



ADDRESSING FAMILY HOMELESSNESS AT THE NEIGHBOURHOOD LEVEL

This solutions lab project aims to discover ways to increase prevention of family homelessness in Vanier-Overbrook through neighbourhood-based approaches, including interventions, networks, and supportive structures for those at risk of homelessness and those emerging from a period of homelessness.

Definition Discovery Development Prototype & Test Roadmap Report

Establish the scope of the lab and reframe the issue.

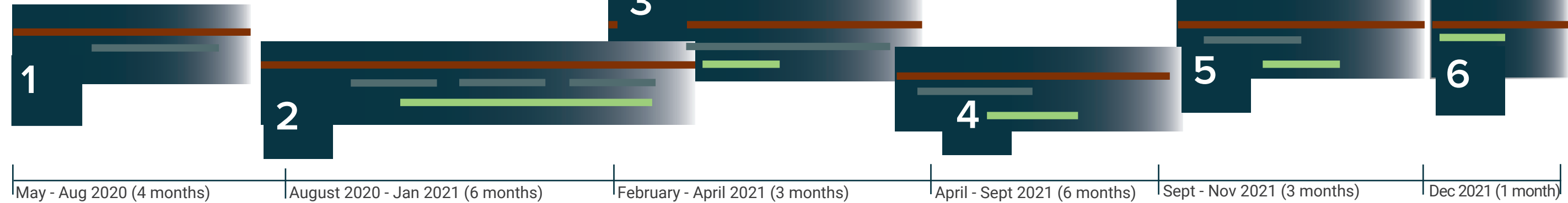
Generate insight through research, administrative data, user insight, understand the current state of the issue based on a range of research methodologies.

Co-develop new ideas through Solutions Lab stakeholder input.

Test and refine shared ideas and multiple potential solutions.

Communicate a clear path to realize the preferred solution, and to solution uptake and replication.

Report writing and communications development.



- Confirm project workplan
- Establish Governance, incl Expert Advisory Committee(s) and selection of initial Lab participants
- Confirm metrics for success and approach to evaluation
- Review research plan and approach, including information and data needs
- Draft ethics guidelines and project operating guidelines

- Problem Definition Workshop
- Carry out research, and technical and legislative analysis
- Conduct and summarize ethnographic interviews with homeless and key stakeholders
- Generate data tables and draft systems map
- Generate Journey Maps and experience maps for homeless families
- Establish areas of opportunity for action

- Information leveling session for lab participants
- Ideation session to establish a large number of potential actions
- Selection of best ideas for conducting experiments

- Detailed planning for each idea to be implemented as a safe to fail experiment
- Approval where needed to conduct experiment
- Running of experiments for 100 or longer

- All stakeholder workshop to evaluate results of experiments
- Lessons learned about organization & process
- Examination of potential impacts on Family homelessness if experiments are scaled
- Strategy for change
- Stakeholder Commitments

- Report writing
- Communications development

Core Team

- Deliverables: Clear definition of expected Lab outcomes, Partnership Agreements, Ethics Statement, Governance Structure, Critical Path, Research Plan, Evaluation Plan, Workplan, and Comms Plan

• Deliverables: Refined Problem Brief, Interview summaries for homeless and key stakeholders, systems map, journey maps, Challenge areas and promising practices brief, Podcast

• Design and facilitate above sessions

• Deliverables: Reimagined Systems Map, Fact-based summary Document, Lab summary report with ideas for locally delivered actions/ experiments ready for testing, Podcast

• Deliverables:

- Safe-to-fail experiments
- Prototypes
- Evaluations
- Summary Reports & Podcast

• Deliverables:

- Proven scalable practices that can be implemented
- Plans and accountabilities
- Roadmap to implementation

- Final Lab report
- Final communications materials

Committees

- Advise on research plan & approach
- Confirm metrics for success and approach to evaluation
- Advise on Ethics Guidelines
- Advise on Communications Plan

- Identify key stakeholders
- Advise on selection of participants for research and mapping activities - systems map, journey maps, experience maps
- Advise on opportunities for action

- Participate in session for participants
- Support ideation session
- Advise on selection and curation of best ideas

- Advise on experiment designs / pilots
- Support securing approval as needed

- Advise on evaluation
- Support research on impacts of scaling
- Advise on strategy for change

- Comment on final report
- Communications dissemination support

Players

- Key stakeholders and People with lived experience participate in ethnographic interviews

- Participate in Info Session
- Participate in Ideation Workshop
- Contribute to selection criteria
- Help get buy-in for pilots as relevant

- Participate in implementing relevant pilot projects/ experiments

- Participate in a roadmapping workshop



Lab Phases

Main Activities

Roles