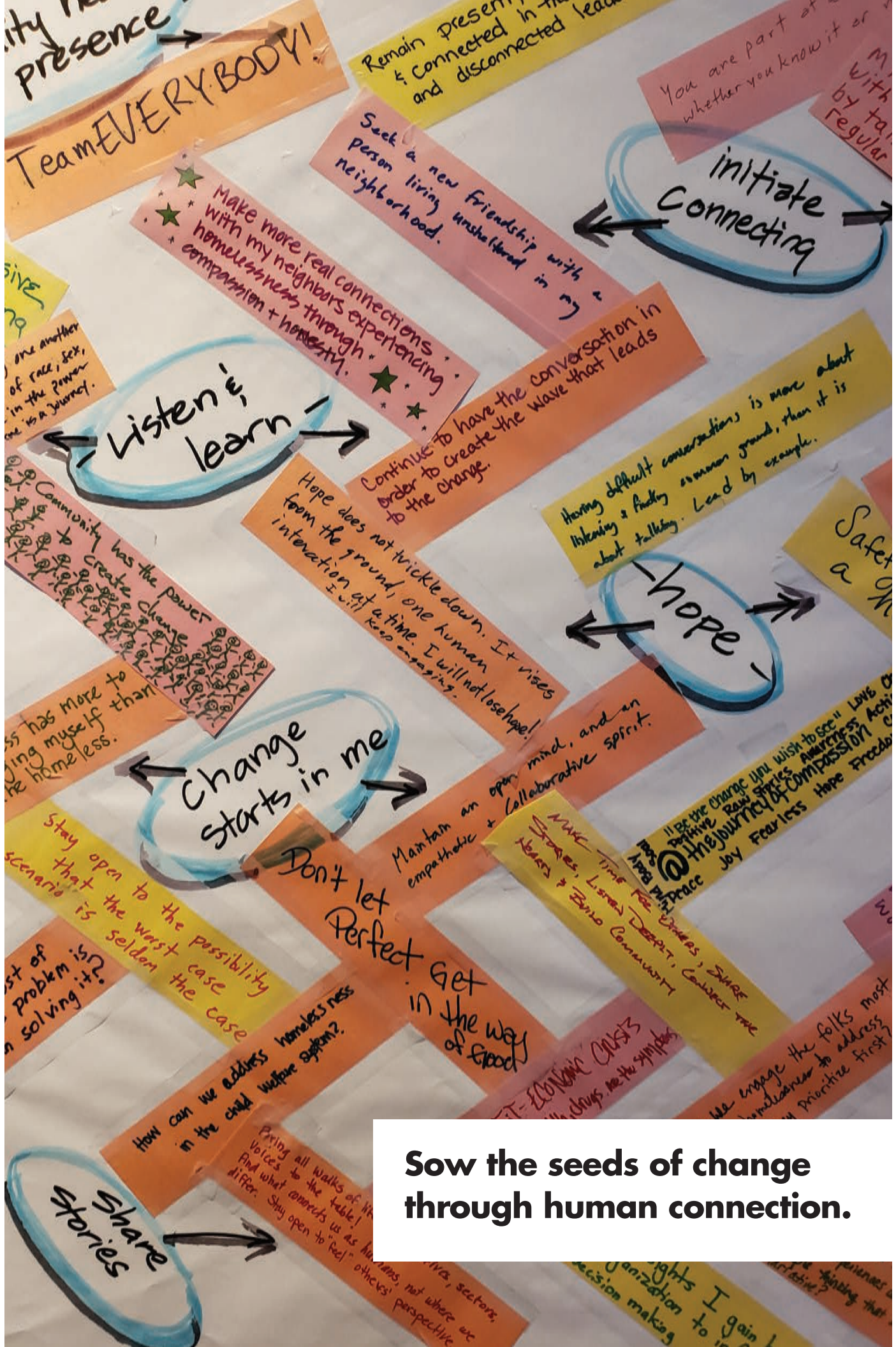


Mobilizing Creativity, Compassion, and Community

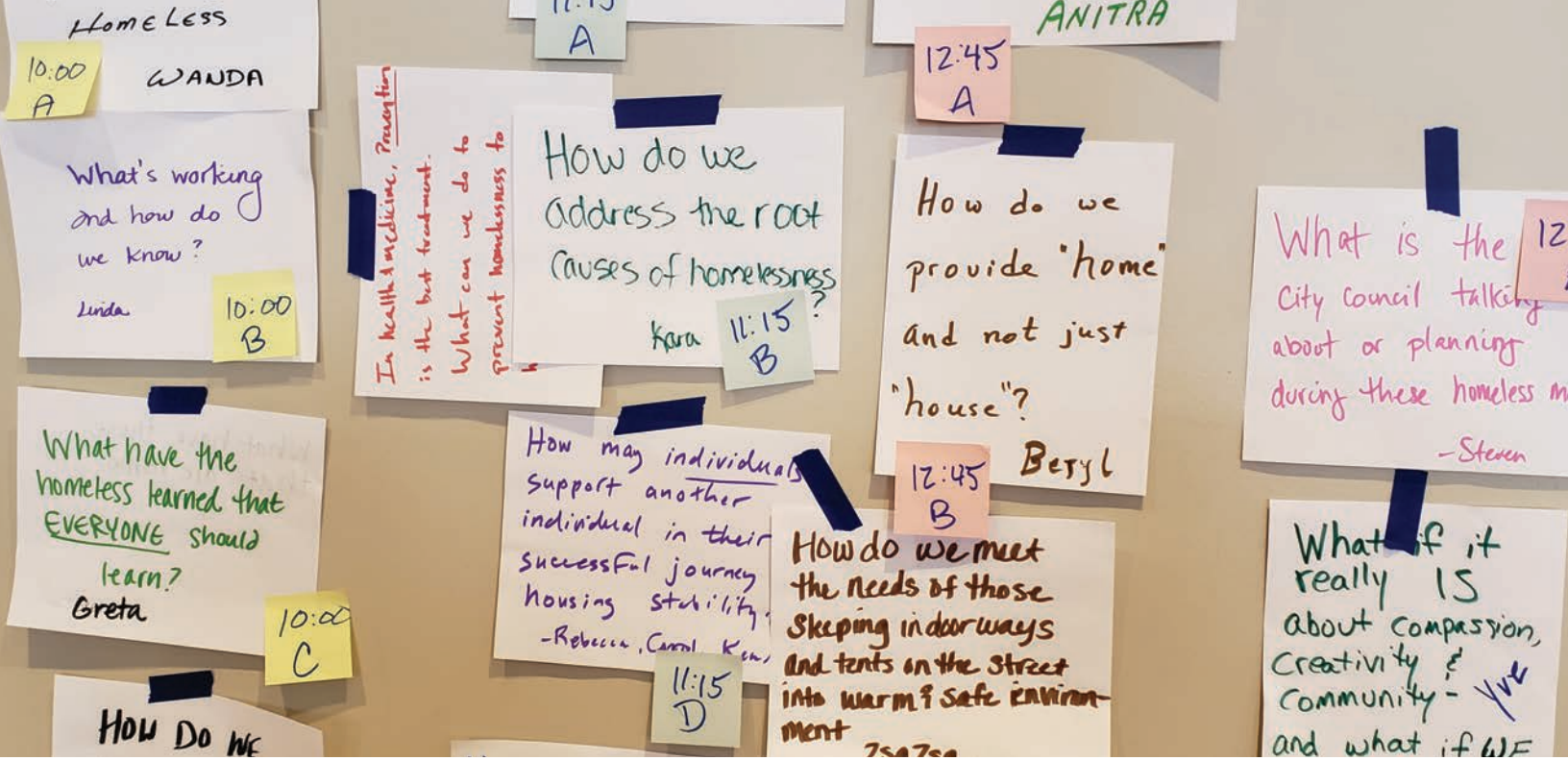
Ending Homelessness
in our Region... *together.*

OCTOBER 26 - 27, 2018

IMPACT HUB SEATTLE



Sow the seeds of change through human connection.



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Graphic Recordings



Recap: Mobilizing the 3 C's

Ending the crisis of homelessness is both a survival strategy for and an aspiration of Impact Hub Seattle, which serves as Seattle's "base camp" for social innovation.

As part of this ongoing journey, Impact Hub entered our 6th year of operation by convening our community, partners and concerned citizens to sow the seeds of change through human connection.

What made this unique?

Our goal was to bring community organizations, government, business, homeless people, neighborhood associations, media, artists - people from different sectors who aren't usually in conversation with one another - into conversation, rather than a lecture or panel.

Who Attended?

- » 130 people RSVP'd and 80 attended over the course of the two events.
- » 20% of attendees indicated that they had experienced homelessness personally, or had friends or family who were homeless.
- » 11% of attendees indicated that they worked in the tech sector.
- » 15% of attendees are current members of the Impact Hub.

How was the event facilitated?

The team of facilitators used The World Cafe method for facilitation for the 3-hour event on Friday evening, and Open Space Technology for the full-day event on Saturday. Both styles are powerful tools to engage people with different perspectives in conversation.

What is a World Cafe?

The World Cafe is a powerful social technology for engaging people in conversations that matter, offering an effective antidote to the fast simple, effective, and flexible format for hosting large group dialogue.



Recap: Mobilizing the 3 C's

This process draws from the range of life experiences, perspectives, and activities of the people who participate.

70 guests gathered on a Friday evening for the World Cafe.

What is Open Space Technology?

Passion bounded by responsibility
Open Space Technology is one way to enable all kinds of people, in any kind of organization, to create inspired meetings and events.

In Open Space events, participants create and manage their own agenda of parallel working sessions around a central theme of strategic importance, such as: What is the strategy, group, organization or community that all stakeholders can support and work together to create? Open Space works best when the work to be done is complex, the people and ideas involved are diverse, the passion for resolution (and potential for conflict) are high, and the time to get it done was yesterday.

30 participants attended the pilot Open Space event on Saturday.

Outcomes

As an initial outcome, we expected people to come away with more understanding of the nuances of this complex challenge and more personal clarity about the steps they wish to take.

94% of participants reported that they would continue to stay engaged with the issue of homelessness. 67% indicated that they were planning to get more engaged in the issue after the event.

"I did not have any expectations of how I would stay engaged in the process. By the completion of the workshop, I found a much greater sense of commitment to the issue."

94% of participants reported that they had made at least one new connection at the event.

"I learned that all types of people face housing security. People whom you might not have guessed."



Recap: Mobilizing the 3 C's

“Connecting with people who have differing experiences of belonging and home - that was important space to hold together. That does not often happen as we go through the habits of our days.”

89% of participants reported that they had learned something new about the issue of homelessness.

“I gained new perspectives about homelessness from others. Perspectives homeless people brought to the table. I always thought they should be included and now I'm certain.”

Next Steps

Mobilizing creativity, compassion and community

The complexity of the social, economic and ecological challenges we face today calls for broad mobilization to create a better future. This reality is especially true with the issue of homelessness, as our public, private and philanthropic institutions struggle to solve this crisis by themselves.

Margaret Wheatley said “if we sit together and talk about what is important to us, we begin to come alive.” In this spirit, a diverse group of individuals, enterprises and agencies have come together to offer an immersive one-day interactive gathering to connect, explore, and identify possibilities for ending homelessness in our region. The gatherings are structured for mutual learning and connection, laying the groundwork for new insights, new partnerships, and new solutions homelessness to emerge.

With that spirit, this collaboration provides an opportunity for human conversation and creative



Recap: Mobilizing the 3 C's

expression to sow the seeds of change at both the personal level and the systemic level.

"The strength of the community can be measured by the difficulty of subjects being discussed."

2019 Goals

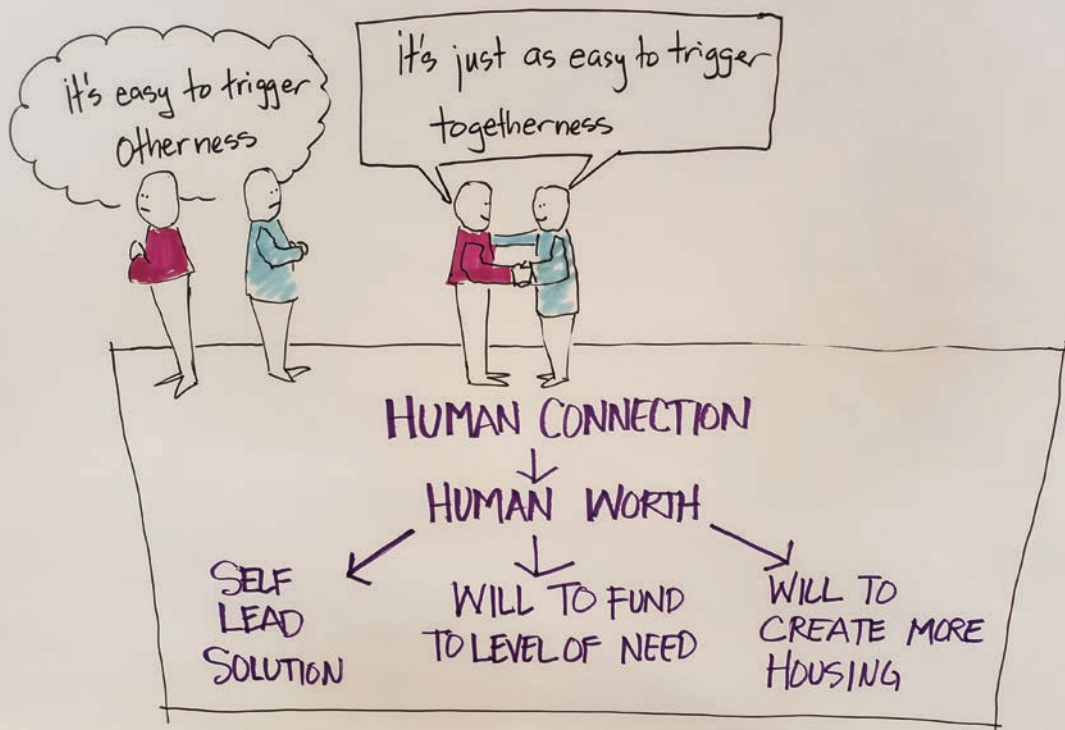
Bringing more voices to the table

"This really has restored my faith in humanity exponentially. Being homeless and being judged without being known is really trying. Thank you for taking the time out of your day and for all the ways you've shown me you care. That really means a lot to me."

Following the successful pilot event, our goal is to bring the conversation to other neighborhoods in King County.

Using a similar hosting pattern, we envision 5-7 additional gatherings, culminating with a closing event at Impact Hub that invites participants from all sessions to reconvene, share, and build on what we're learning together. We also envision developing a strategy for disseminating what participants learn and stories of what they do.

We are seeking funding sources to help cover the costs of these events.



Insights

Building relationships with our neighbors is key. This can start on a nextdoor neighbor level — communicate to build stronger communities.

...we realized privatization, stigma, discrimination, education all came back to community. **Everything could be prevented by community.** When creative ideas mixed with compassion are used in the community.

Even when we're apprehensive of new ideas, experimenting can work.

The **socio/economic standing is a construct.** It is not a real thing. At the community level, it doesn't even exist. And yet it is so dividing and governs the way we think, act, and believe.

Seeing the choice, and choosing Love

If something is going to change, I want to be part of that change.

Neighborhood block parties, for everyone!

And we recognized that these all fit together: that human connection leads to valuing the worth of each person, which leads to **self-led solutions**, the will to fund to the level of need, and the will to create housing.



SESSION NOTES

Vision: What would it look like if everyone was cared for?

Everyone's basic needs met

Connected communities

Wider options in how we live

Nickelsville with Heat

Work to make something, not to make money

Worker-owned businesses

Resident-built neighborhoods

Environmentally sustainable



SESSION NOTES

What can I learn about homelessness in a 5 minute walk around Impact Hub?

Most folks on the street here are People of Color. Most of the homeless reps in the room today are not. Who do we feel comfortable inviting in? How well are we representing? (Yve - Researcher)

High density of services in the area. Wondering about duplications and gaps? (Lexi -- UW student)

UGM rep (Solomon) described his clients as his "children." Very personal, powerful. (Emil) But also maybe disempowering/ infantilizing? (Rachelle - IH)

Love and Boundaries are offered in tandem at agencies.

UGM said one of the challenges is "how to show respect for people who don't respect themselves" also emphasized "letting folks be heard." Impressed by how willing agency folks were to make time for our impromptu group. (Rod-- IH member, professional facilitator)

Why are all the agencies collected here? (Rod) *Historically agencies were not permitted north of Virginia or south of James. This was done in order to "protect" the downtown core from poor people. The result is highly concentrated populations at either end where the services are now clustered. In addition low-income/homeless folks are often treated for emergency care at Harborview. They are transported to the hospital, but not back to their place of shelter. So on discharge, they drift down the hill to Pioneer Square, where there are options for shelter. (Added by Rachelle -- Info from UGM pres at a panel talk in 2018 at IH)

Impressed that Solomon at UGM knew martial arts. Feel rejuvenated from the visits. (Solomon)

Felt welcomed at UGM. Their ease of explaining on the spur of the moment to strangers made their work feel very lived. Very clear principles and values. (Yve)



SESSION NOTES

What can I learn about homelessness in a 5 minute walk around Impact Hub? (continued)

Felt uncomfortable being white, housed -- felt like imposing. (Lexi)

Enjoyed conversation with Ammon. People we visited were surprised Ammon with us because he doesn't have stable housing. A "mixed group" was surprising. Which shows how rare it must be and what a polarized world we are living in. (Greta)

(Ammon) seconded that it is very polarized out there between stable and unstable housing.

Socio/Economic standing/division is a construct. It's not a real things. It doesn't even exist. And yet it is so dividing and impacting. (Greta)

What's missing out there? Places to sit, visit, gather publicly, just be. (Rachelle)

High level of activity and alertness is required to navigate that.

What a welcoming/sacred space Chief Seattle Club is in contrast.

You have to be strong in a lion's den. Solomon is a great guy but the mission is not a great place. (Ammon)

"Removal of a place to be." Homeless folks don't have public or private spaces to be. Hostile architecture creates symbols around you saying "You are not allowed to be." (Greta)



SESSION NOTES

What are the Root Causes of Homelessness and What We Can Do to Prevent Them?

We brainstormed what the root causes of homelessness are and what is associated with those root causes or leads to them.

Prison Complex / School to Prison Pipeline

- » Privatization
- » Racism
- » Stigma
- » Lack of education on how to deal with it
- » Mental Health
- » Lack of community resources
- » Addiction
- » Employment / Living Wage Job
- » Greed
- » Lack of cost of living increases
- » Lack of access to education
- » Privatization of higher education
- » Discrimination
- » Cultural misprioritization of pay / wages

Discrimination

- » LGBTQ
- » Race
- » Gender
- » Stigma
- » Lack of community education
- » Oppression
- » Criminal Records

Affordable Housing

- » What it means
- » Math: Ratio of how much you make to housing costs. Does not take into account bills, and taxes
- » Unbalanced supply / demand
- » Housing regulations
- » Stigma

Mental / Physical Health

- » Privatized healthcare
- » Lack of insurance
- » Stop taking medication
- » Lack of education on condition
- » Stigma
- » Education
- » Life skills
- » Stigma
- » Discrimination (minority groups / impoverished get less quality education)

Addiction

- » Form of escape from problems
- » Genetics
- » Connects to all other issues
- » Stigma
- » Not enough resources

The Root Causes of Homelessness and What We Can Do to Prevent Them (continued)

Abuse

- » Cyclic
- » Gangs
- » No shelter
- » Lack of funds due to no access to joint accounts
- » Discrimination
- » Blame victim
- » Stigma

Lack of Community / Support Net

- » Gangs
- » Cultural viewpoint
- » Lack of resources
- » Isolation
- » Stigma

We noticed there were common themes among the root causes. We then wrote those common causes down and had a discussion of how to prevent those common themes. The themes we began with were privatization, discrimination, lack of education, lack of community, lack of resources and stigma.

In our discussion we soon realized that stigma, discrimination, lack of education and lack of resources were all interchangeable with one another and could not be separated.

All were associated with stigma.

To prevent stigma / discrimination / lack of education related to homelessness you need:

- » Familiarization of common issues to build comfort in discussion
- » Overcoming pride / creating self-worth
- » Planned activities between homeless and non-homeless population groups

To deal with and prevent privatization leading to homelessness you need:

Further regulation by a shared interest group (diversification) within the

community, rather than by government or special interest groups.

Next, we got to community and we realized everything privatization and stigma / discrimination / education all came back to community. Everything could be prevented by community when creative ideas mixed with compassion are used in the community.

To prevent lack of community you need:

- » People come together to create a solution
- » People experiencing issues and community have conversations
- » Community oversight in regulations
- » Resources of many (pool)
- » Educate on what resources are available
- » Shared knowledge
- » Change in community views and stigma

We took the discussion further and discussed how we could put these to use.

- » Grass roots movement
- » Social media as one of the paths to educate and get the word out
- » Block parties
- » Chambers of Commerce to hold conversations and engage businesses in the community
- » Town halls to bring people together for discussions
- » Communities volunteering together
- » Activities between the homeless and non-homeless
- » Meeting your neighbors
- » Compassion
- » Public community gathering spaces
- » Outreach
- » Patience with your neighbors

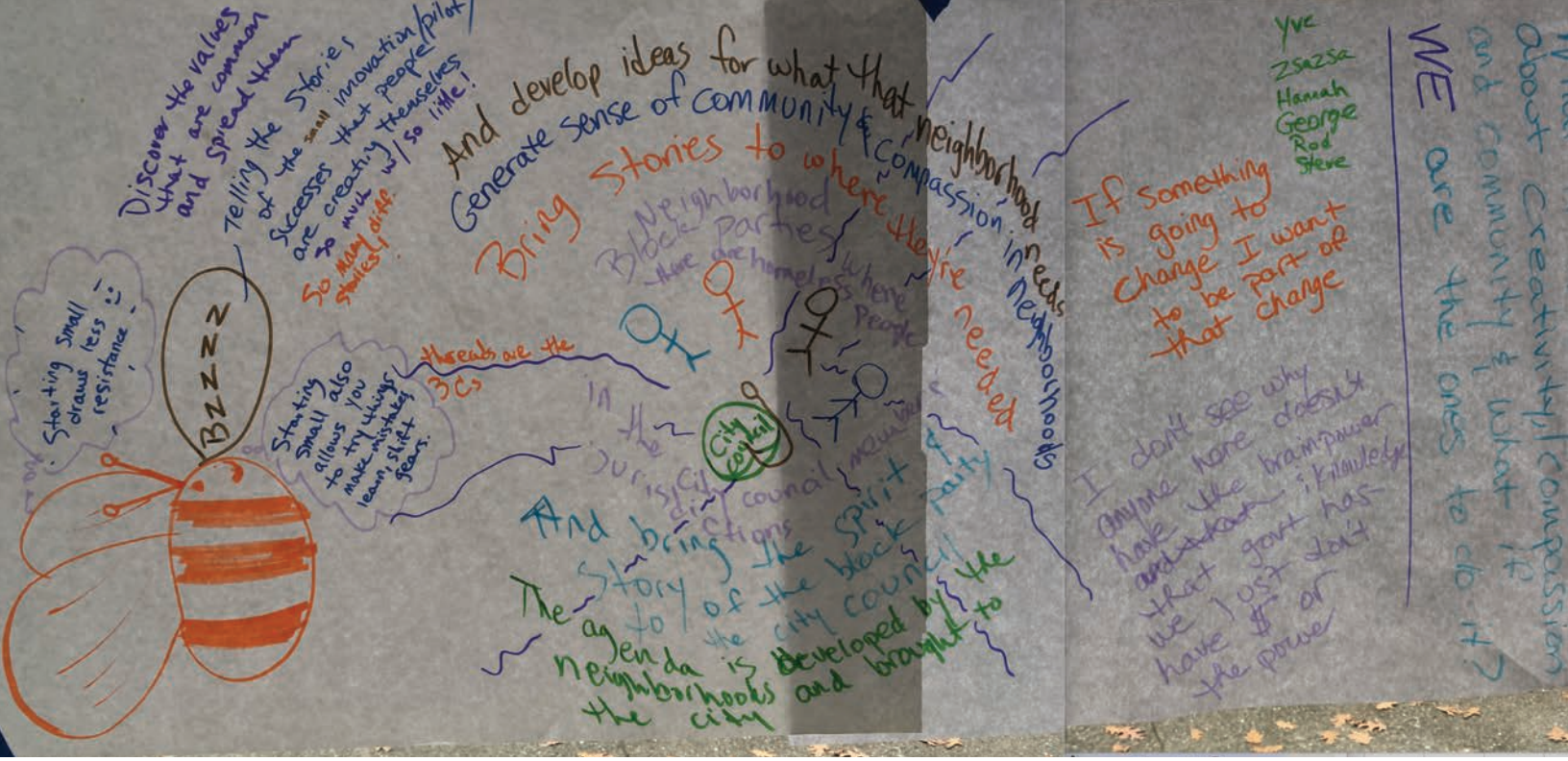
What it comes down to is creativity, compassion and community. We the people must come together to create the solution. We cannot wait for the government to fix the solution. This is an issue that affects us all and we are the solution.



SESSION NOTES

What have the homeless learned that **EVERYONE** should learn?

- » How to prioritize one's principles over comfort
- » **Life is more than a house**
- » (real) Belief in the Higher good
- » **Courage to face death and choose life**
- » Endurance and resiliency in fragile circumstance
- » **See the Beauty of those around**
- » Self and community authority and organizing
- » **Tolerance and understanding for those with often-stigmatized paths and history**
- » Build relationships and community support
- » **The cruelty of humans**
- » The magic of humanity
- » **"Things" (what we have) doesn't define our identity**
- » Humility can be the greatest fuel for empowerment
- » **A candor to speak truth... "no truer freedom"**
- » Unconditional self-love
- » **A refusal to participate in "the bitterness"**
- » The Power of kindness
- » **Seeing the choice, and choosing Love**
- » Make simple goals
- » **a broadened perspective; seeing the unseen**
- » Creativity and determination for survival



SESSION NOTES

What if it is about creativity, community, and compassion? And what if it is us?

Starting small draws less resistance. Starting small also allows you to try thing, make mistakes, learn, shift gears.

Discover the values that are common and spread them. Telling the stories of the small innovation/pilot successes that people are creating themselves.

So much with so little! And so many different stories!

Develop ideas for what that neighborhood needs.

Generate a sense of community and compassion in neighborhoods. Bring stories to where they are needed. Neighborhood block parties

for where there are homeless people, in the City Council jurisdiction.

Bring the stories of the neighborhood block party to the city council.

The agenda is developed by the neighborhoods and brought to the city.

If something is going to change, I want to be part of that change.

I don't see why anyone here doesn't have the brain-power and knowledge that the government has. ... we just don't have the money.



SESSION NOTES

What's working and how do we know?

We started out with listing programs/efforts that are getting good results, which included:

- » Share/Wheel and its self-managed communities
- » Real Change
- » The YMCA (transitional housing for people 18-24; 5 shared homes across King County.)
- » Nickelsville
- » Downtown Emergency Service Center (Housing First, mental health, emergency and longer term) (serves hardest to serve; has a wet housing project. Was first to push model of Housing First.)
- » Compass Housing Alliance with its mailboxes and computer lab
- » Plymouth Housing
- » Seattle Housing Authority
- » Catholic Community Services
- » Queen Anne Help Hotline + Solid Ground (rent help)
- » Washington Low-income Housing Alliance
- » Path with Art (for trauma recovery)

People with experience with those programs say we need to give these efforts more resources so they can expand what they're doing.

What's not working: Coordinated Entry for All

More help might come from the business community.

We also discussed the need for more transitional housing for youth, Block Homes (neighborhoods supporting individual/family experiencing homelessness by working together to provide assistance), and Neighborhood Action Committees.

What's needed, including some of the common features of successful efforts:

- » Human connection (not an app)
- » Self-led by people experiencing homelessness/empowered/voice
- » Moving folks to self-empowerment
- » Housing first
- » Effective efforts need to be funded to the level of need
- » Build enough housing
- » Culture shift to the value of each human's worth rather than judging people by how much they earn

And we recognized that these all fit together: that human connection leads to valuing the worth of each person, which leads to self-led solutions, the will to fund to the level of need, and the will to create housing.



SESSION NOTES

How do we bring “anti-homeless” organizers into spaces talking about solutions?

- » Can we acknowledge mutual places of understanding, i.e., none of wants anyone to be living outside. Can we acknowledge fears and recognizes facts as facts (and admit where there are factual shortcomings)?
- » Ask people possibly in opposition if they actually know someone who is/ was homeless to build empathy and compassion
- » Building relationships with our neighbors is key. This can start on a nextdoor neighbor level — communicate to build stronger communities.
- » “Seeds don't sprout immediately.” Sometimes it's just our job to ask the question in the first place.
- » Acknowledge that even when we're apprehensive of new ideas, that experimenting can work. Steven gave the example of a church deciding to open a tent city even though the community didn't want it. Eventually, all the longtime neighbors loved their new neighbors and supported them. The key is open-mindedness



SESSION NOTES

How do we share belonging with our friends outside?

How do we act when we hit the “wall of mistrust”?

- » A lot of rooms coming together and talking. (Barron)
- » Belonging is in the hierarchy of needs. How do we bring quality to people who have been ostracized? (Barron)
- » When engaging with homeless, the “Hi, Hello” is not reciprocated. (Carol)
- » How do we welcome a stranger (Mark)
- » When it's hard to connect with people on the street (Carol)
- » People are mistrustful after years of rejections.

Don't try to approach people at their campsite.

- » I think about how I feel when someone's at my door that I'm not expecting. Give them a safe place to interact. (Kendal)
- » Perception of the homeless, when engaging with a strange person who approaches them. Better to find a common space. (Dennis)
- » Homeless who place themselves in a place to engage, like where they sell Real Change or stand outside of a store to ask for change or ask for what they need. The venue makes

the difference. (Barron)

The cultural aspect of attitude about homelessness

- » Spain's attitude to homelessness is different from America's, because not the same racism/classism. Citizens of older nations have property, which provides a free place to live and sometimes to grow food. In Spain, everyone is considered part of the community, whereas in American lots of people are made to feel unwelcome. (Carol)
- » Recommend reading the book *American Nations: A History of the Eleven Rival Regional Cultures of North America*, by Colin Woodard (see: <https://seattle.bibliocommons.com/item/show/3296552030>). It explains why Americans are so different in different regions. (Rebecca)
- » The 1% founded the country. Need a meme. Example: There can only be one”. Settlers went from Europe where they were “commoners” or “aristocrats”, to being American where they became “citizens”. (Mark)

The lens with which we view everything (Barron):

How do we share belonging with our friends outside? (continued)

Structural:

Economic Capital

Cultural

(the lens in which we view everything); the engine.

Relational - Social Capital

Systemic solution

- » Common Space
- » Safe Place to engage
- » Fight stigma
- » The #MeToo movement seemed to change the culture, practically overnight.
- » Change the memes here in our region to fit the memes from another culture. Hawai'i is the best place to understand American Homelessness (Mark)

We need to know a homeless person by name, and speak with them often.

- » What's sufficient? What's necessary? Something might be necessary, but not sufficient. (Rebecca)
- » To have a relationship with a homeless person turns our lens from a structural lens to a relational lens. How can we plug into that transformation in a systematic way? (Barron)
- » Several people in this discussion who aren't homeless themselves do know a homeless person or a person currently housed who was once homeless.
- » Sense of belonging gained from working with Camp Unity (see <https://campunityeastside.com/>) (Dennis).
- » Camp Unity is mostly supported by churches. Neighbors opposed initially but now transformed. Helping move a homeless camp is a great what to get to know them better (and it's lots of work). (Dennis)
- » Make a safe space for the 1%. Don't blame them. (Kendal)
- » People who aren't homeless feel a sense of shame (Carol)
- » Summarized what the "Art of Being Homeless" discussion was doing. They envision a roving theater piece, with the story told for and by homeless people. (Yve)
- » How art can cross things over. They asked 5 people: what do you feel being homeless (or close to it)? They all felt shame. (Rod)

- » Take the show on the road, open space, art, stories. Place-based. To the communities impacted by homelessness. (Yve)
- » Sense of Open Space is a place that is not leader- or agenda-driven.

Allow ourselves and others to be imperfect. This is the center of Compassion. (Kendal)

- » Forgive ourselves, and forgive others (Rod)
- » And learn from mistakes we're forgiving ourselves for (Rebecca)
- » 2008 Dalai Lama visit taught Compassion/Action. (Mark)
- » Allow our spiritual understanding to be Action
- » Be OK with letting go (of stigma / internalization) and making mistakes. (Carol)
- » 2005, spent time with chief of a Samoan tribe. 5 minutes of looking at each other is hard! The link he was experiencing joy in learning. Cultural losses result from lack of joy in learning. This causes people to be separated from one another. (Mark)
- » It requires a degree of introspection that not everyone has. The homeless system isn't built for Emotional Intelligence. (Rebecca)

Some final thoughts about a recent time when we felt a strong sense of belonging:

- » Role-modeling Emotional Intelligence (Kendal and Carol).
- » Very touched to receive a text from a friend ,saying: "what are you doing for Thanksgiving? I'll put plans together". (Barron)
- » Buddhist Sanga – doesn't feel articulate. People accept me right where I'm at. Makes me feel good. (Rod)
- » Spreadsheets – in-depth. Instead bought storybook with husband as illustrators. (Yve)
- » Spending time in a foreign country for 3 months with other artists (Carol)
- » Being offered a condo to live in while where repair of her flooded kitchen begins (Rebecca)
- » If I'm not there, people notice my absence (Dennis)
- » Daily practice to reflect on the day with his partner, and laugh (Mark)
- » Little moments of Connection, like when husband and son pick on her for fun (Kendal).



SESSION NOTES

How might individuals support another individual in their successful journey toward Housing Stability?

Differences between being homeless and sleeping on the street (street homeless). Couch surfing isn't counted in official statistics, but is really important to include.

Systems versus Individual actors: how do we bridge that divide?

Systems don't necessarily support individual needs, and individuals who want to help don't have access to systems. Support people so they don't have to problem-solve on their own; adapt advice. When the systems aren't working, how can an individual have a positive role?

Mental Health issues create struggles for all parties.

Individual tools: LISTEN is first and foremost. Help people fill out their applications. Help people restore their Identification documents. Give people rides to their appointments.

- » Homelessness is 24/7, yet even the Crisis Line is opening only 8-5 Mon-Fri.
- » People burn their phone plan minutes on hold.

- » Can't reach DSHS directly by phone.
- » Form a team of non-professionals to find resources for a situation.
- » Insist on automated call-backs instead of forcing people to stay on hold by phone.
- » Transportation: either gas or ORCA card
- » Give people rides to appointments, their pharmacy, etc.
- » Shelter hours are strict. Why is there a curfew?
- » Some curfews are for the security of people inside. Then the restrictions become structural with the people running the shelters making no exceptions.
- » Legitimate fear of shelters
- » The model of shelters take away dignity.
- » Volunteer at shelters. Some contributions can include: meals and food.
- » Personal experiences with abusive shelter staff.
- » Strings are attached to agency resources. Need to listen to what people need, not force them to take what you want to give them.
- » Acknowledge people. Ask how they are doing. Treat with respect.
- » Help build a tiny house.

How might individuals support another individual in their successful journey toward Housing Stability? (continued)

- » For example, every Saturday 10-2 people can help build at Camp Second Chance (<https://www.facebook.com/CampSecondChanceSeattle/>, <https://campsecondchance.github.io/>) .
- » Do not tell people to do something that you are not willing to do.
- » Help politicians meet homeless people
- » Politicians are missing the “Passion” element of the Two Feet principle.
- » Give people what they need.
- » Voting is necessary, yes, but more drastic measures are needed.
- » Revolutionary acts, like daily picketing and daily emailing.

Security: unsafe behaviors in our neighborhoods

Politicians do not feel that. Petitions to force community hours.
Bathrooms / hygiene centers (24 hours)

Mayor’s council made of corporate businesses

There is an opportunity to guide their thinking as they tackle the homelessness crisis.
Bring truth to Mayor’s business council.
Correct statistics, real city image – not the glossed-over story

Bus stops: Metro has been removing benches to reduce sleeping

People need to rest; why not let them have benches

Blog, social media to bring truth

Investigate creating a Speakers Bureau concept (like what Mockingbird Society does: see www.mockingbirdsociety.org/get-involved/engage-in-our-programs/community-trainings-speakers/)

Solid Ground may have Homeless Advocacy panels. Maybe email their Speak@povertyaction.orgteam (see <https://www.solid-ground.org/get-involved/take-action/>)

Service providers need to be in the room together with politicians... whole perspective on solutions

- » Gatekeepers and resource providers
- » Are the becoming jaded?
- » AllHomeKC.org may have some of this: <http://allhomekc.org/committees/>

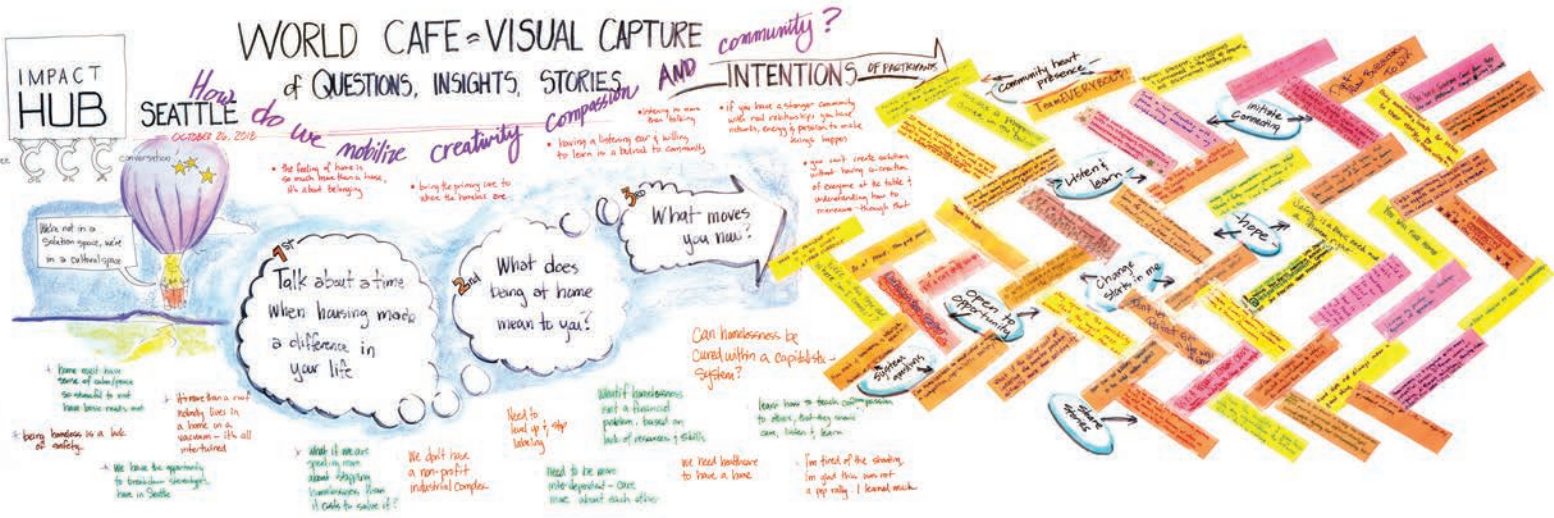
Create a source of flexible funds (grants of \$100 – 1200) to help an individual solve a problem

Sometimes this can be enough to prevent homelessness.

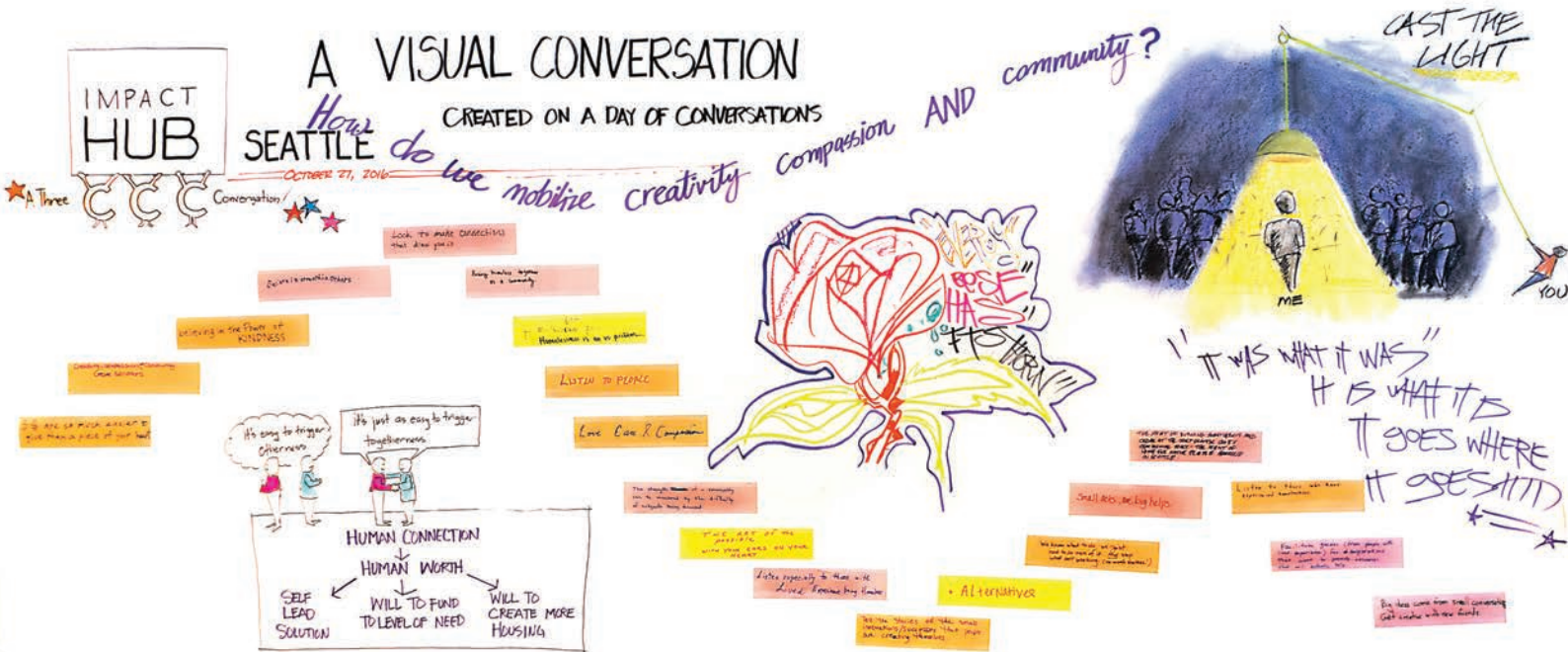
Graphic Recordings

Visually building shared understanding

Day One: World Café

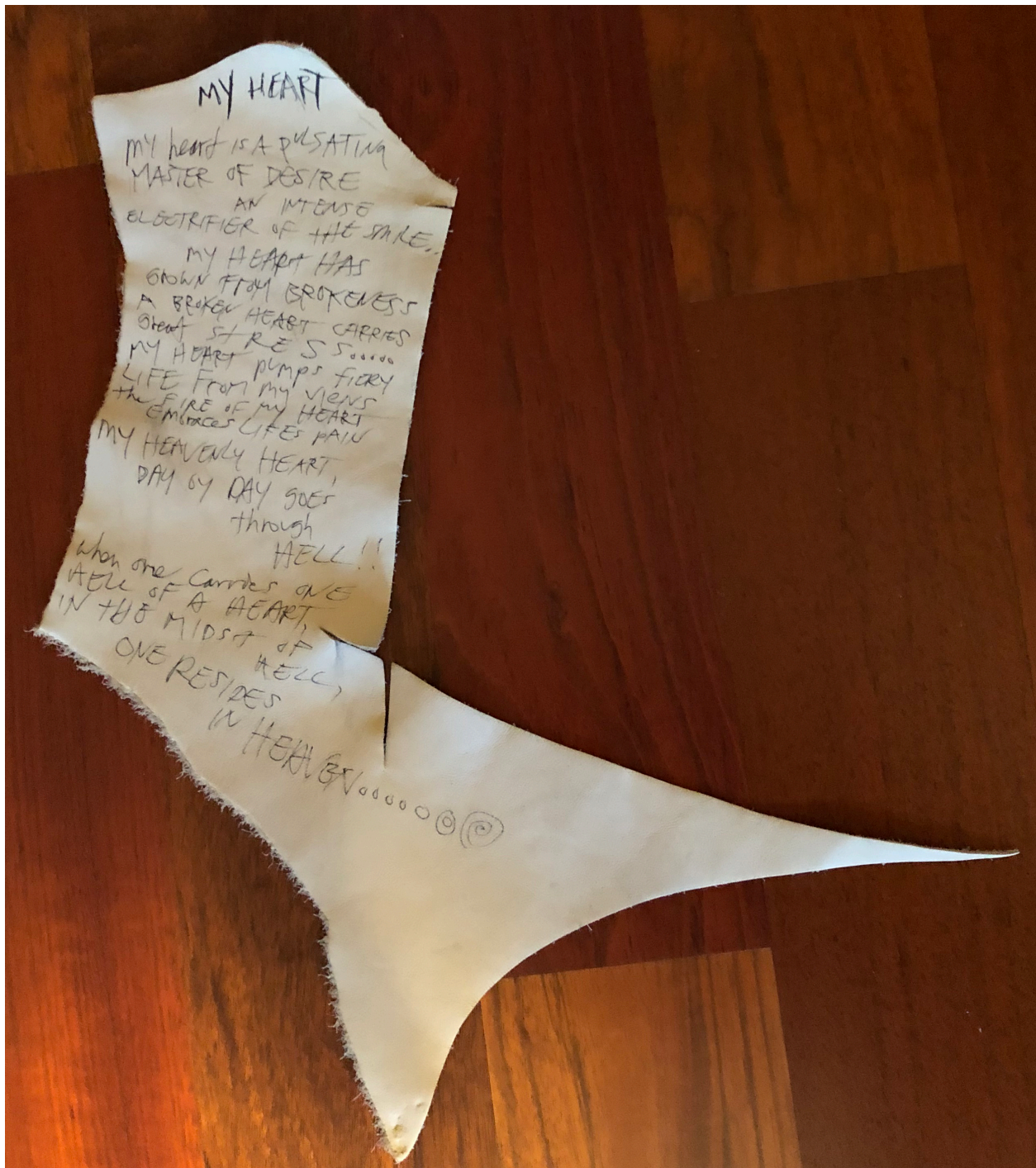


Day Two: Open Space Technology



My Heart

by Ammon, written on a scrap of leather delivered after the event





This event was produced by Impact Hub Seattle, in partnership with the following organizations and individuals.

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