

# FATHER JOE'S VILLAGES

## +I4X

WINTER + SPRING 2025

### PROJECT BACKGROUND

Individuals experiencing homelessness often lose access to their phones and phone numbers, making it difficult to receive urgent alerts—such as weather updates or encampment bans—and causing them to miss critical appointments with Father Joe's Villages. How can we design a tool that helps bridge this communication gap?

### AIMS & OBJECTIVES

#### Aims:

1. Improve communication between unhoused individuals and Father Joe's Villages.
2. Increase access to medical help, resources, and critical updates.
3. Design an accessible, easy-to-use digital platform.

#### Objectives:

1. Build a joint app/website optimized for low connectivity and basic devices.
2. Enable direct service requests and real-time staff communication.
3. Provide alerts and updates on weather, policies, and appointments.
4. Ensure accessibility with a simple interface and offline features on both client & staff interfaces

### LEARNING OUTCOMES

1. Understand the communication barriers faced by people experiencing homelessness.
2. Apply user-centered design principles to create accessible digital tools.
3. Develop practical solutions for improving service delivery through technology.
4. Collaborate effectively with community organizations to address real-world needs.
5. Evaluate the impact of digital tools on access to critical resources and support.



## PROJECT JOURNEY

### Research

- Researched existing competitors
- Sent surveys for people experiencing homelessness to gather information

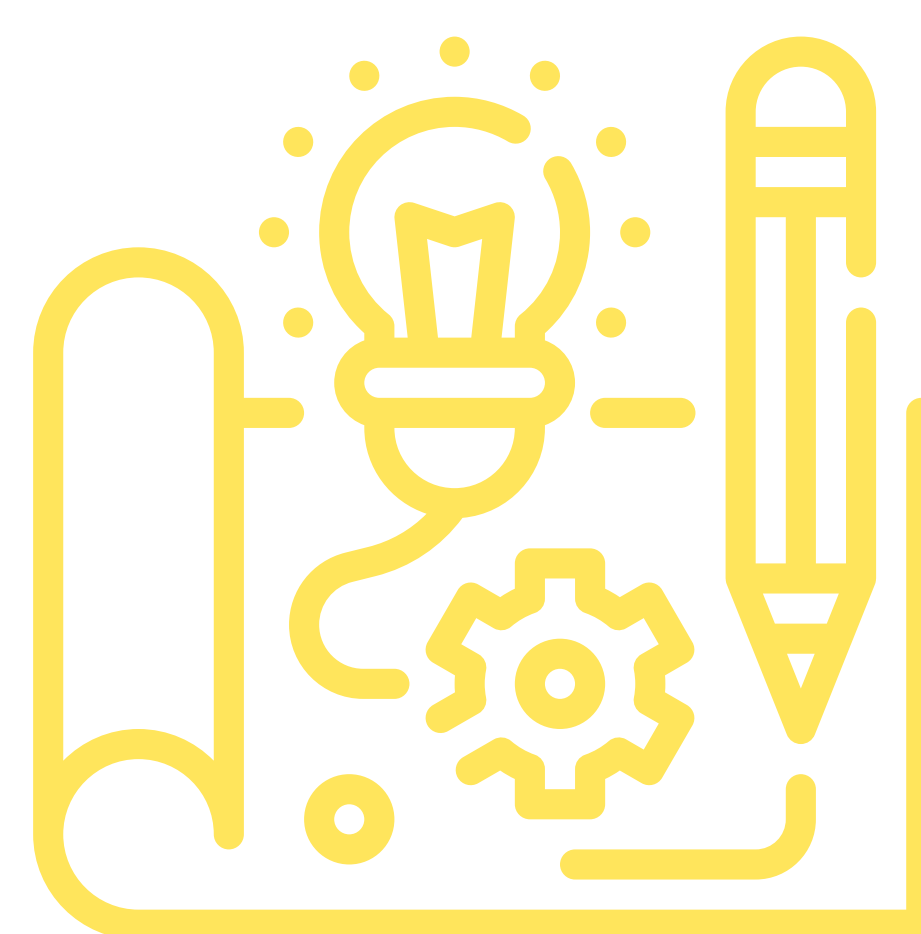
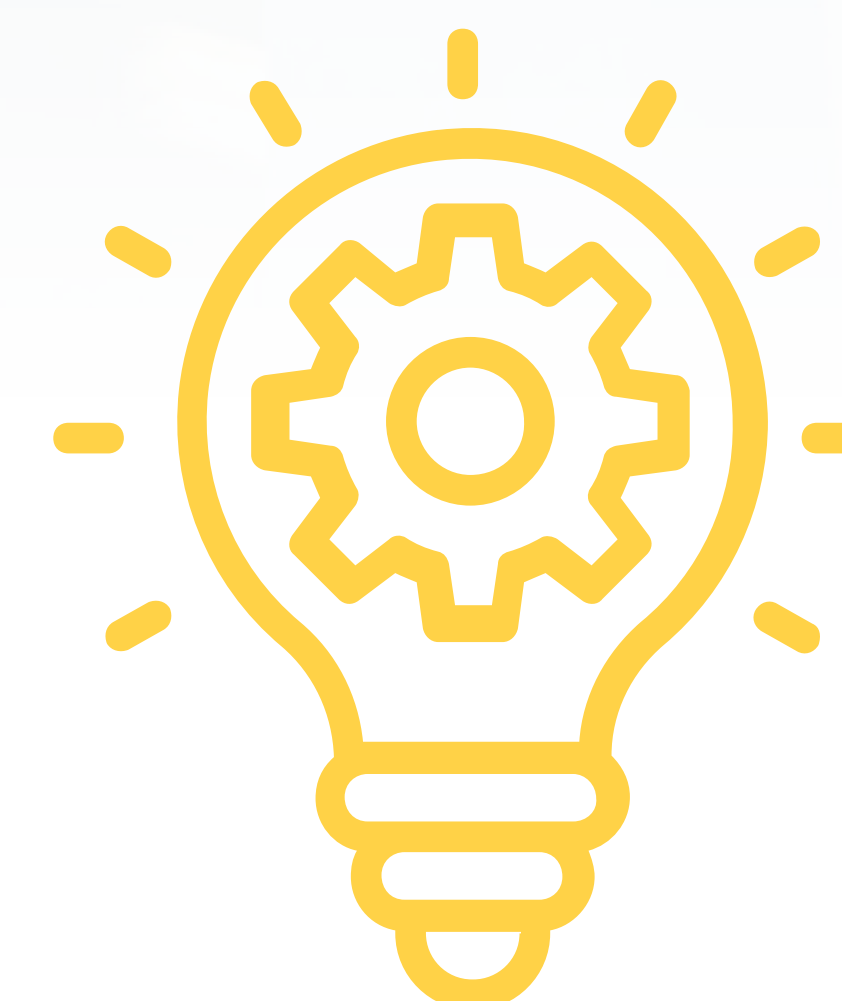


### Interviews

- Interviewed father joe's day center & street health staff
- Held focus groups and individual interviews for sheltered and unsheltered people

### Ideation

- Held group brainstorm sessions to figure out a solution
- Created feasibility charts and created teams based on our individual strengths



### Prototyping

- Created mockups on Figma and Github
- Created app feature iterations and put them together

## THE FINAL PROJECT: COMMUNICARE

*Communicare is a joint app and website designed to improve access to essential resources for people experiencing homelessness. It enables direct communication with Father Joe's Villages staff, allowing clients to request medical assistance through location sharing, receive real-time alerts and updates, and chat with staff to address individual needs. Our goal is to provide a dependable, compassionate tool that empowers clients, supports them through challenges, and helps them move toward stability with dignity.*

### Next steps

- Continue to iterate and improve both staff and client interfaces
- Implement website + app cross platform function
- Improve app/website accessibility for clients (languages, text size, etc)

Learn more about this  
i4X project



Take a deeper dive into the process  
of this project by scanning this code!

