

The PHL Participatory Design Lab—created with funding from the Knight Foundation through the Knight Cities Challenge—uses service design and social science methods to transform aspects of service delivery for the City of Philadelphia. Through 2018, the Lab has partnered with the Office of Homeless Services (OHS) to improve the City's Centralized Intake, Diversion, and Prevention services with participants, service partners, and City staff.

In order to identify service-related needs and gather ideas for improvements, 172 stakeholders across the service ecosystem—outreach, intake, diversion, prevention, after-hours, and emergency housing—have been engaged via in-depth interviews, shadowing on-the-job, field observations, and interactive brainstorming workshops.

29 Participants
21 People refusing services
35 Frontline staff
34 Social workers
32 Leaders
21 Specialists

160 hours of stakeholder engagement

- Evidence for current and future decisions that OHS will make
- Key opportunity areas for improvement in the service
- Projects that will be collaboratively designed with key stakeholders
- Staff members who are invested in the project and its outcomes

Insight and ideas from stakeholder engagement informed the prioritization of the projects below:

• **Project 1: Future state service experience**

Timeline: July - October 2018

The Lab will collaborate with OHS Centralized Intake, Diversion, and Prevention leadership, staff, and participants to design what person-centered service delivery will look like in practice. The Lab will facilitate workshops with key stakeholders to co-create tools like a future state service journey map, a trauma-informed space plan, and implementation strategy.

• **Project 2: Information as a service**

Timeline: September - December 2018

The Lab and OHS will work to create informational interventions that support participants when interacting with the Centralized Intake, Diversion, and Prevention and leadership and staff when delivering the service. In addition to materials, the Lab will develop content strategy and governance standards, so OHS can maintain accurate information over time.

• **Insights to Opportunity report**

Timeline: July - September 2018

The Lab will document and summarize all insights and ideas gathered from design research, so OHS can use the learnings to make future decisions.