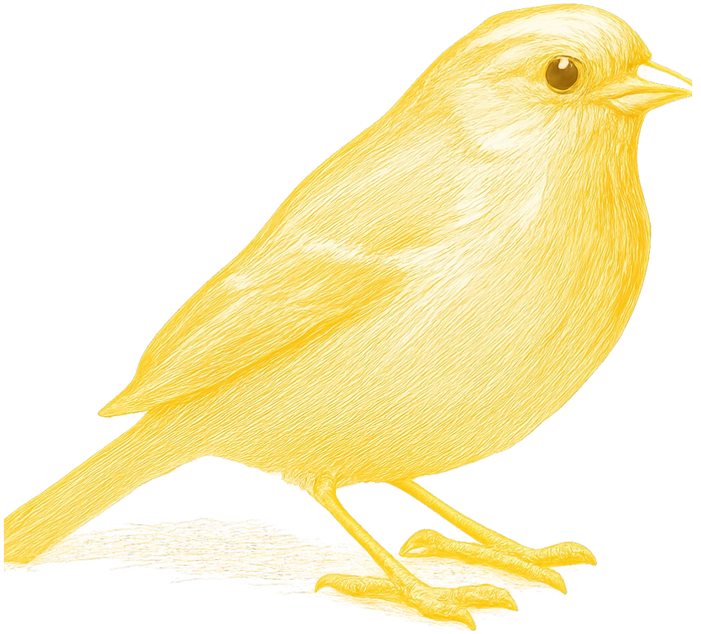


A Service and System Design Approach to Housing First in the Netherlands

Dr. Jodi Sturge
University of Twente, The Netherlands








STAFF ONLY
STAFF ONLY










First Aid


free
MENDING & DARNING CLINICS
FOR CLOTHING
1st & 2nd wednesday of each month
Carnegie Centre
3rd floor atrium gallery
401 main street
2 to 6 pm
SEWING CLINIC
17




REF 200-31
AddiPak
UNIT DOSE VIALS
3 mL Sterile Water
For Inhalation USP
LOT 2010-11 14L8
Rx ONLY
20" x 22"
UTILITY
ÉCONOMIQUE
HIGH DENSITY FROSTED
HAUTE DENSITÉ GIVRÉS
1000



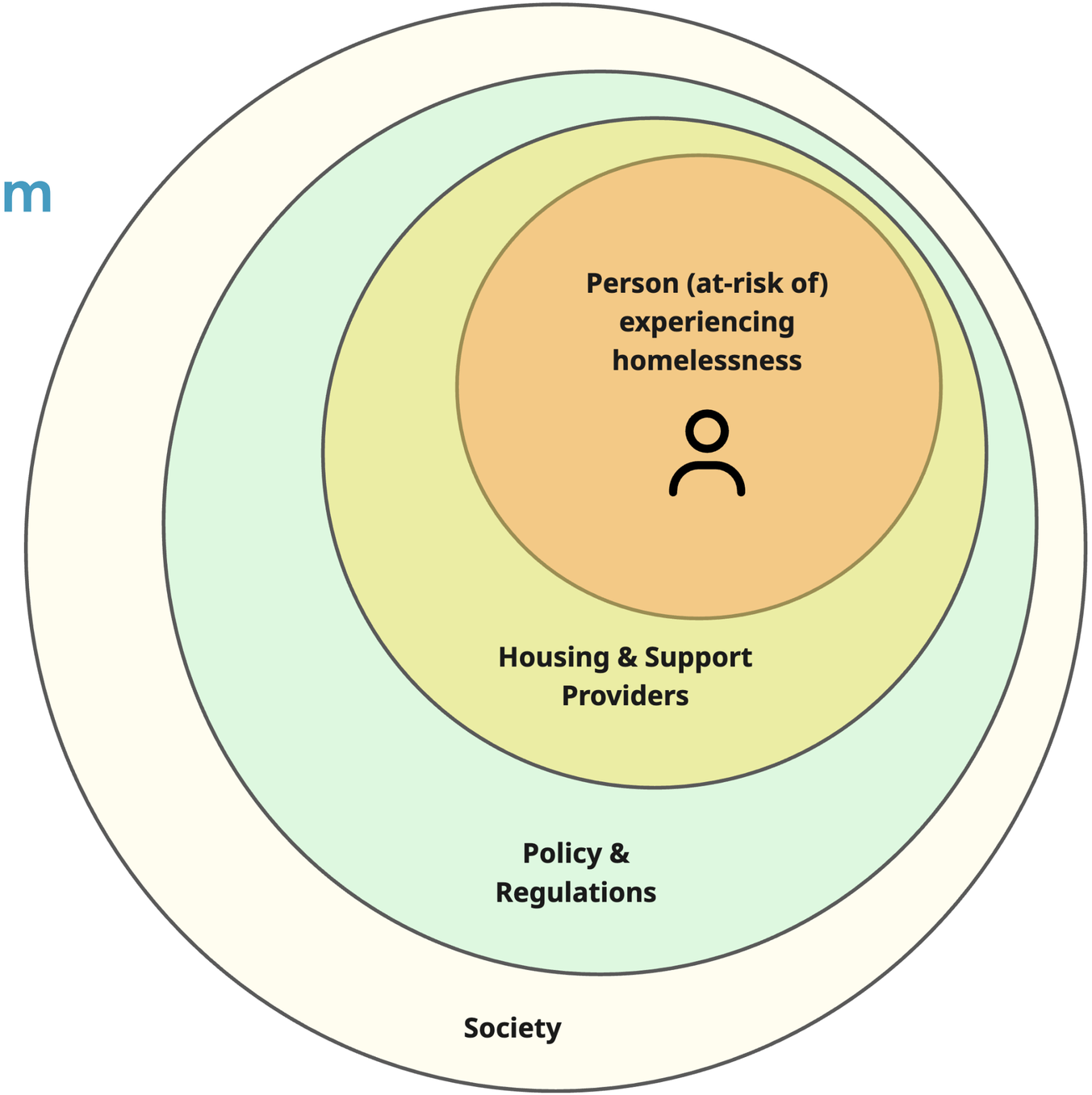


Housing First Ecosystem

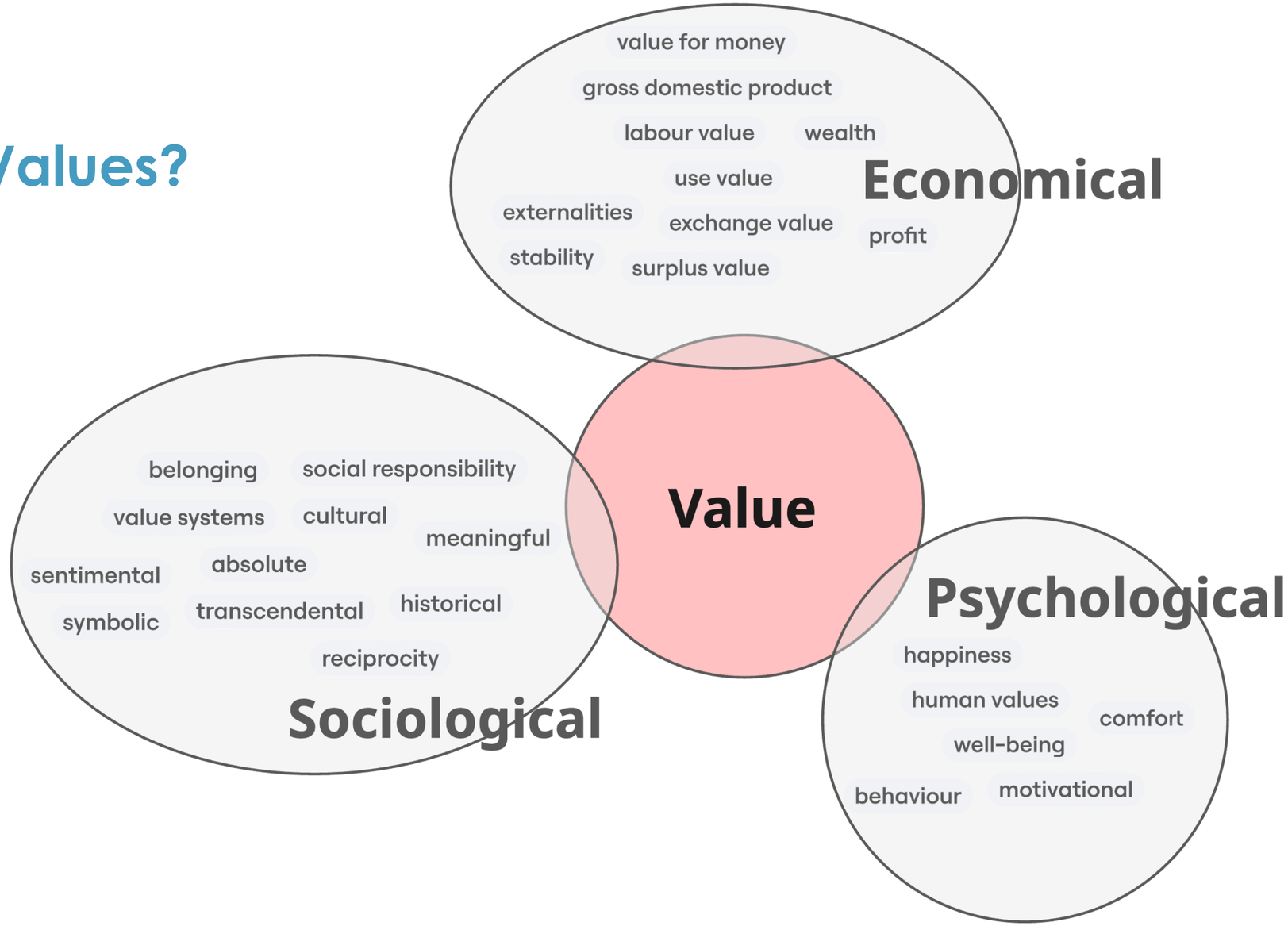
Why Systemic Design?

- Understanding how a system's structure influences behaviour over time (Richmond, 1994)
- Addressing **complex societal challenges** requires approaches capable of analysing **interconnected systems**.
- Systemic design is an interdiscipline that integrates **systems thinking and design practices** to address complex social and sociotechnical systems (Jones and Kijima, 2018)
- A contrast from traditional design approach by emphasizing **whole-system understanding and intervention** rather than focusing solely on isolated products or services.

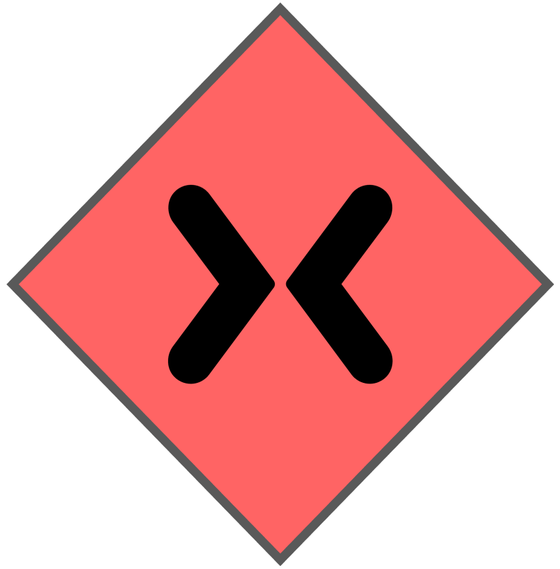
Housing First Ecosystem



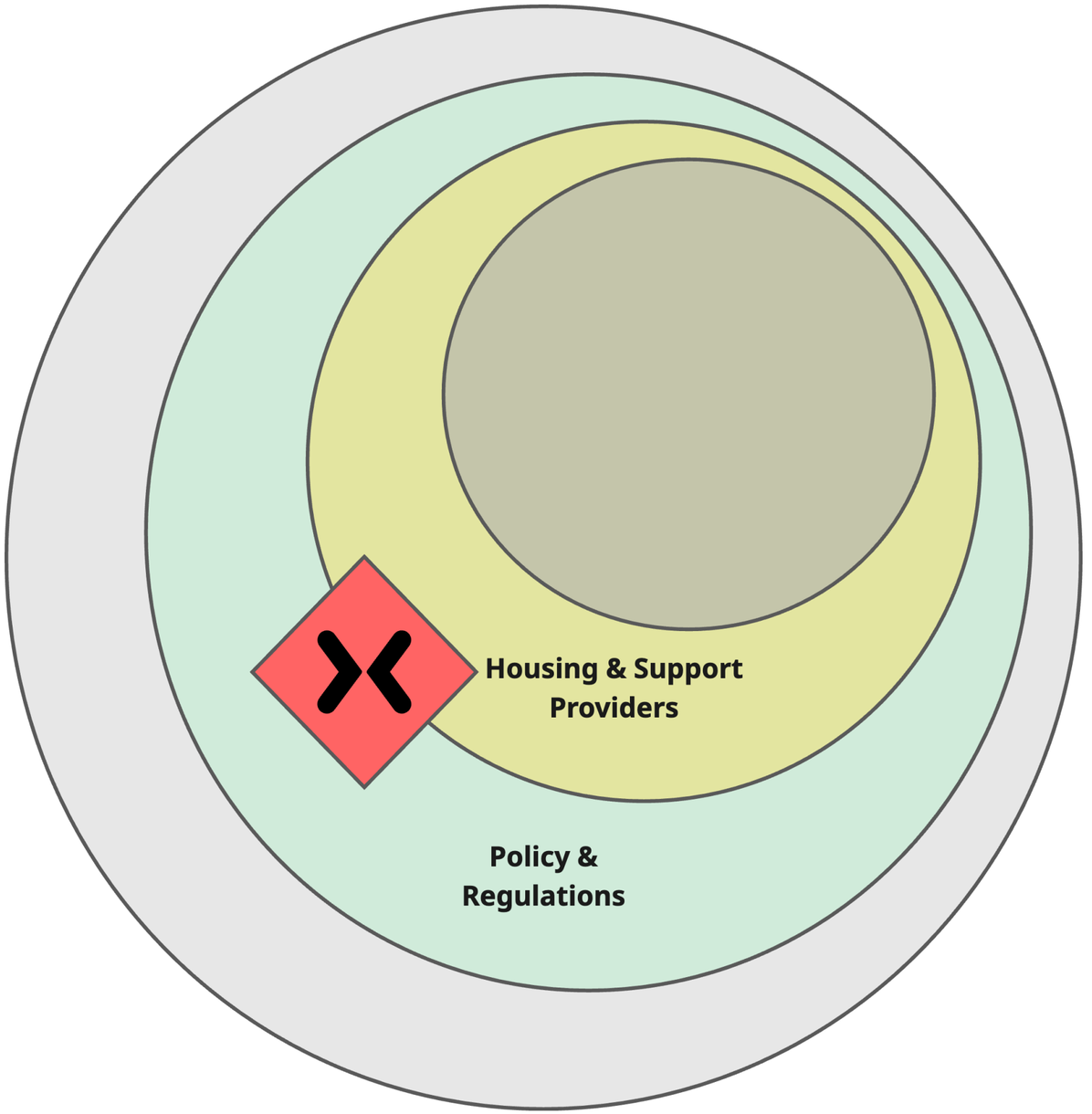
But What About Values?



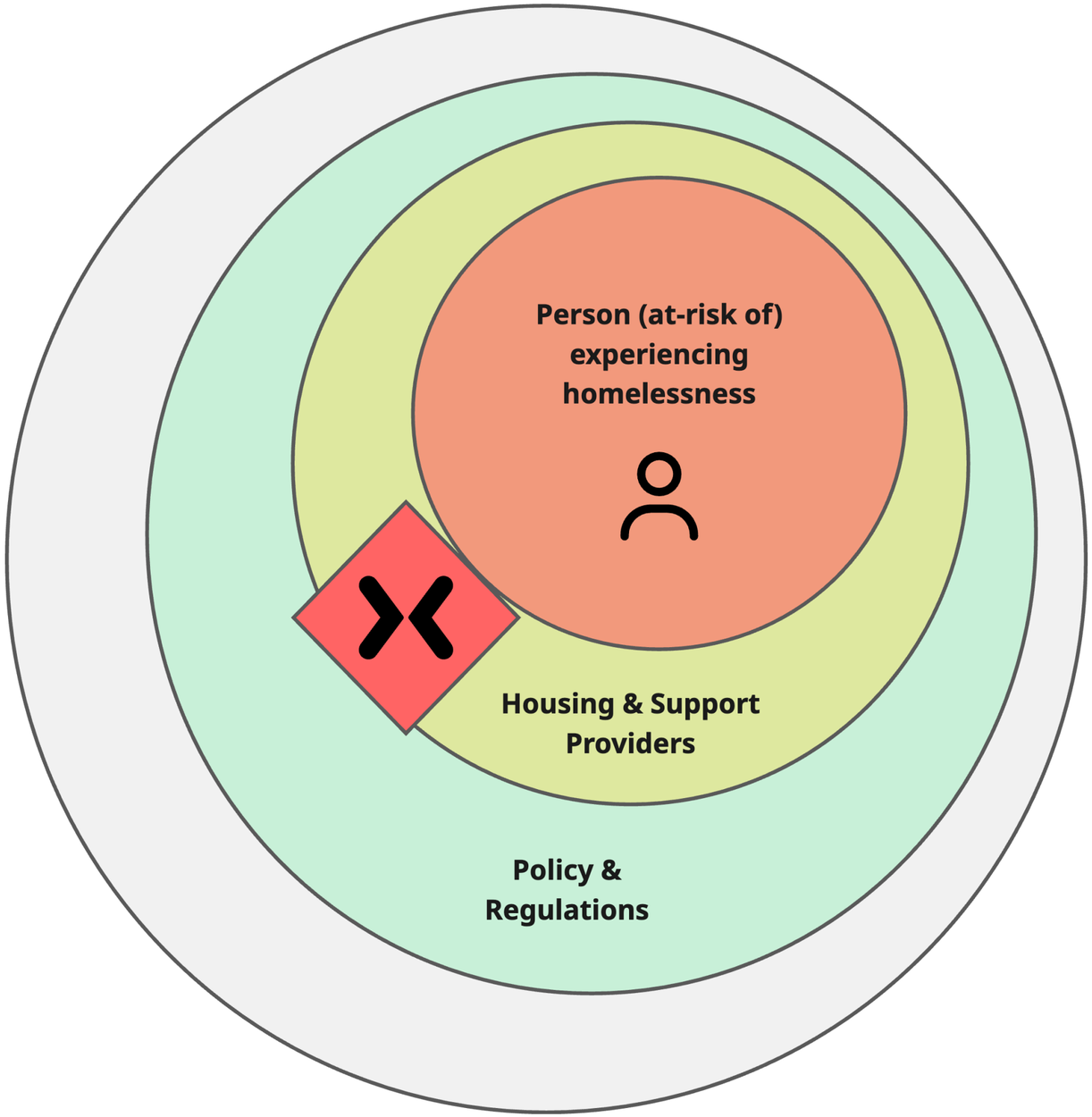
Housing First System Tensions & Solutions



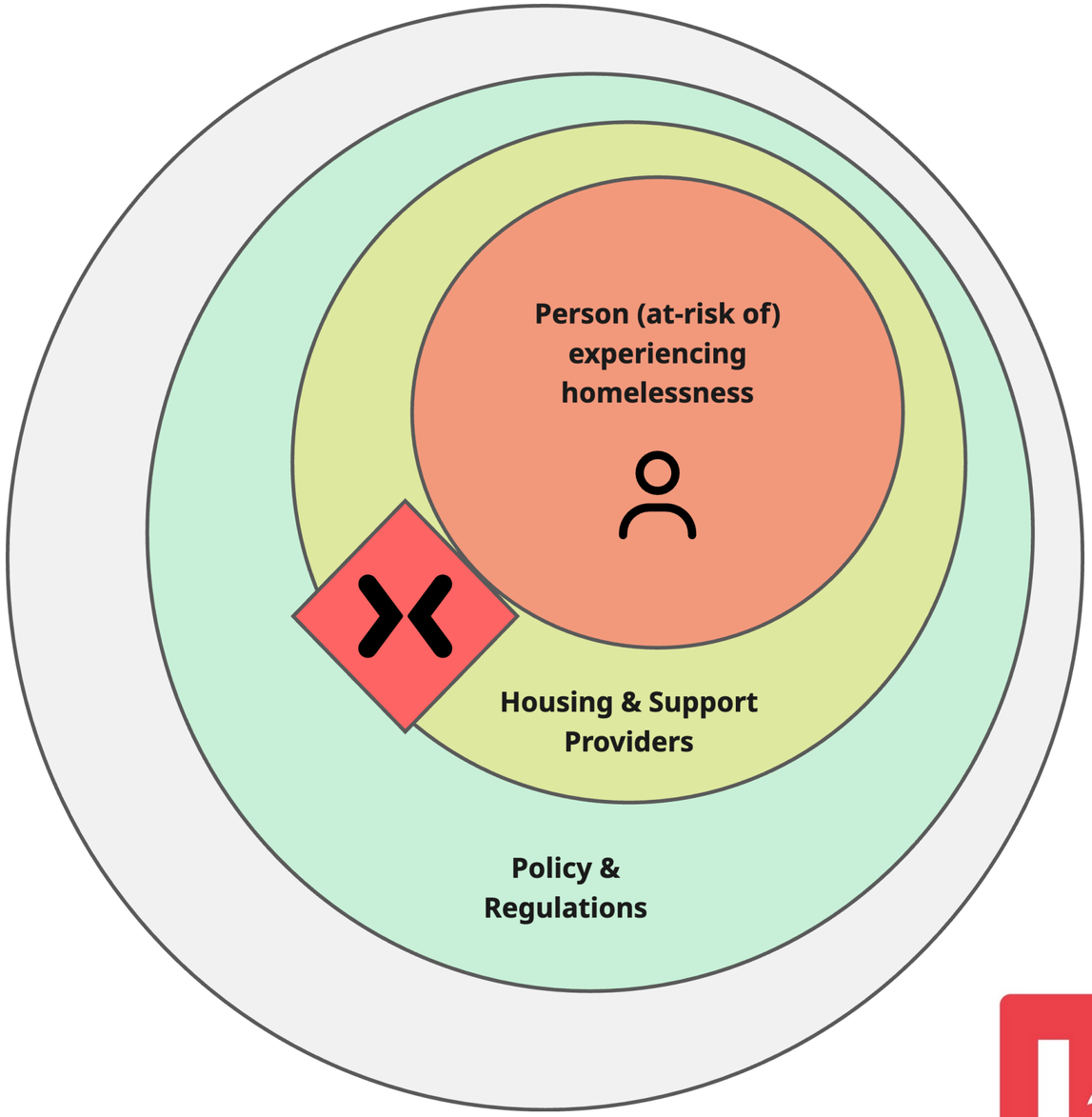

DUTCH BRIEF
ECONOMY
Half of Newly Built Homes Can't Be Connected to Electricity Grid
DUTCHBRIEF.COM

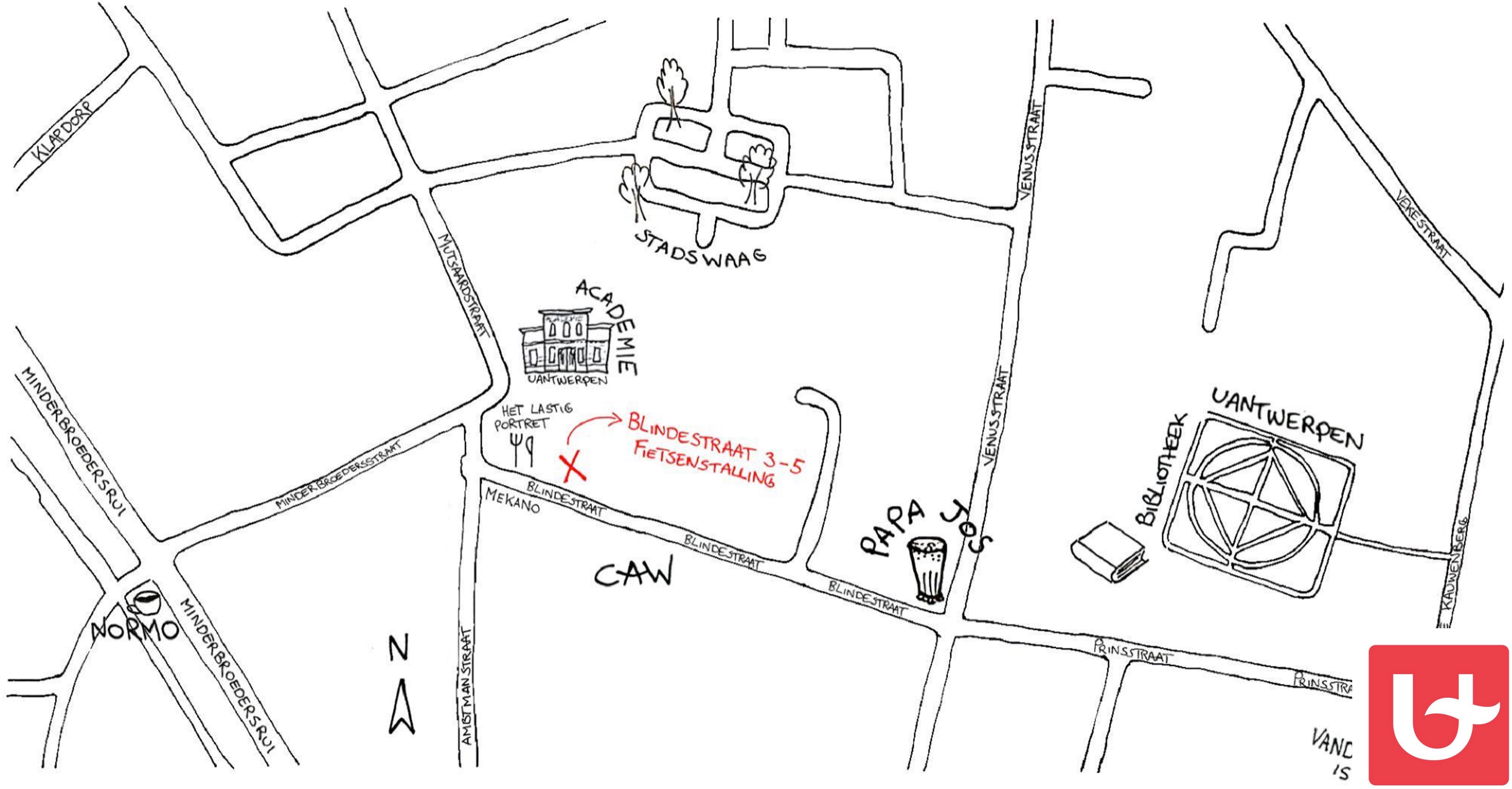

Housing & Support Providers
Policy & Regulations


DUTCH BRIEF
CASINO
ECONOMY
Mayors of 4 largest cities Warn of a 'Dramatic' Rise in Homelessness and Call for Action
DUTCHBRIEF.COM


Person (at-risk of) experiencing homelessness
Housing & Support Providers
Policy & Regulations

Case Study 1: The Vacant Lot

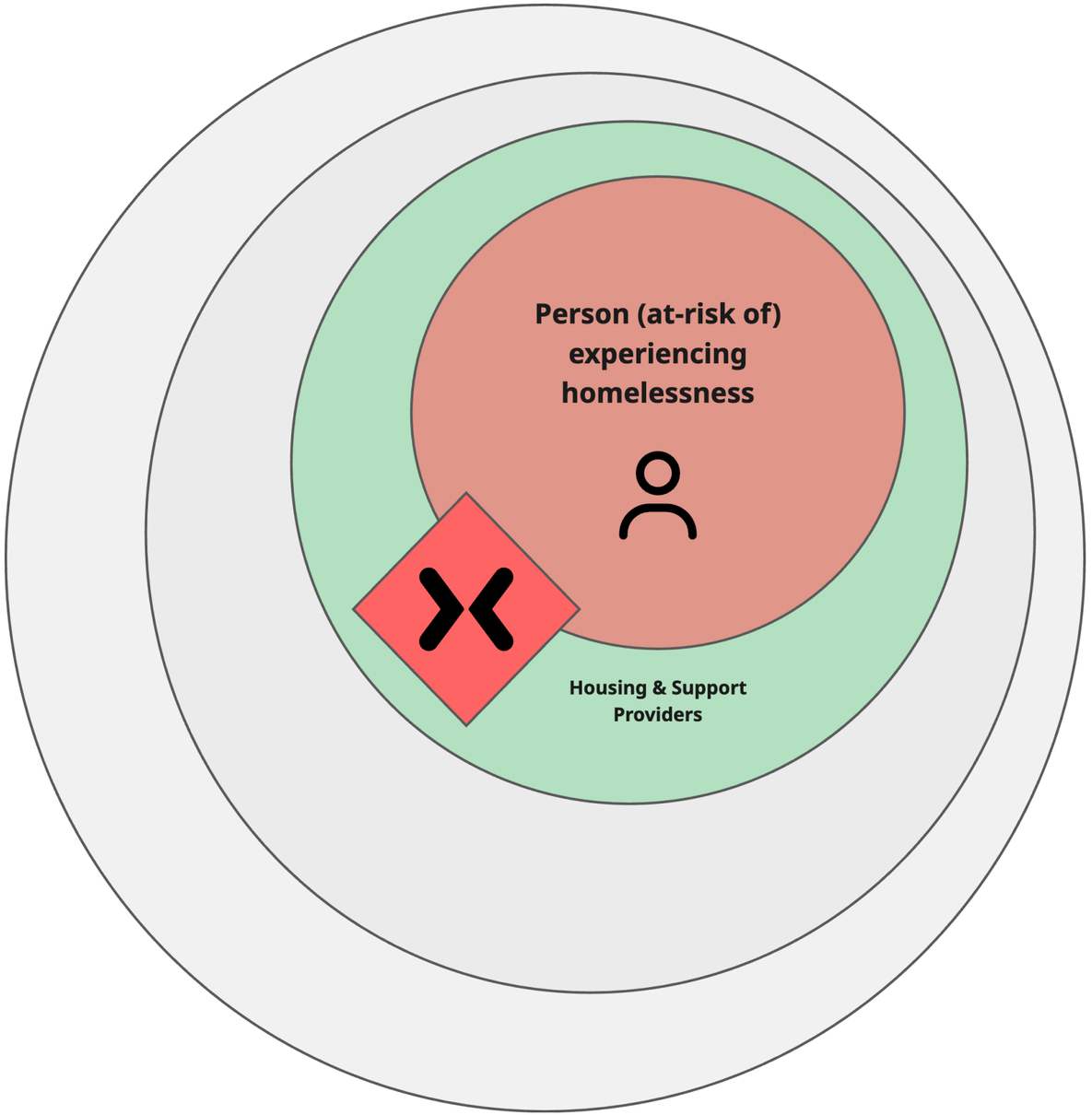



KLAPDORP
STADSWAAG
VENUSSTRAAT
VEKESTRAAT
MUISAARDSTRAAT
ACADEMIE
UANTWERPEN
MINDERBROEDERSSTRAAT
MINDERBROEDERSRUI
HET LASTIG PORTRET
BLINDESTRAAT 3-5
FIETSENSTALLING
BLINDESTRAAT
MEKANO
CAW
PAPA JOS
BIBLIOTHEEK
UANTWERPEN
KAUWENBERG
AORMO
MINDERBROEDERSRUI
AMSTMANSTRAAT
PRINSSTRAAT
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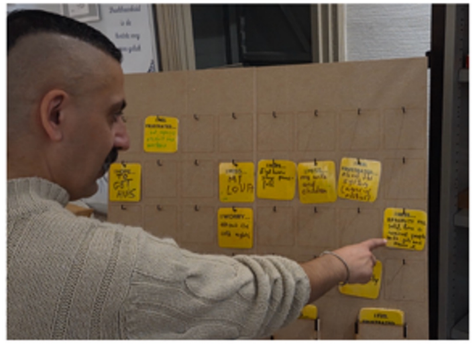

GRAFFITI
SESSION


GRAFFITI
SESSION

Case Study 2: HF Service Thresholds



Case Study 3: Welcome to ‘t Hemeltje















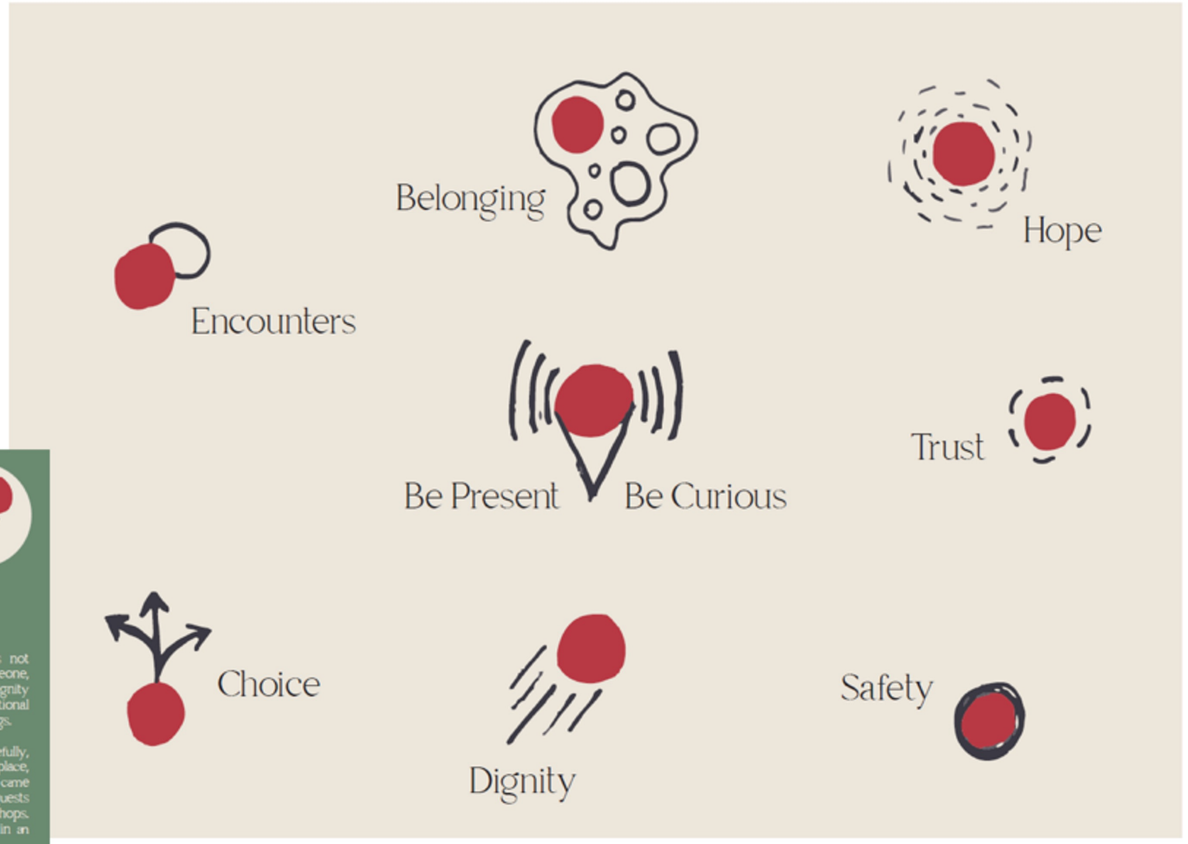


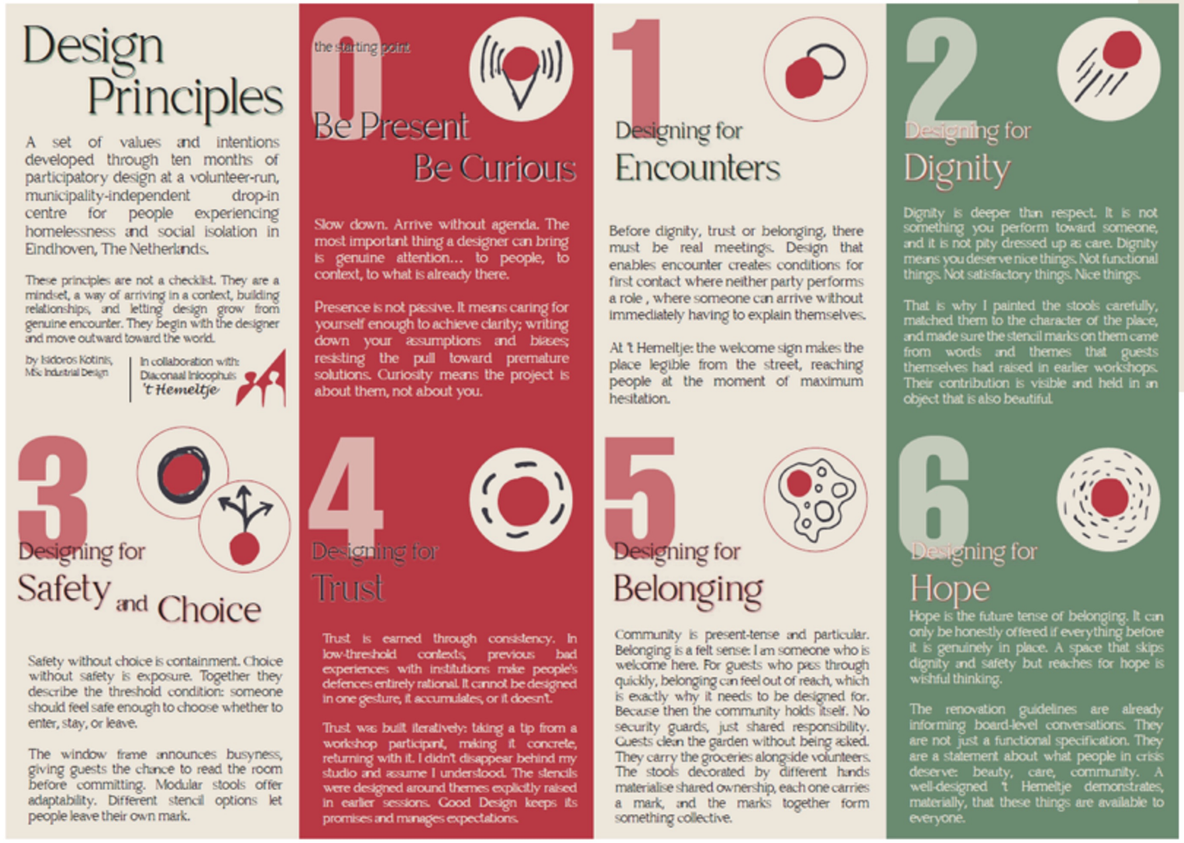


EINDHOVEN UNIVERSITY OF TECHNOLOGY

Design Principles





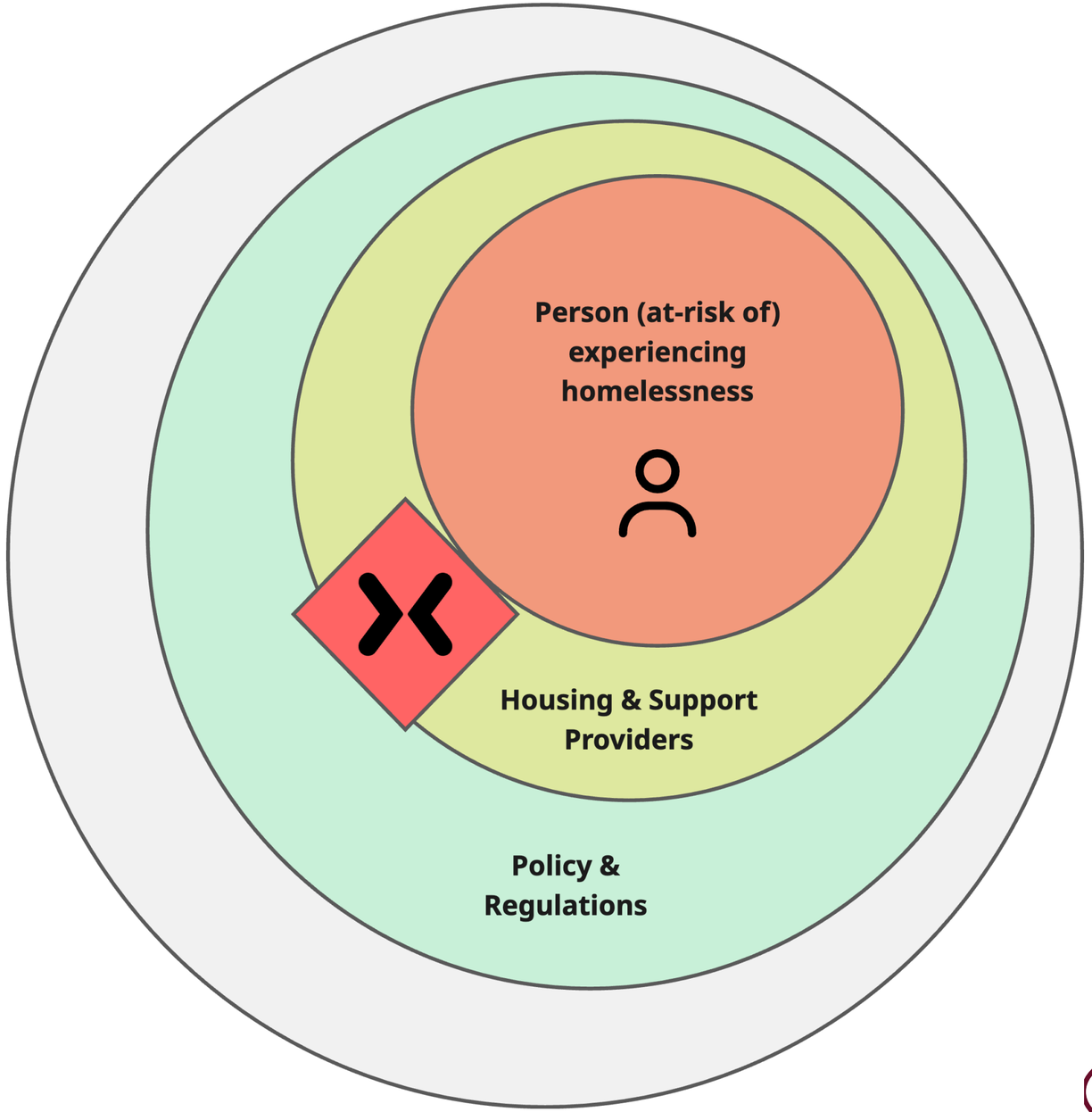


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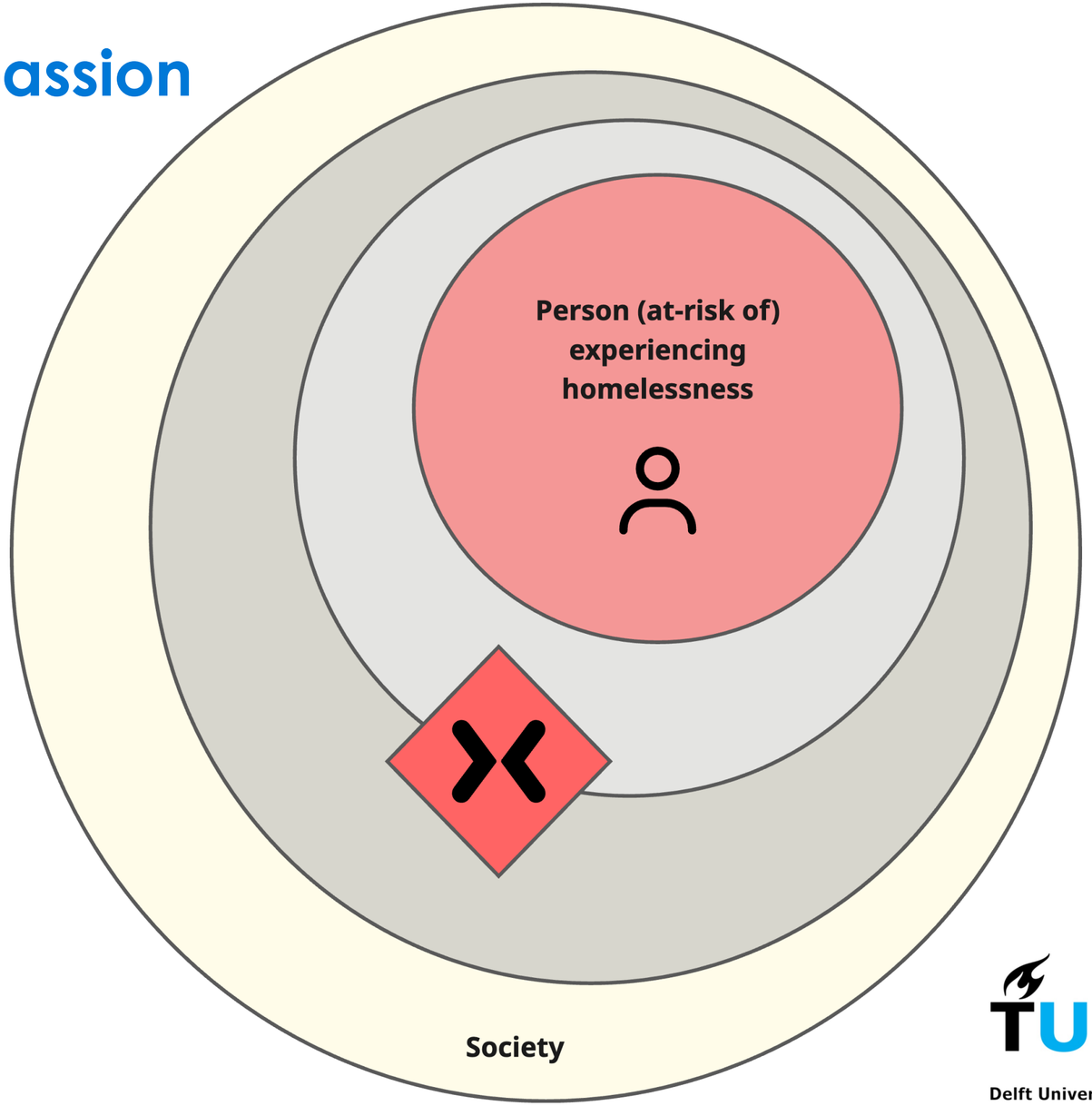
Case Study 3: Built Environment




TERMINAL AVE 200
220 AVE



Case Study 4: Designing for Compassion









TU Delft
Delft University of Technology



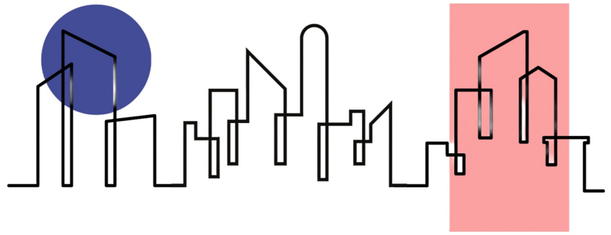
Conclusion

- Housing First is an **ecosystem of stakeholders and values**
- Exploring **tension points** allow for innovative solutions
- An approach for **co-creation of services, systems and policy changes**
- Every application requires **localising context**

Follow up questions? Please reach out.

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WONEN EERST ROTTERDAM



HEILIGE HUISJES

MARIT LÜSCHEN

HEILIGE HUISJES

We will stop when the housing crisis is over.



BETTER USE: WE CAN DO MUCH MORE WITH EXISTING SPACE, IF WE CLEAR OUR BUREAUCRATIC MESS

HOUSING FIRST: EVERYONE DESERVES A ROOF OVER THEIR HEAD

WHERE ARE WE?

Jodi

Marit

THE ROTTERDAM APPROACH

THE BREAKTHROUGH METHOD

RESULTS & CASES



THE ROTTERDAM APPROACH

- Started in 2029 with Project 010, focusing on citizens aged 18-23.
  - welfase increased from a 4 to an 8 at a 1-10 scale.

- Rotterdam and partners broadened the approach in 2025: Wonen Eerst 010.
- Center of the approach are the navigators (procesregisseurs)

KEY ELEMENTS

CENTERING THE CITIZEN'S PERSPECTIVE

FRAMING WONEN EERST AS A PARADIGM SHIFT

WHAT IS THE BREAKTHROUGH METHOD?



HOW IT STARTED

IN THE NETHERLANDS...

- We're quite good at fixing single issue problems
- ... but we're not when it comes to multi-layered problems
  - for instance debt, mental health & youth care



- 15 years ago the Institute for Public Values started a case-based approach

BASIC PRINCIPLES

- plain and simple: what's your own perspective?
- what is stuck right now?



BREAK THROUGH

Take action

This is about what the household itself can do to realize its future perspective. What actions can they take themselves?



Breakthrough

This is about what needs to change to break through the barriers to realizing the household's perspective. What do we need to break through to get the process moving again? Are there exceptions to the rules?

Support

This is about what support the household needs to realize its future perspective. What kind of help from professionals or volunteers is needed?

Perspective

This is about what the household wants to achieve. What is the desired future perspective? Where does the household want to be in six months?

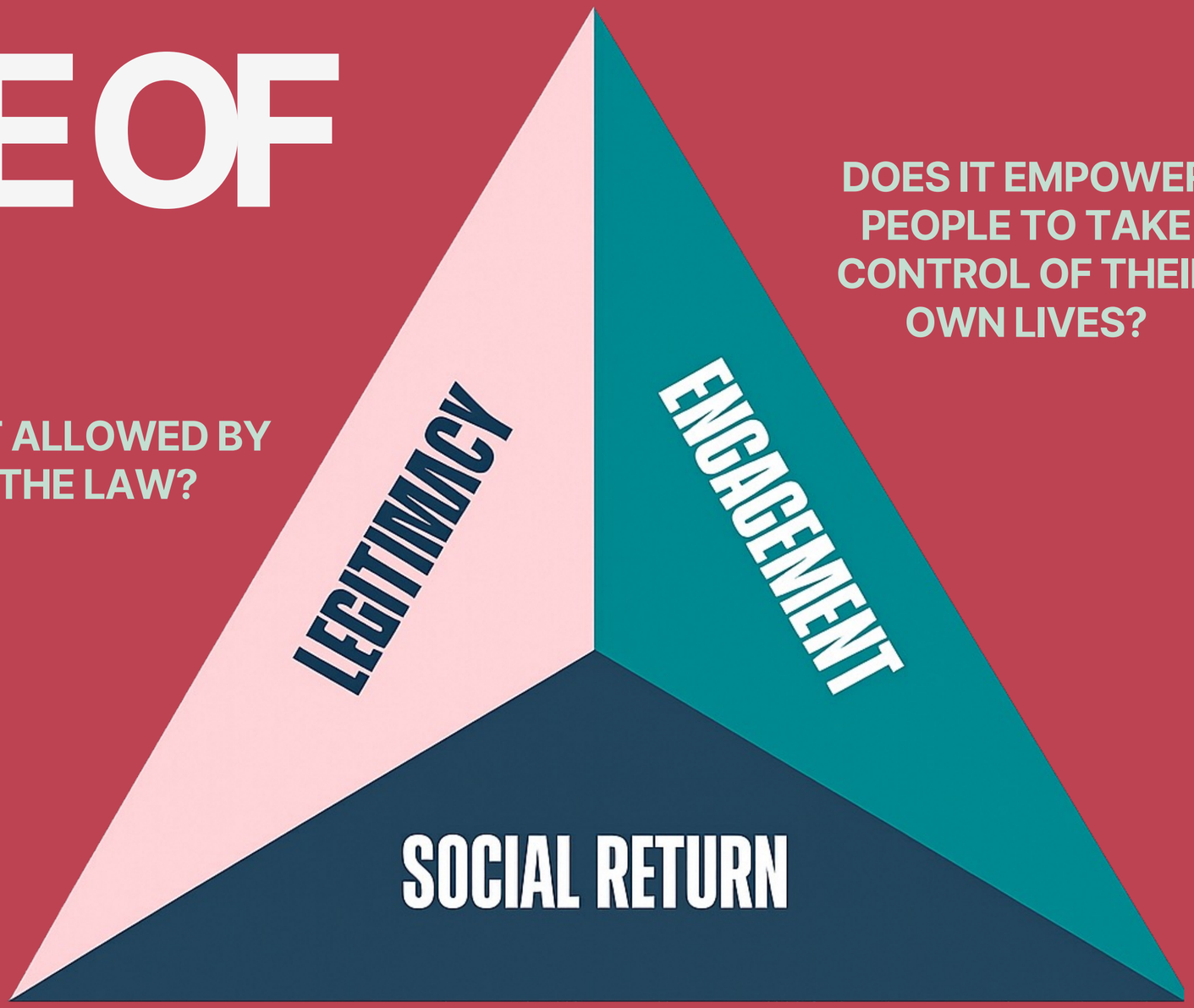
Treatment

This is about whether or not treatment is needed for the household, such as mental health care or addiction treatment. What kind of treatment is needed?

TRIANGLE OF VALUES

IS IT ALLOWED BY THE LAW?

DOES IT EMPOWER PEOPLE TO TAKE CONTROL OF THEIR OWN LIVES?



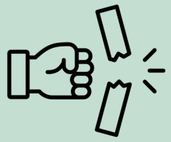
HOW ARE WE USING PUBLIC MONEY?

CASE: JOHN (42)

- Got homeless after divorce
- Lost his job after 6 months of homelessness
- Sleeps in the homeless shelter for 8 weeks
- Is 60.000,- in debt
- There are concerns about whether he has an alcohol problem



perspective John has his own home.



breakthrough John get's a home and help with his debts.
With a home, John can go to AA meetings and we can work towards a job again.

KEY ELEMENTS

CENTERING THE CITIZEN'S PERSPECTIVE

FRAMING WONEN EERST AS A PARADIGM SHIFT

PARADIGMS

... determine what we observe

... determine how we think

... determine how our systems are configured

→ A change in the paradigm is called a “paradigm shift.”

ACTION RESEARCH

WATCH

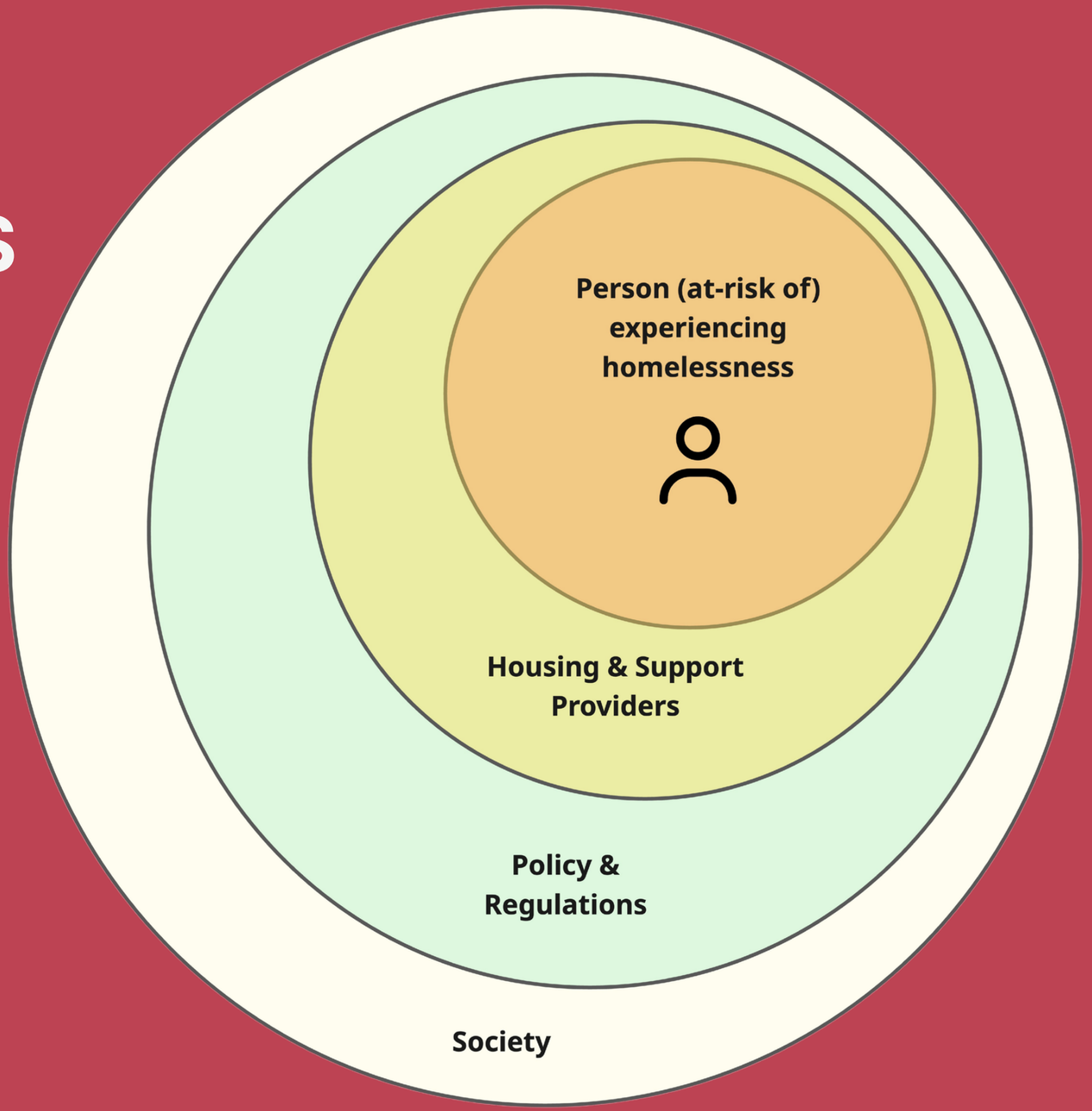
GO

MEASURE

ADJUST



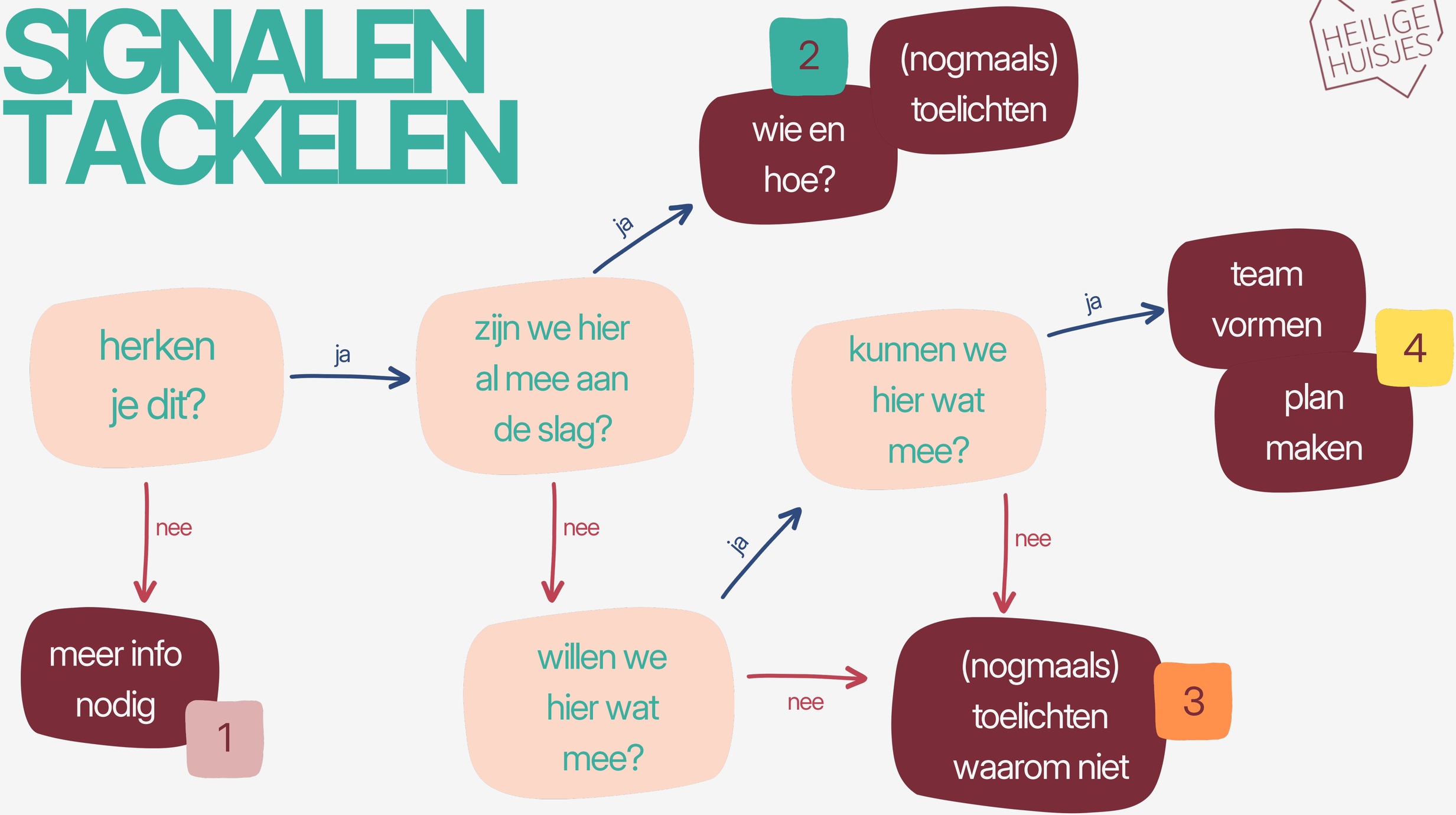
ACTION RESEARCH CONNECTS THE CIRCLES



ACTION RESEARCH EXAMPLE:

UNDEREXPOSED INTELLECTUAL DISABILITIES

SIGNALEN TACKELEN



UNDEREXPOSED INTELLECTUAL DISABILITIES

WATCH

An estimated **6%** of the population has an intellectual disability

An intellectual disability (MID) **often goes unnoticed** or is misinterpreted.

In **shelter**, an estimated **25–30%** of people have intellectial disablilty.

In Rotterdam, professionals estimate that i**ntellectual disablility occurs even more** frequently among individuals who remain in the shelter for longer than six months.

ADJUST

GO

MEASURE

UNDEREXPOSED INTELLECTUAL DISABILITIES

WATCH

ADJUST

MEASURE

GO

- Start an **action research club** and develop an action plan.
  - The goal: **faster, higher-quality services and support for people with intellectual disabilities.**
- Speak with partners: How can we work together to ensure a suitable and comprehensive range of services for people with intellectual disabilities?

UNDEREXPOSED INTELLECTUAL DISABILITIES

WATCH

ADJUST

GO

- Collect cases where things go wrong now to get a better knowledge

MEASURE

UNDEREXPOSED INTELLECTUAL DISABILITIES

WATCH

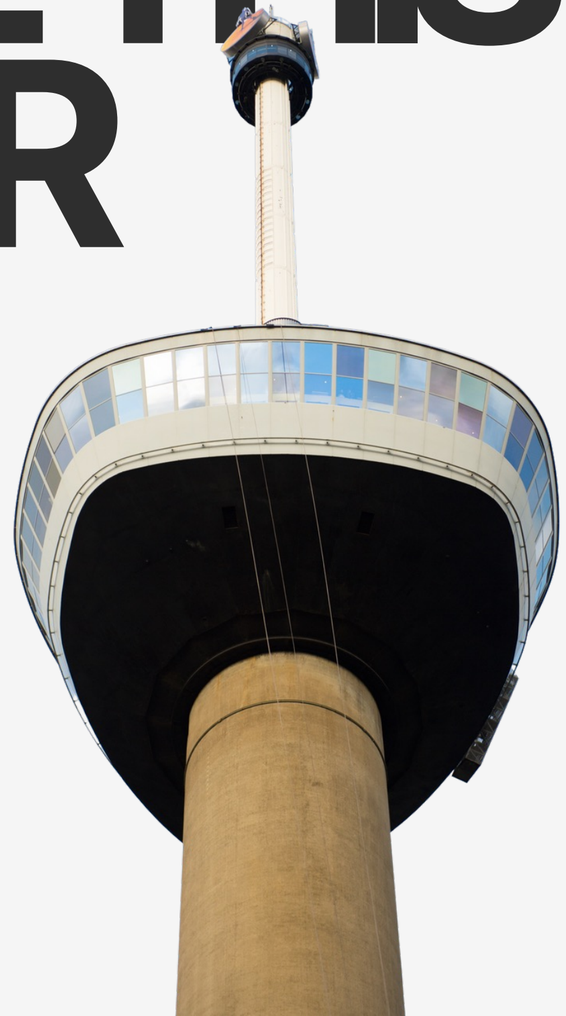
GO

MEASURE

ADJUST

- Create room-first locations with special expertise in intellectual disability.

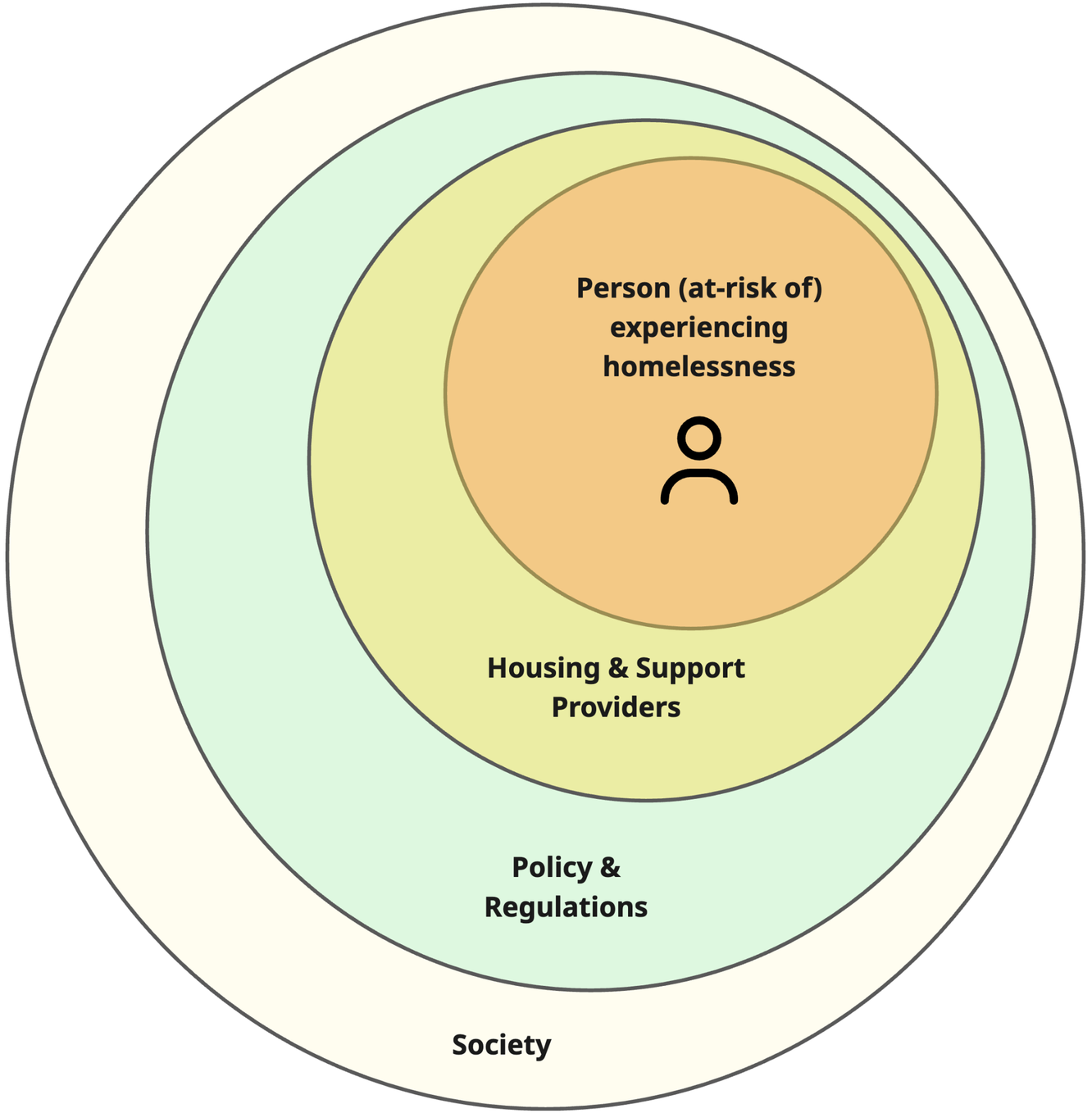
LET'S EXPLORE THIS TOGETHER



HEILIGE HUISJES

Solution:

Breakthrough Method



Workshop Activity:
Mapping Values within the HF Ecosystem

- What are stakeholder's values?
- Can you share examples of solutions?

