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The purpose of this project is to explore the services needed by elders who first became homeless in later life. The U.S. Census Bureau projects the elderly homeless population will increase by 33 percent by 2020. Compared with younger counterparts, older homeless people are more isolated and refuse to use traditional services. Findings from surveys, observations and interviews suggest mobile outreach is an efficient strategy to reach out to homeless people. For my design, I focused on creating a mobile service system to help later life older homeless persons to connect to the housing and services and then assisting them back to life. A public bus service system I designed called "Sunshine" provides service connections to later life older homeless people. Even if some of them refuse to use regular services, "Sunshine" will help them to live better lives on the street.
“STAYING ALIVE” – THE PLIGHT OF OUR OLDER HOMELESS IN SYRACUSE, NEW YORK

by

Yuying Wei
B.E, China Agricultural University, 2015

Thesis
Submitted in partial fulfillment of the requirements for the degree of Master of Fine Arts in Collaborative Design

Syracuse University
August 2017
DESIGN PROCESS

INSPIRATION
Spring 2016
Processes of Aging class with Professor Deb Monahan

RESEARCH
Thesis Topic
Older Homeless People

2016.10
Thesis Question
What services are needed by later life older homeless people to improve their quality of life?

2016.10
State Society on Aging of New York 44th Annual Conference
Meet with Professor Maria Brown, Syracuse University

Interview
Meet with Amber L. Vander Ploeg, Director of Emergency Services, Rescue Mission
DESIGN TESTING

2017.1

Thesis Questions
How can we make later life older homeless people connect to the housing and services easily and quickly?
How can we make later life older homeless people who prefer to stay on the street live a better life?
How can we create a better service experience for later life older homeless people?

Case Study

Design Concept
Visual Design
Prototype
Video

TESTING

Testing with Professor Deb
Testing with Professor Brown

Gallery Show
Installation
April 14th Reception

Video
Testing with Amber

Installation
Gallery Show

April 14th Reception

Prototyping

Testing with Amber
1 LITERATURE REVIEW

National Coalition for the Homeless (2009) stated there is a growing consensus that homeless individuals who are age 50 and older should be included in the “older homeless” category. Because homeless people aged 50-65 usually fall between the cracks of government safety nets, because they are not technically old enough to qualify for Medicare, Social Security, Supplemental Security Income and other benefits. Although the older homeless population is increasing, they still continue to be a forgotten population, and the public usually depicts them as the “invisible population.” For many older homeless people, the benefits they get from government often fail to cover the cost of housing, and even if it covers the rent in some states, only a few dollars remain for other expenses. For some older homeless people, they are unaware of their eligibility for public assistance programs and face difficulties applying for and receiving benefits. Therefore, the National Coalition for the Homeless suggested a exhaustive outreach health and social services is an efficient strategy to help elders who already lost their homes, as well as access to the existing public assistance services.


Sermons and Henry provided an assessment of the recent changes and projected the changes in older homeless population. HUD’s first Annual Homeless Assessment Report (AHAR) to Congress estimated that 2.4 percent of sheltered homeless adults were older than 62 years old. HUD’s fourth AHAR showed that 2.8 percent of sheltered homeless adults were older than 62 years old. Regarding the overall growth of the elderly population and the proportion of the older population facing financial vulnerability, Sermons and Henry predicted older homeless population would increase substantially over the next decade. This was based on the three assumptions: Older homeless population will increase as the same as U.S. Census Bureau projected through 2050; Deep poverty rate of elderly population will remain constant at 2 percent through 2050; 2008 ration of 1 sheltered older homeless person to every 22 elders in deep poverty remains constant through 2050. Therefore, Sermons and Henry projected that the homeless population would increase by 33 percent from 44,172 in 2010 to 58,772 in 2020, and will more than double between 2010 and 2050, with over 95,000 elders are projected to be homeless.

Grenier, Barken, Sussman, Rothwell and Lavoie stated 50 is an appropriate threshold for consideration of homelessness and aging because the general trend is to consider persons who are above age 50 as “old.” And there are usually different cumulative trigger events, rather than a single incident to cause homelessness of elders. Older homeless people often experience one of two types of homelessness: chronically homeless throughout their lives or first become homeless in their later life. Compared with younger counterparts, their needs are more unique. There are two main prevalent issues – access to health and social services, and safety. Older homeless people are 3.6 times more likely to suffer from a chronic disease, and the likelihood of mental health problems doubles for homeless who are over the age forty-two. Also, they face some difficulties in navigating government services, for example, the services offered, programs created for the general homeless population that suits their needs. The other is the safety issue, older homeless people encounter violence on the street and in the shelters.


Brown, Kiely, Bharel and Mitchell (2012) interviewed and examined two hundred and forty-seven homeless adults aged 50-69 recruited from eight homeless shelters in Boston, to compare the geriatric syndromes of the older homeless people with the general older population. Geriatric syndromes including functional impairments, cognitive impairments, frailty, depression, hearing issues, visual impairments and urinary incontinence. The result indicated thirty percent of subjects reported difficulty performing at least one activity of daily living, 24.3% of participants had cognitive issues, 16% of subjects met criteria for frailty, 39.8% had major depression, 30% of subjects had the hearing and visual issues. Also, 49.8% of participants reported urinary incontinence. Therefore, Brown, Kiely, Bharel and Mitchell concluded geriatric syndromes are experienced at higher rates of older homeless people than general older population.

Grenier, Sussman, Barken, Bourgeois-Guérin and Rothwell stated research conducted in United States, England, and Australia found that two-thirds of participants surveyed had not experienced homeless before. Therefore, the later life older homeless population is increasingly common on an international level. Grenier, et. al conducted 40 semi-structured, qualitative interviews to understand the experiences of homeless adults aged 50 to 75 in 2014 in Montreal, Canada. There were two primary results: The shame and stigma of being homeless in later life, and the social perceptions and response could worsen how they felt about themselves. Also declining mental and physical health made later life older homeless people especially stressed and emotionally taxed, due to the feeling of isolation regarding excluding from mainstream society and distancing from social and familial connects. The results also showed the challenges that occur at the intersection of aging and homelessness. Some of the key issues that appeared were the lack of identification cards, lack of affordable transportation, challenges to attend the different appointments, the stigma regarding accessing the care through the regular community-based channels.


Crane, Byrne, Lipmann, Mirabelli, Rota-Bartelink, Ryan, Shea, Watt and Warnes (2005) examined the causes of homelessness among newly homeless elders in Boston, Massachusetts, four English cities, and Melbourne, Australia. They interviewed 122 older newly homeless people in Boston, 131 in England and 124 in Melbourne. The results showed the overall ranking common causes of older newly homelessness are: mental health problems, financial problems, relationship breakdown, physical health, alcohol problems, work, bereavement, criminality, gambling problems and drug problems. Most respondents became homeless through a combination of these different factors. Then they categorized these various causes in personal factors, policy gaps, service defects and unattributable. The overall data showed respondents reported 34% personal factors, 18% policy gaps, 22% services defects and 26% unattributable. The respondents rating giving more weight to service defects than policy gaps.

Garibaldi, Conde-Martel and O'Toole conducted cross-sectional, community-based survey of homeless adults in Pittsburgh and Philadelphia. They interviewed 531 homeless adults, with 74 respondents 50 years old and older (13.9%). The result showed compared with younger counterparts, older homeless people were 3.6 times more likely to report a chronic medical condition, 2.4 times more likely to be dependent on heroin, and they also tended to use shelter-based clinics and street outreach teams as their common source of usual care. Therefore, there is a need for specific and targeted outreach to connect older homeless people to appropriate services.
INTRODUCTION

Every time, when I drove around W Washington St, Syracuse, NY, U.S.A., I found there are usually two or three people standing on the street with signage in their hands. But for almost every car passes them, the driver will roll up the window and lock the door, and then they pretend not to see the homeless person. This is not the rare phenomenon, I also saw it in my hometown in China. People can’t go for a long walk without passing homeless persons worldwide. The unfortunate truth is people always pass by, ignoring them. Another thing that I noticed was I hadn’t seen older homeless people on the street in Syracuse. I became curious as to where the older homeless people are. If people become numb and hardened to providing help to homeless people, what is the life of older homeless people?
OLDER HOMELESS PEOPLE

“Definitions of aged status in the homeless vary from study to study. However, there is a growing consensus that persons aged 50 and over should be included in the “older homeless” category. Homeless persons aged 50-65 frequently fall between the cracks of governmental safety nets: while not technically old enough to qualify for Medicare, their physical health, assaulted by poor nutrition and severe living conditions, may resemble that of a 70-year-old.” (National Coalition for the Homeless)

“Based on research on physical and mental health in homeless populations as well as homeless people’s subjective perceptions of old age, we suggest that 50 is an appropriate threshold for considerations of homelessness and aging.” (Amanda Grenier)

PATHWAYS OF HOMELESSNESS FOR OLDER ADULTS

“With older people following one of two patterns: they are either homeless throughout their lives and continue this pattern as they age (i.e., chronic or episodic homelessness), or they become homeless for the first time in later life (i.e., late life homelessness).” (Amanda Grenier)
FACTS

33%  
The amount elder homelessness is predicted to increase between 2010 and 2020. It is estimated that it will more than double by 2050.

40,750  
Number of sheltered homeless people in the U.S. who are aged 62 and older.

204,191  
Number of sheltered homeless older adults in the U.S. who aged 51 to 61.

33%  
Percentage of the current workers who will likely rely solely on Social Security for all of their retirement income.

0  
Number of U.S. States where the average monthly Social Security payment can pay the rent of the one-bedroom apartment.

* This is the statistic of U.S.

OLDER HOMELESS PEOPLE ARE NEGLECTED BY THE PUBLIC

“Present knowledge and the practices about homelessness tend to focus on youth, younger adults, and young families, with far less attention to older people.” (Beynon)

“Homeless elders, although increasing in numbers, continue to be a forgotten population.” (National Conference on Ending Homelessness)

“Older people who are homeless are depicted as an ‘invisible population’” (Judith G. Gonyea)

In 2016, the Rescue Mission served 137 people who are 60 years old and older.

Syracuse

Population Distribution by Age Group, Syracuse, Onondaga County, and NYS, 2011-2015

Life Expectancy, Syracuse, 2011-2014

<table>
<thead>
<tr>
<th>City of Syracuse</th>
<th>Onondaga County</th>
<th>NYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median household income</td>
<td>$31,881</td>
<td>$55,092</td>
</tr>
<tr>
<td>Living in poverty</td>
<td>34.8%</td>
<td>15.4%</td>
</tr>
<tr>
<td>Children (under 18 years) living in poverty</td>
<td>50.0%</td>
<td>23.0%</td>
</tr>
<tr>
<td>Elderly (65 + years) living in poverty</td>
<td>16.7%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Receiving SNAP benefits</td>
<td>30.7%</td>
<td>14.2%</td>
</tr>
<tr>
<td>Unemployed (16+ years, civilian)</td>
<td>11.4%</td>
<td>7.2%</td>
</tr>
</tbody>
</table>

Poverty Indicators, Syracuse, Onondaga County, and NYS, 2011-2015
MORTALITY

“Older adults who are experiencing homelessness have three to four times the mortality rate of the general population due to unmet physical health, mental health, and substance use treatment needs.”
“EXPERIENCES OF HOMELESSNESS IN LATER LIFE, INCLUDING THOSE OF SHAME, ANXIETY, AND WORRY, ARE EXACERBATED BY AGING AND SOCIAL EXCLUSION.” (AMANDA GRENIERA)
“Becoming homeless for the first time in later life is increasingly common on an international level.”
(Amanda Greniera)

“Research conducted with older homeless people in the United States, England, and Australia found that two-thirds of the participants surveyed had not experienced homelessness earlier in life.”
(K. B.-B. Maureen Crane)
“RESEARCH FINDS THAT OLDER HOMELESSNESS OFTEN OCCURS WHEN CUMULATIVE DIFFICULT CIRCUMSTANCES AND TRIGGERS EVENTS, RATHER THAN A SINGLE INCIDENT, MAKE HOMELESSNESS THE ONLY (OR THE PREFERABLE) OPTION.” (AMANDA GRENIER)
CIRCUMSTANCES OF OLDER HOMELESS PEOPLE

- **Physical Health**: Scary, Trust, Violence
- **Mental Issues**: Accessible, Reluctant to Use
- **Health Issues**: Shelters, Unaware
- **Complex Issues**: No Privacy, Trust
- **Connection Issues**: Permanent Address, Physical Health
- **Identification Issues**: Income, SSN
- **Physical Issues**: Mental Issues, Health
- **Visual Issues**: Mental Issues
- **Hearing Issues**: Hearing
- **Depression Issues**: Depressed, Violence
- **Lack of Sleep**: Sleep
- **Lack of Nutrition**: Nutrition
- **Services**: Medicaid, Medicare, Social Security
- **Supplemental Security Income**: 65+
- **NY Temporary Assistance**: NY

**Older Homeless People**
Homeless people who are 50 years old and older

- **Policy**: Eligibility
- **Services**: Application, Connect to the Services
- **Health**: Cognitive Issues, Geriatric Syndromes
- **Financial Issues**: Permanent Address

**Research**
Circumstances of Older Homeless People

- **Supplemental Security Income**
- **Social Security**
- **Medicare**
- **Medicaid**
- **NY Temporary Assistance**
The circumstances that later life older homeless people face are more complicated. In general, there are five different categories of reasons for homelessness of elders – health, services, connections, finances and policy. These five categories causes are related to each other.

* This is a diagram that I have created and that it reflects the aspects of older homelessness people’s lives that I considered for my thesis.
The Rescue Mission provides emergency shelter, clothing, and three free meals every day of the year to homeless people. The agents will develop an individual plan for each client. The Rescue Mission also offers mobile outreach, employment and education resources, spiritual care, life skills training, and the connections to other services.

The Salvation Army provides different programs to assist non-disabled and disabled adults with housing related issues, food, health insurance, mental health case management and linkage to other mainstream community sources. Below are the programs they provide:
• Food Pantry and Homeless Prevention
• Housing Assistance and Life Skills Education (H.A.L.E)
• Community Support Connection (CSC)
• Supported Housing Initiative (SHI)

The Catholic Charities of Onondaga County is dedicated to caring for those in need while promoting human development, collaboration, and the elimination of poverty and injustice. Below are the programs they provided:
• Emergency Services, Shelters & Housing
• Supportive housing
• Relocation assistance for homeless or housing vulnerable individuals and families
• Emergency services
• Emergency shelter for men
• Emergency shelter for women

FINDINGS:
The Rescue Mission, The Salvation Army and Catholic Charities of Onondaga Country all do not provide specific services for older homeless people. In the U.S., there are only a few organizations that provide services for older homeless people, for example, Hearth, which is working to end homelessness among the elderly through housing, outreach, and advocacy around Boston areas.
“PROGRAMS AND SERVICES DESIGNED TO AID INDIVIDUALS AND FAMILIES COPING WITH HOMELESSNESS HAVE NOT FOCUSED ON VULNERABLE ELDERS AND ARE ILL-PREPARED FOR MANY OF THE HEALTH CONDITIONS ASSOCIATED WITH AGING, INCLUDING FRAILTY, POOR MOBILITY, LOSS OF VISION AND HEARING, DENTAL PROBLEMS, AND CHRONIC PAIN.” (JUDITH G. GONYEA)
THESIS QUESTION (11/2016)
What services are needed by later life older homeless people to improve their quality of life?
Interview with Amber L. Vander Ploeg, Director of Emergency Services, Rescue Mission

I met with Amber at the day shelter of Rescue Mission. Rescue Mission is a local organization that provides help for homeless people. She told me there are usually three ways they can get in touch with homeless people. The first way is homeless people can visit the shelter directly. The second way is any homeless people can call 211, which is the hot line of Onondaga County. The agents will pick up the homeless person and then drop him/her at any shelter. The last one is Rescue Mission also provides the mobile outreach service, every day the agents will drive their van and pick up any homeless persons on the street who need help. For every homeless individual who comes to Rescue Mission ask for help, Rescue Mission will provide a personal case manager to assist them. Also, the case manager will upload their information in the Homeless Management Information system, no matter which organization the homeless person visits, the agent can quickly look through their information, which lets agents assist them quickly.

We talked about the circumstances of older homeless people, and Amber told me Rescue Mission does not have any specific services provided for older homeless people. She said one reason is lacking the budget; The other is they never thought to provide unique services for older homeless people before. She told me some older homeless people do not want to visit the shelter because the shelter is not a safe place as well as having no privacy. Some older homeless individuals do not know that Rescue Mission can help them through these difficulties.
**THESIS QUESTION (1/2017)**

How can we make later life older homeless people connect to the housing and services easily and quickly?
How can we make later life older homeless people who prefer to stay on the street live a better life?
How can we create a better service experience for later life older homeless people?
3 DESIGN
The Arrels Foundation took the hand-written letters from the signs that homeless people made. Then devising new fonts that are sold to brands for use in the advertising and corporate messages by www.homelessfonts.org. All profits are intended to help the 1,400 people supported by the Arrels Foundation.

The purposes of this campaign serve several things at the same time - visibility, awareness, dignity and money. It also provides a deeper engagement through different individual human stories, both between the Foundation and its audience and between font users and their audience. Ultimately, the needs of homeless people are seen to make them feel useful and belong again to the society they live.
Crossroads Community is a nonprofit organization in New York City that offers support and shelters to the homeless people. The studies indicate how small acts of kindness are beneficial for health and wellness for providers, and then adding this into compelling video and images for the multimedia “Good For You” campaign. This ad campaign includes posters in the subway and on bus shelters, a website, and a Tumblr account. Chalk-drawn portraits of the homeless will also highlight the realities of street life to passersby.

A lot of organizations and artists have donated their time and money to the campaign, including Public Health Media, which brought in over $1.4 million in media donations.
He was an editor and PR manager in a company.

His savings was getting less and less.

He divorced with his wife.

And three remaining family members who were very dear to him all passed away.

Eventually, he couldn’t even scrape together enough money from savings. He needed money so badly. When he turned 65 he applied for early retirement just to get his Social Security. He receives $672 a month.

Because he is unable to afford rising living costs, he moved into a home with a stranger under the promise of cheap rent. But his roommate is a struggling alcoholic and exhibited increasing abusive behavior.

Daily verbal abuse comments diminished his sense of safety and peace of mind. Finally, he hit a point where he just couldn’t take it anymore. He collected some money from friends and moved out with no solid living plans.
“I wake up each day and wonder if I’ll be able to survive the next crisis.”

I have become an older homeless person.

PLEASE HELP ME!
OUT-REACH WORK

“It has been proved that, through persistent out-reach work and intensive case-management, isolated homeless people who are sometimes difficult to engage and who may have mental health problems, can be helped.” (Craig T)
DESIGN CHALLENGES

How do we make elders not feel shame, anxiety, and worry when they became homeless?

How do we attract some later life older homeless people who are hidden in some places to use services?
DESIGN SOLUTION STATEMENT

Create a mobile bus outreach service system to help later life older homeless people to connect to the housing and services, then assisting them back to life. Also for some later life older homeless people who refuse to use regular services, this mobile services system will help them to live better lives on the street.
A PUBLIC DESIGN SOLUTION

This mobile service system is a public design solution. The purpose of this public design solution is to make later life older homeless people, invisible by society, visible again. Therefore, it will change the public perceptions and awareness toward older homeless population. The Older homeless population should not be depicted as "invisible population."

On the one hand, changing the emotional experiences of later life older homeless persons. Elders do not need to feel shame, guilt, and anxiety when they become homeless. It is just the harsh period of their life, and they need some support from others. Also, this solution can also attract some later life older homeless who have hidden in some places.

On the other hand, this public solution changes the public perceptions toward later life older homeless people. Whenever pass the Sunshine Bus Stop, it will remind people there is a group of people that need your help.
THE MOBILE SERVICE SYSTEM DESIGNED FOR LATER LIFE OLDER HOMELESS PEOPLE TO CONNECT TO THE HOUSING AND SERVICES.
The aim of this mobile service system is to help later life older homeless people to connect to the housing and services, then assisting them back to life. So this system called “Sunshine,” which means this system brings the sunshine to the life of later life older homeless persons.

The Sunshine mobile service system will cooperate with 211 CNY. 211 CNY provides widespread access to community information and referral services in the community for the residents of five counties: Onondaga, Oswego, Jefferson, Lewis, and St. Lawrence, and it is free and available 24/7 to help residents locate basic resources such as food, shelter, health, etc.

This is a transversal design solution which serves several things at the same time, raise dignity, social engagement, connect to the housing and services, donation, public perceptions, and awareness.
LOGO
Combine the graphic sunshine shape with the Sunshine logotype word.

TYPEFACE
When to use
Aldine is the primary font used for the logo and the logotype wording.

When to use
Avenir Regular is to be used for all other forms of standard body text.

COLOR PALETTE
The Sunshine service system uses a simple color palette, made up of orange and yellow. The Orange color is the symbol of Syracuse. Also, it associates with the meanings of encouragement and happiness. Both orange and yellow are warm colors, and express positive attitudes to laterlife older homeless people.
Because aging and social exclusion exacerbate the feeling of shame, anxiety and worry of older homeless individuals, so the inspiration of visual design of the whole system does not add any words and graphic related with homeless and aging. The purpose of this idea is to provide a safe environment for later life older homeless individuals.

Expressing the different services Sunshine system provides on the exterior of the Sunshine bus, which it is easily for later life older homeless individuals to understand what services they can use.
First become homeless in later life → See the signage of the system, call 211 or know it from the peer groups → Wait at the Sunshine bus stop → Customers who prefer to stay on street → Register

Sunshine bus coming → Provide showering, laundry, food, care kits → Register in the system

Cooperate with 211 CNY → Upload the Homeless Management Information System
Other needs

Chronic diseases

Provide the doctor’s prescriptions

Put the medicine, events, doctor appointments note in the locker

Get a key of the locker in the bus stop

Customers who want to visit the shelters or other organizations

Register

Understand their needs

Register in the system

Destination

Understand their needs

Find the organization that can help the clients

Search system to find the organization that available for the client

Contact the organization

Notify when the client will arrive

Upload the information into Homeless Management Information System

Cooperate with different organizations

A case manager will wait
There are three parts in the Sunshine mobile service system – bus stop, bus and bus destination. In comparison to the general older population, older homeless people experience higher rates of geriatric syndromes, so the design of the bus stop and the bus must follow ADA guidelines. The Sunshine bus stop provides accessible seating for older homeless people with disabilities. And the Sunshine bus provides an accessible restroom and accessible seating.
Compared to the regular bus stop, the Sunshine bus stop uses a sun shape as the appearance and orange color as the primary color. Therefore, when a later life older homeless person sees an orange sun shape bus stop, he/she will know “This is the place that can help me” without any words. On the other hand, every person who passes the Sunshine bus stop, it reminds people there is a group of people needs your help, even if it is just a smile. Another purpose of the Sunshine bus stop is to increase the social engagement of later life older homeless individuals. The Sunshine bus stop welcomes all later life older homeless people to stop there. It provides six chairs and two seating spaces for people with disabilities, so later life older homeless persons can meet with new friends there.
Sunshine lockers
- Storage for medicine
- The events note, doctor appointments note, etc

Bus notification screen

Seating
- Seating areas
- Seating areas for people with disabilities

Sunshine billboards

SOCIAL ENGAGEMENT
Redesign the functionality of a regular centro bus – Orion VII.

Redesign the functionality of the regular centro bus – Orion VII. There are two primary purposes of the Sunshine bus. On the one hand, the Sunshine bus will give a ride to later older homeless people who are willing to visit the shelters and other organizations. There are two Sunshine agents that serve on the bus, depending on the needs of clients, the agents will help them to connect to an organization to assist them. They also make sure when every client arrives at the shelter or other organizations, there is a case manager already waiting there to help them. The total capacity of Sunshine bus is fourteen- twelve chairs and two accessible seating options for people with disabilities.

Sunshine also provides some services for later life older homeless people who prefer to stay on the street to live better. Keeping the personal hygiene is critical for the self-esteem of homelessness, especially for older homeless persons. So the Sunshine bus provides accessible restroom and laundry. And for later older homeless people who have chronic diseases prefer living on the street, once they register in the Sunshine system and providing the prescriptions, the agent will give them a key to the locker in the Sunshine bus stop. Regarding their needs, the agent will put the medicine in the locker, also with the notes of reminding the doctor appointments and events. The Sunshine bus also provides hot food.
Self-esteem
“Keeping up their personal hygiene, which is critical for staying healthy as well as maintaining self-esteem and finding a job.” (Jackson Allison)
To the right is a services map for local organizations that help the homeless people. The Sunshine mobile service system will cooperate with all of these local organizations and establish several bus stops around these areas. Regarding the needs of clients and the occupancy of different organizations, the Sunshine bus will stop at the different destinations to make sure that every customer gets assistance.
HOW THE SUNSHINE SYSTEM WORKS?
https://vimeo.com/215057867
3 DESIGN

SUNSHINE MOBILE SERVICES SYSTEM

FINAL DESIGN
The Sunshine mobile bus service system will hire the former homeless persons as the agents. On the one hand, this helps the homeless people to find a job, on the other hand, they know the feelings of later life older homeless individuals. Also, welcome volunteers to participate in helping our later life older homeless people. The Sunshine system will give all agents the training before they work, below are the training proposals:

- **Introduction**
  The purpose is to introduce participants to the Outreach and Engagement model, to provide an overview of essential characteristics of later life older homeless persons and the services of the Sunshine mobile service system.

- **Preparation**
  The purpose is to identify the values and skills of participants that they can bring to the Sunshine mobile service system. Then reviewing the professional and ethical guideline to understand the risks and how to build the safety nets for later life older homelessness.

- **Approach**
  The purpose is to increase the knowledge and skills in building the trust with later life older homeless persons, which it is a significant important skill in outreach and engagement.

- **Companionship**
  The purpose is to explore the frameworks for engagement that agents can have better assessment skills to examine the prevalent health and social issues will be encountered in the Sunshine mobile service system. Therefore, this can be better motivated the clients to use the Sunshine services. For example, taking the time to listen very carefully to elder homeless person’s story to assess what are his/her needs; Handing out the different assessment tools for agents like the Cultural Evaluation, Global Assessment of Functioning Scale and others forms to evaluate the mental status of later life older homeless persons.

- **Partnership**
  The purpose is to help outreach workers become more familiar with how to use Sunshine system database and how to make efficient use of the community resources.
<table>
<thead>
<tr>
<th>CATEGORIES</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bus Stop</strong></td>
<td></td>
</tr>
<tr>
<td>Structure</td>
<td>$20,000</td>
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<tr>
<td>Labor</td>
<td>$10,000</td>
</tr>
<tr>
<td><strong>Bus</strong></td>
<td></td>
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<tr>
<td>Vehicle</td>
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<tr>
<td><strong>Yearly Costs</strong></td>
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<td>Supplies on the bus</td>
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<tr>
<td>Fuel</td>
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<tr>
<td>Cleaning &amp; Maintanence</td>
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</tr>
<tr>
<td><strong>Staffing</strong></td>
<td></td>
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<tr>
<td>Training</td>
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<tr>
<td>Payment</td>
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<tr>
<td><strong>Total</strong></td>
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</tr>
</tbody>
</table>

*Left is the estimated cost for the whole system, it will be less regarding the donations.*
Amber L. Vander Ploeg, Director of Emergency Services, Rescue Mission

She thought the whole mobile bus service system is a good idea, because for Rescue Mission, they usually use the van for mobile outreach services, which can only provide limited services. This system also can provide the services for a lot of older homeless people who refuse to go to the shelters. Also, she likes the color palette of the system, the orange and yellow are both warm colors, which expresses a positive attitude to older homeless persons. That is the reason why Rescue Mission chose the red color as the primary color of the shelters.

Maria T. Brown, Assistant Research Professor, Aging Studies Institute, David B. Falk College of Sport and Human Dynamics, Syracuse University

She thought this system does not only provide the service connections but also it solves a lot of stigmas towards older homeless people, for example, public perceptions and awareness, self-awareness, emotion experiences, etc.

Deb Monahan, Associate Dean for Research, David B. Falk College of Sport Human Dynamics. Professor, School of Social Work Faculty Associate, Aging Studies Institute, Syracuse University

She said the first step of the social worker is to meet with the clients, but if clients don't come, the social worker cannot do anything to help them. She thought my design helps the social workers to solve this problem. The Sunshine service system brings the clients to the social workers. She also thought this system will increase public perceptions and awareness toward older homeless population. She suggested using arm chairs instead of regular chairs in Sunshine bus stop.
With the world development, due to a variety of reasons, more and more elders become homeless in their later life.

The goal of Sunshine service system is to help later life older homeless people to connect to the housing and other services, and providing services for later life older homeless people who prefer stay on the street.

Sunshine is a transversal design solution. On one hand, Sunshine is a public mobile service system, which can easily let later life older homeless people find where they can ask for help. Therefore, it can prevent the later older homeless issue.

On the other hand, Sunshine will increase public awareness and perceptions toward later life older homeless. Older homelessness is a very complicated issue, and it needs to be solved step by step by policy makers, social workers, designers and other people. Sunshine service system is just the first phase of this issue.

The initial idea for Sunshine service system is to create a new bus system. So it will have Sunshine bus and bus stop. In the future, maybe it can cooperate with the Centro bus system. How to take care the feelings of later life older homeless people is of particular importance when Sunshine works with Centro bus system.
APPENDIX
IRB:
DATE REC'D
(For IRB Use Only)

SYRACUSE UNIVERSITY
Institutional Review Board

APPLICATION FOR DESIGNATION AS RESEARCH EXEMPT FROM IRB REVIEW

Initial review generally requires 5-7 business days from the date an exempt application is received by the IRB Office. Should modifications and/or clarifications be requested by the IRB, additional review time may be required.

On average the IRB advises it may take 4 weeks for the IRB exempt review process. (This includes the investigators response time.)

*NOTE:* The Principal Investigator (PI) must be a person who holds a faculty appointment or other administrative position of Director or higher. If you have any questions regarding this IRB requirement call the IRB office at 315-443-3013 for guidance.

Principal Investigator/Faculty Member Information

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Student/Research Staff Information

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<tr>
<td>Email: <a href="mailto:yueling@syr.edu">yueling@syr.edu</a></td>
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TITLE OF PROPOSAL: "Stay Alive": The Plight of Our Older Homeless

NOTE: Collaborative Institutional Training Initiative (CITI) is not required for research determined to be exempt. CITI is required for researchers involved in expedited or full board studies.

1A. IS IT RESEARCH?

The definition of research as defined by the Department of Health and Human Services (DHHS) regulations: “Research means a systematic investigation, including research development, testing and evaluation, designed to develop or contribute to generalizable knowledge.” 45 CFR 46.102(d)

To be considered a “systematic investigation”, the concept of a research project must:

- Attempt to answer research questions (in some research, this would be a hypothesis).
- Be methodologically driven, that is, it collects data or information in an organized and consistent way.
- Analyze data or information in some way, be it quantitative or qualitative data.
- Draw conclusions from the results.

A. Is your project a systematic investigation? X Yes □ No

B. Provide an explanation for your response: The aim of “Stay Alive”: The Plight of Our Older Homeless is to explore the services needed by older homeless people. Try to identify the best practices for how older homeless people can easily and quickly find the services they are looking for; how to make older homeless people feel equal and valuable as other people; how to build trust between older homeless and services. Also how to increase the awareness of people to use their own power to help older homeless people? The participants of the project are the agents who work on helping older homeless people. I will design an online survey, sending it to different agents via email through the United States. Then analyzing and dividing all the results into different clusters. Compare the different clusters and then find the design opportunities. Interviewing with two or more local agents to talk about the feasibility of different design opportunities. Brainstorming different design solutions for the problems, compare the pros and cons of different ideas. And then presenting to the stakeholders. Testing and redesign until getting the right direction. Creating a blog for this project. Each week will upload the update for the project, welcoming all participants to add comments. Testing and redesign until getting the final design.

“Generalizable knowledge” would include one or more of the following concepts:

- The knowledge contributes to a theoretical framework of an established body of knowledge.
- The primary beneficiaries of the research are other researchers, scholars and practitioners in the field of study.
- Publication, presentation or other distribution of the results is intended to inform the field of study.
- The results are expected to be generalized to a larger population beyond the site of data collection.
- The results are intended to be replicated in other settings.
- Web based publication for professional purposes.

Version Date: January 2017
C. Will your project contribute to generalizable knowledge? [ ] Yes [ ] No

D. Provide an explanation for your response: The aim of "Stay Alive" - The Plight for Our older homeless people is to explore the services needed by older homeless people. Based on the public resources, online survey, interview, etc to identify the best practices for how older homeless people can easily and quickly finding the services they need; how to make older homeless people feel equal and valuable as other people; how to build trust between older homeless and services. Also how to increase the awareness of people to use their own power to help older homeless people? The primary benefit of the project are older homeless people. Because this paper is for MFA thesis, so it will be presented to the public. also I will create a blog to document for this project.

If "yes" to question A. AND C above the activity is considered research. Continue completing the application.

1B. IS IT HUMAN SUBJECTS RESEARCH?
A. Are the data that is being obtained about living individuals? [ ] Yes [ ] No
B. Are data collected through interaction or intervention with individuals (e.g., interviews, surveys, or any direct contact)? [ ] Yes [ ] No
C. Is identifiable individual private information being obtained (e.g., chart, review, information from data or tissue repository)? [ ] Yes [ ] No
D. Are data or specimens received by the investigator with identifiable private information? [ ] Yes [ ] No
E. Are the data/specimens coded with a link back to the individual? [ ] Yes [ ] No

If "yes" to question A. above AND "yes" to one or more questions from B-E in section 1B, the activity is considered human research. Continue completing the application.

Additional guidance for publicly available data:
Some research involves the analysis of data about humans for which the regulatory definition of "human subject" is not met. One example is research that involves only the analysis of de-identified data contained within publicly available datasets (available to any one regardless of occupation, purpose, or affiliation, and those individuals are responsible for posting the dataset and making it available to the data and any individual that has employed the necessary mechanisms to ensure the privacy and confidentiality of the information about whom the data were collected).

While the activity described above meets the regulatory definition of research, the definition of human subject is not met because data about a living person is not obtained through interaction or intervention, and any private, identifiable information about a living individual is obtained.

2. CATEGORIES FOR EXEMPTION
If we certify that the above research project involves human subjects only in one or more of the following categories, and will be carried out using standard methods. Please check the number next to category(ies) pertinent to the research.

1. Research conducted in established or commonly accepted educational settings, involving normal educational practices, such as:

   (a) research on regular and special education instructional strategies,
   (b) research on the effectiveness of or the comparison among instructional techniques, curriculums, or classroom management methods, and
   (c) the research must not involve prisoners as participants

2. Research involving the use of educational tests (cognitive, diagnostic, aptitude, achievement), survey procedures, interview procedures or observation of public behavior unless:
   (a) information obtained is recorded in such a manner that human subjects can be identified, directly or through identifiers linked to the subjects; and
   (b) any disclosure of the human subjects' responses outside the research could reasonably place the subjects at risk of criminal or civil liability or be damaging to the subjects' financial standing, employability, or reputation.

3. If the research involves children, the procedures must be limited to educational tests and observation of public behavior where the investigators do not participate in the activities being observed.

4. The research must not involve prisoners as participants.

5. Research involving the collection or study of existing data, documents, records, pathological specimens, or diagnostic specimens, if these sources are publicly available or if the information is recorded by the investigator in such a manner that subjects cannot be identified, directly or through identifiers linked to the subjects.

6. The research must not involve prisoners as participants.

7. Research and demonstration projects which are conducted by or subject to the approval of department or agency heads, and which are designed to study, evaluate, or otherwise examine:
   (a) public benefit or service programs,
   (b) procedures of obtaining benefits or services under those programs;
   (c) possible changes in or alternatives to those programs or procedures; or
   (d) possible changes in methods or levels of payment for benefits or services under those programs.

8. The protocol must be conducted pursuant to specific federal statutory authority.

9. The protocol must have no statutory requirements for IIB review.

10. The protocol must not involve significant physical invasions or intrusions upon the privacy interests of the participants.

11. The protocol must have authorization or concurrence by the funding agency.

12. The research must not involve prisoners as participants.

3. SCREENING QUESTIONS
A. Does any part of the research require that subjects be deceived? [ ] Yes [ ] No
B. Will research expose human subjects to discomfort or harassment beyond levels encountered in daily life? [ ] Yes [ ] No
C. Could disclosure of the subjects' responses outside the research reasonably place the subjects at risk of criminal or civil liability or be damaging to the subjects' financial standing, employability, or reputation? [ ] Yes [ ] No
D. Will individuals involuntarily confined or detained in penal institutions be subjects of the study? [ ] Yes [ ] No
E. For research proposed under category 2, will research involve surveys, interview procedures, or observation of public behavior with children where the researcher will interact with the children? [ ] Yes [ ] No

Version Date January 2017
F. For research proposed under category 4, will any of the data, documents, records, pathological specimens, or diagnostic specimens be collected or come into existence after the date you apply for exemption?

☐ Yes  ☒ No

G. For research proposed under category 4, will any of the information obtained from data, documents, records, pathological specimens, or diagnostic specimens that come from private sources be recorded by the investigator in such a manner that subjects can be identified directly or through identifiers linked to the subjects?

If you checked YES to ANY of the questions above, your research is NOT EXEMPT. Do not complete this application. Submit an Application for Expedited or Full Board Review.

If you have checked NO to ALL of the questions above, your research may be exempt. Please complete the remainder of the exempt application.

4. RATIONALE FOR EXEMPTION

Please briefly describe the proposed research and explain in clear language why you believe this research should be exempted from IRB review.

The U.S. Census Bureau indicates that the current population of older adults will be around 89 million in 2050. But the studies predict that elderly homeless population will be increased more than double by 2050. Also, the median age of single homeless adults increasing from 35 years old to 50 years in 2010.

The definition of age status in the homeless is varied from study to study. But there is a growing consensus that homeless adults who are age 50 and over should be included in the "older homeless" category. Because this group of people is usually failing between the cracks of government benefit networks, for example, they are not old enough to benefit from Medicare; they are not old enough to obtain financial help from Supplemental Security Income; they are not old enough to get a spot in the shelter, etc.

With the development of the world, more and more designers, government agents, social workers and other people try to create a friendly environment for older adults. But for older homeless people, how can we help them?

The aim of "Stay Alive" - The Plight of Our Older Homeless is:

Explore the services needed by older homeless people. Try to identify the best practices for how older homeless people can easily and quickly finding the services they are looking for; how to make older homeless people feel equal and valuable as other people; how to build trust between older homeless and services.

Also how to increase the awareness of people to use their own power to help older homeless people?

This is a complicated issue because there are a lot of different reasons to cause them to become older homeless. Such as, reject by the family and friends, health issues, financial issues, housing and others. Each reason has some overlapping with others. So the complexity of this issue is the challenge of "Stay Alive" - The Plight of Our Older Homeless.

The participants of this project will be the agents who work on helping older homeless people. So the risk for older homeless people is minimal. Therefore, it should be exempted from IRB review.

5. RECRUITMENT

Please submit all recruitment materials including but not limited to recruitment flyers, e-mails, letters and/or scripts.

Describe plans for recruitment and how contact will be made:

Version Date January 2017

I will use publicly available resources. Create an online survey, then send it to the participants via email. And interview some local agents who serve to help older homeless individuals, for example, Rescue Mission, In My Father's Kitchen, etc.

Will you be contacting participants through a contact list or list server provided by a department, organization, company or school? If yes, provide a letter of support from the individual authorized to provide you with this information. More than one letter may be required.

☐ Does not apply
☐ Letter(s) attached

Comments:

Will you require support from the University for selection or contact information of participants? If the answer is yes, will you be required to obtain a letter of cooperation from the Office of Institutional Research and Assessment (IRRA)?

☐ Does not apply
☐ Letter attached

Will this research be conducted in a school or is it funded by the US Department of Education?

☐ No. (Skip to Section 6)
☐ Yes. If yes, complete the form found at: http://researchintegrity.vcu.edu/wp-content/uploads/2016/10/Department-of-Education-Schools-Form.doc

6. METHODS

All research measures which will be used during this study including sample questions, questionnaires, recruitment scripts, etc. must be included with the application.

Provide a detailed description of what participants will be required to do.

The participants will be the agents, who serve to help older homeless people. All participants will be encouraged to complete an online survey during the research part, which will be sent via email. And then I will analyze and divide all these different results into different clusters, comparing the different clusters and finding the design opportunity. Interviewing with two or more local agents to talk about the feasibility of different design opportunities. Brainstorming different design solutions for the problems, comparing the pros and cons of different ideas. And then presenting to participants to get the feedbacks. Also, creating a blog to document this project. Each week will upload the process of project, welcoming all participants to add comments.

Will this research be conducted by SU investigators in foreign countries?

☐ No.
☐ Yes. If yes, an additional form related to international research must be completed and submitted with this application: International Research Appendix.

7. INFORMED CONSENT REQUIREMENT

Please provide a copy of the written or electronic informed consent document or oral consent script you will use in your study. Please note this document must include the following minimum required elements:

1. A statement that clearly explains that the study is research. The purpose of the research should be described in lay language, avoiding the use of technical terms and using language appropriate to the targeted subject group.
2. A statement that describes what procedures will be followed, clearly explaining what participation in the study will involve.
3. It must be clear that participation is voluntary and participants can withdraw from the study at any time without penalty.
4. Contact information for the investigator.
5. For adult participants, a statement that the subject is 18 years or older must appear as part of the consent.
6. For internet research add the following statement:
   Whenever one works with email or the internet there is always the risk of compromising privacy, confidentiality, and/or anonymity. Your confidentiality will be maintained to the degree permitted by the technology being used. It is important for you to understand that no guarantees can be made regarding the interception of data sent via the internet by third parties.

8. SIGNATURES
This is to acknowledge that I take full responsibility for the conduct of the research. Investigators of studies exempt from IRB review are responsible for the ethical conduct of research and obtaining informed consent when appropriate. (If this study is being conducted by a student, a faculty member must sign in the space provided). Electronic and/or faxed signatures are acceptable.
Signed: ____________________________ Date: ____________________________
(Faculty member)

Name (printed): ____________________________

Signed: ____________________________ Date: ____________________________
(Student, if applicable)

Name (printed): ____________________________

Graduate [ ] Undergraduate [ ]

*All notifications will be sent via email. Hard copies will be only be provided upon request.*

RETURN ONE COPY OF THE COMPLETED APPLICATION TO:

SYRACUSE UNIVERSITY
INSTITUTIONAL REVIEW BOARD
Office of Research Integrity and Protections
214 Lyman Hall
Syracuse, New York, 13244-1200
Phone: 443-3013
orip@syr.edu

Version Date: January 2017

Collaborative Design, Syracuse University
110 Smith Hall, Cell: 315-443-6536

My name is Yining Wei, you can call me Crystal. I am a second year graduate student of Collaborative Design, Visual and Performing Arts College, Syracuse University. I am conducting a research study for my MFA thesis: "Stay Alive" - The Plight of Our Older Homeless. The purpose of this research is to explore the services needed by older homeless people. If you are interested and want to know more information, please visit https://ywei104.expressions.syr.edu.

I am inviting you to participate in this research study, because you are the expert in this field. You will be asked to do an interview, which is related to the needs of older homeless people. This will take approximately 30 minutes of your time. Involvement in the study is voluntary. This means you can choose whether to participate and may withdraw from the study at any time without penalty.

If you have any questions, concerns or complaints about the research, please contact Yining Wei, ywei104@syr.edu.

I am 18 years of age or older, and I wish to participate in this research study.

Signature of participant ____________________________ Date ____________________________

Printed name of participant ____________________________

Signature of researcher ____________________________ Date ____________________________

Printed name of researcher ____________________________
• Which age range do you define as older homeless people?

• What kinds of services do you provide especially for older homeless people?

• What kind of services do older homeless usually need?

• How can you get in touch with them?

• If an older homeless person wants to ask for help, how does he/she know the information? How does he/she contact you?

• What problem do you think is the biggest concern when older homeless people want to ask for help?

• What strategy do you usually use to build the trust?

• What strategy do you usually use to make older homeless people feel safe?

• Would you mind telling me a case that how do you help an older homeless person?

• What problem do you think should be the highest priority when dealing with the older homeless?

Do you have some recommendations for solutions?

• How can we raise the awareness of people to help older homeless people?


• Sorrell, Jeane M. “Aging on the Street Homeless Older Adults in America.” Journal of Psychosocial Nursing 54.9 (2016).
INSTITUTIONAL REVIEW BOARD MEMORANDUM

TO: Don Carr
DATE: January 30, 2017
SUBJECT: Determination of Exemption from Regulations
IRB #: 17-025
TITLE: “Stay Alive” – The Plight of Our Older Homeless

The above referenced application, submitted for consideration as exempt from federal regulations as defined in 45 C.F.R. 46, has been evaluated by the Institutional Review Board (IRB) for the following:

1. determination that it falls within the one or more of the five exempt categories allowed by the organization;
2. determination that the research meets the organization’s ethical standards.

It has been determined by the IRB that this protocol qualifies for exemption and has been assigned to category 2. This authorization will remain active for a period of five years from January 25, 2017 until January 24, 2022.

CHANGES TO PROTOCOL: Proposed changes to this protocol during the period for which IRB authorization has already been given, cannot be initiated without additional IRB review. If there is a change in your research, you should notify the IRB immediately to determine whether your research protocol continues to qualify for exemption or if submission of an expedited or full board IRB protocol is required. Information about the University’s human participants protection program can be found at: http://corp.syr.edu/human-research/human-research-irb.html. Protocol changes are requested on an amendment application available on the IRB website; please reference your IRB number and attach any documents that are being amended.

STUDY COMPLETION: Study completion is when all research activities are complete or when a study is closed to enrollment and only data analysis remains on data that have been de-identified. A Study Closure Form should be completed and submitted to the IRB for review (Study Closure Form).

Thank you for your cooperation in our shared efforts to assure that the rights and welfare of people participating in research are protected.

Tracy Grinnell, M.S.W.
Director

DEPT: Visual & Performing Arts, 116 Smith Hall
STUDENT: Yuying Wei

Collaborative Design, Syracuse University
116 Smith Hall, Cell: 315-802-8536

My name is Yuying Wei, you can call me Crystal. I am a second year graduate student of Collaborative Design, Visual and Performing Arts College, Syracuse University. I am conducting a research study for my MFA thesis: “Stay Alive” - The Plight of Our Older Homeless. The purpose of this research is to explore the services needed by older homeless people. If you are interested and want to know more information, please visit https://ywei104.expressions.syr.edu.

I am inviting you to participate in this research study, because you are the expert in this field. You will be asked to do an interview, which is related to the needs of older homeless people. This will take approximately 30 minutes of your time. Involvement in the study is voluntary. This means you can choose whether to participate and may withdraw from the study at any time without penalty.

If you have any questions, concerns or complaints about the research, please contact Yuying Wei, ywei104@syr.edu.

I am 18 years of age or older, and I wish to participate in this research study.

[Signature]

Date: 1/31/17

Printed name of participant

[Signature]

Date: 1/31/2017

Signature of researcher

Printed name of researcher
REFERENCE


REFERENCE


Yuying Wei was born in Harbin, Heilongjiang Province, China on March 26th, 1993, the daughter of Yang Wei and Zhongbo Zhang. After completing her work at Experimental High School in Heilongjiang Province, China. She entered China Agricultural University in Beijing. In July of 2015, she completed the Bachelor of Engineering in Industrial Design. In July 2015, she went the Graduate School at Syracuse University. In August of 2017, she got the Master of Fine Arts in Collaborative Design.