**iTeam Background**
- The City was awarded a Bloomberg Philanthropies grant for $1.25 Million for up to 3-years. Funds must be used to create an innovation team and cannot be used for implementation.
- Work on the project began in July, 2017.
- The first phase project is a discovery project on homelessness. Second and third phases are to be determined.

**Approach to Homelessness Research**
- Focus of research on on people with lived experience of homelessness. Borrowing techniques from software and product development to design for the users.
- Have three research streams: Qualitative (2), Quantitative (1), Service Design and Content Strategy (2). Also, Project Manager (1), Visual Designer Intern (1), Research Interns (2).
- Goals:
    - Goal of the discovery process is to understand the experience of homelessness in Austin to identify solutions that improve the system.
    - Be responsive to City and stakeholder needs:
        - Resolution 20171012-015: APH and Office of Innovation, with other stakeholders, asked to execute a public engagement process including current and former ARCH clients.
        - Assisting with other City projects on the topic including several other resolutions assigned to Austin Public Health, Auditor's Office Reports, City's Strategic Planning process, and Assistant City Manager's workgroups.
            - Provided comment with the Assistant City Manager on ECHO's Action Plan.

**What We Have Done**
- Started work in September and 4-6 week "research sprints"
    1. Lived Experience Interviews and Pop-Up at the ARCH
    2. Services at the ARCH and Interviews with Case Managers
    3. Outside of Downtown and Interviews with Other Clients and Providers
- Deliverables from research sprints:
    - Over 120 client and case manager interviews
    - Communications Review of ARCH and Agency websites
    - Data Review of City of Austin departments
    - ARCH Service Blueprint
    - Lived Experience Advisory Committee
    - Communications and Transparency:
        i. Meetings with providers and stakeholders to include feedback
        ii. Weekly Newsletter
- December-February - Synthesis/learning what we have learned

- ○ Organizing interview data to find themes and insights:
    - ■ [Service Design and Content Strategy](#)
    - ■ [Data Insights](#)
    - ■ [Qualitative Research Insights](#)
- ○ Prototyping and testing service design concepts with providers
- ○ Defining potential data projects within the City

**Where We Are Now**
- ● Drafting Discovery Report about what we have learned
- ● ARCH recommendations to APH based on research with people with lived experience of homelessness and related memo to Assistant City Manager.
    - ○ Goals:
        1. Create clean, safe, and healthy facility
        2. Rightsize the ARCH
        3. Make system navigation the main function of the ARCH
        4. Mitigate the effects of rightsizing the ARCH on clients and the rest of the system while supporting continuous improvement and iteration.

**Next Steps**
- ● Ideation with stakeholders using the insights
- ● Work to support ARCH recommendations
- ● Implement projects that emerge from Phase I
- ● Decide the focus for the next phase