



Homelessness & Digitalization

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

16th European Research Conference on Homelessness
University of Bergamo, Italy

Marco Heinrich
Frank Sowa

23.09.2022

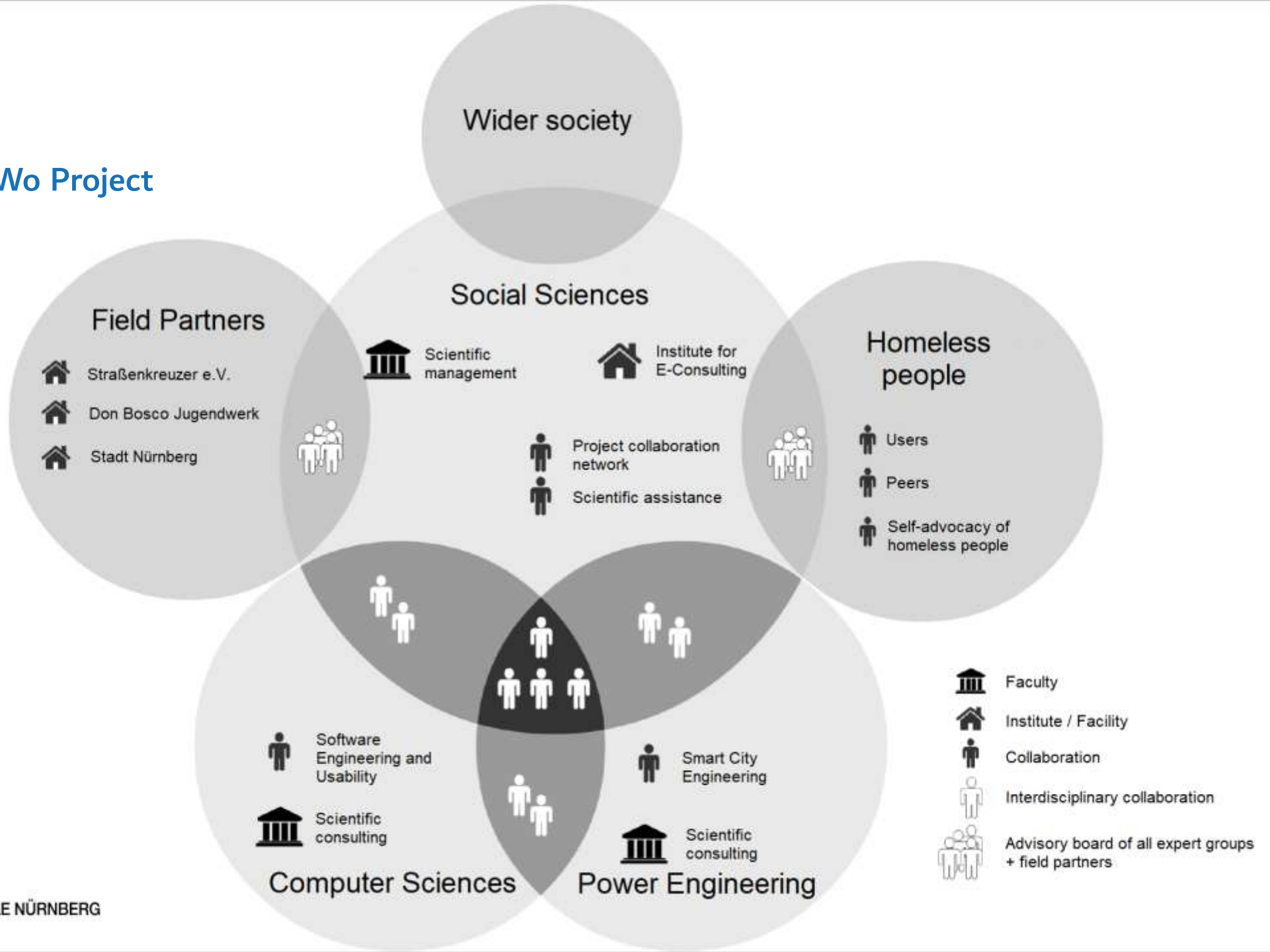


Overview

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



1. SIWo Project





1. SIWo Project

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

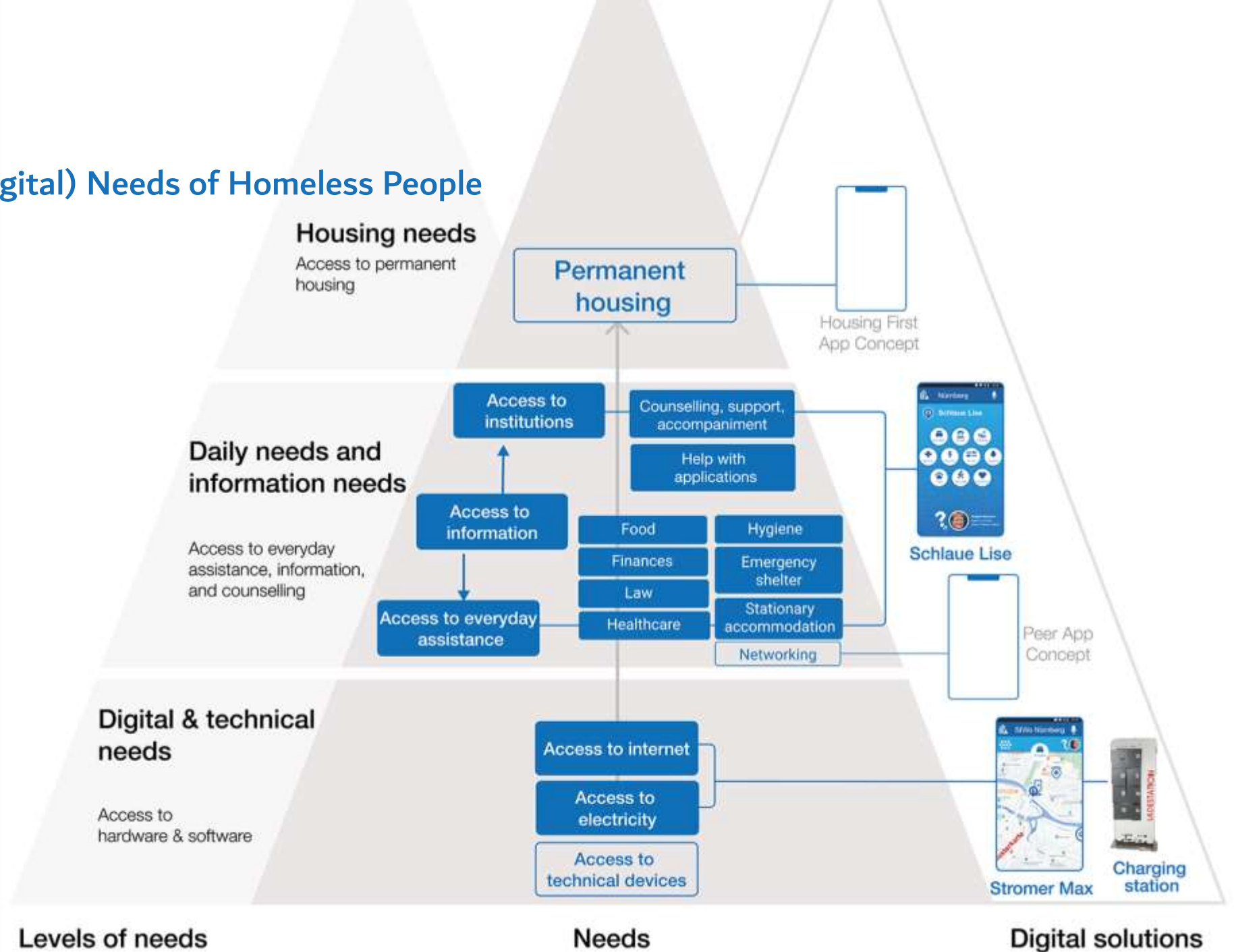


2. Potentials and Risks of Digital Support Options

- **Potentials**
 - Digital inclusion/counteracting exclusion
 - Open up or facilitate access to technical infrastructure and information
 - Tailer-made assistance
- **Risks**
 - Disappointment, frustration and letdown of target group
 - Fears of surveillance and control by state, police or social workers
 - ‚Missing the point‘



3. On the (digital) Needs of Homeless People





4. SIWo Products

Charging station and WI-FI-Finder
„Stromer Max“



Status:
Implemented as
Beta version

Charging and WI-Fi-Station



Status:
In operation

Information App
„Schlaue Lise“



Status:
Prototyp



4. SIWo Products

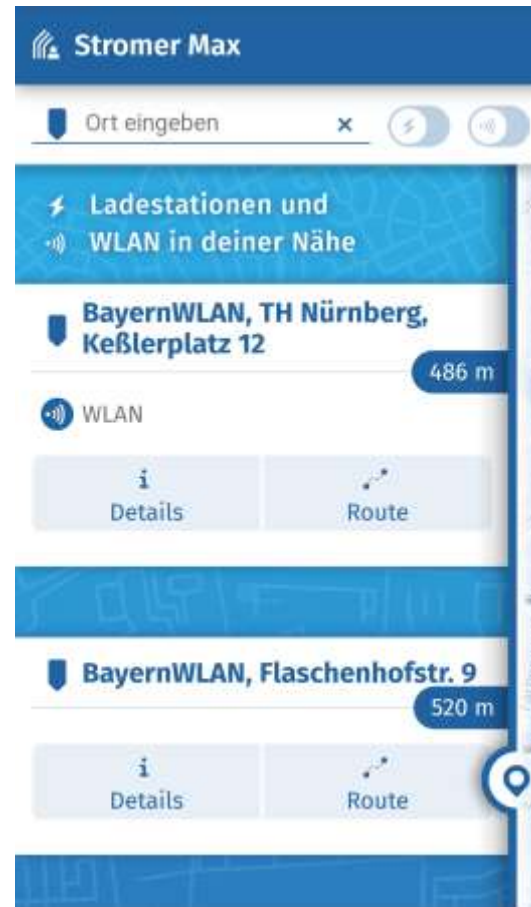
Charging and WI-FI-Station





4. SIWo Products

Charging station- and WI-FI-Finder „Stromer Max“





4. SIWo Products

Information App „Schlaue Lise“





5. Discussion



Thank you for your attention!

