The Power of Photography in the Hands of Community Stakeholders

Topic Addressed: Ensuring Public Engagement and Accountability for Sustainable Urban Development

Cara Indiano / Univ. of Cincinnati/ Graduate Student/ indiance@mail.uc.edu/ 317-557-4581/ 3022 Montclair Ave Cincinnati Oh 45211

Dr. Claudia Rebola  Univ. of Cincinnati/ Graduate Studies Coordinator and Associate Professor/ claudia.rebola@uc.edu/ 919-389-2302

Braden Trauth Univ. of Cincinnati/ Adjunct Professor/ trauthbw@ucmail.uc.edu/ 513-569-2579

Michael Roller Univ. of Cincinnati/ Adjunct Professor/ rollermt@ucmail.uc.edu

Abstract
Ensuring public engagement for Sustainable Urban Development is crucial to the success of any project. Urban Development as a discipline is in need of human engagement tools that facilitate conversation across the communities it plans on building around and within, from said community inhabitants. Design as a discipline has been rapidly expanding its human engagement toolkit, as well as its research tools in general, to better understand users. One tool, User Picture Interview, has been adapted to gain insights from systems and communities that allows community stakeholders to capture useful visual information, and impart said knowledge in a series of interviews. This tool, now called Stakeholder Picture Interview, was implemented at Shelterhouse, Cincinnati’s largest homeless shelter, with reasonable success. The volunteer stakeholders felt it was a great way to tell their side of the story with regards to their community, and it did generate a lot of insights one might not have gotten even with a traditional method of visual ethnography. Stakeholder Picture Interview in the hands of Sustainable Urban Planners would allow for a more genuine dive into the needs of a community to help gain better understandings in how to implement a sustainable agenda, and how to gather and maintain a community’s trust.

Introduction
Public engagement for Sustainable Urban Development is crucial to the success of any project. Urban Development as a discipline has been in need of human engagement tools that facilitate conversation across a community it plans on building around and within, from said community inhabitants. Currently there are few human engagement tools among Urban Development, due to a pervasion of top-down planning, that work to gather this kind of information and insight. There hasn’t been any great strides to rectify this situation in the field of Urban Development, however Design has been exponentially expanding its human engagement toolkit to better understand users, leveraging modern technology and forgoing the rigidity of the social science human engagement research tools. Urban Development stands to gain a more holistic insight to any community it sets its sights upon if it adopts and adapts the various tools that Design as a discipline has engineered.
The method, User Picture Interview, has been adapted to gain insights from systems and communities that allows community stakeholders to capture useful visual information, and impart said knowledge in a series of interviews. This method can build empathy with the stakeholder, captures a stakeholder’s point of view, grounds the conversation in artifacts, promotes learning in context, and reveals the unexpected. This is significantly different than the interviews, surveys, and focus groups currently being used in Urban Development, often employed at the end of a project. Sustainable Urban Development as a discipline is incredibly important for the future of urbanization, but it will suffer the same pitfalls as Urban Development if it doesn’t actively involve the community its working within, no matter how critical its goals are for said community or the environment.

Background

Urban Development

Urban Development, by its most basic definition is the development or improvement of an urban area by building. While urban development is a necessity as global populations grow, there are many criticisms of this system. Many consider the external influences of the government and urban planner's to be harmful to the development or renovation of these urban areas. Critics of these external influences contend that the residents of cities should have more influence in the renovation and development of their neighborhoods. Because urban planning is focused on future development, many argue that the field ignores current problems (“What Is Urban Development?” n.d.). This often comes about due to a lack of human engagement at all stages of the development project. In addition to Sustainable Urban Development, a branch of the original discipline focused on the environment's impact and energy conservation, suffers the same set backs.

Design Methods For Urban Development

From the research gathered it would appear that urban planning relies on traditional methods for interacting with the public, such as questionnaires, focus groups, and interviews (Stevens et al. 2018). While these have their place, they can be a very stilted process. In these situations a community stakeholder isn’t really a part of a discussion, they’re part of an evaluation and it’s rarely utilizing their knowledge base appropriately. Focus groups in particular are lauded as being particularly useless as a research method (Hall 2014). Also it relies on the person interviewing, knowing the right questions to ask to get the most useful data. No matter how well researched a topic or a community is, one rarely does not know, what one is unaware of. And often these tools are utilized either in the middle of a project when plans are complete or at the end of a project to gather people’s reactions. That is once again using the residents as a basic evaluation tool of work already done, and not actively harnessing their knowledge base.

While both corporate design and urban development rely on similar research methods, such as those of questionnaires, surveys, interviews, and focus groups, design agencies and researchers within the field itself have been rapidly expanding the design research tool kit to tackle the various and expanding problems that design is being asked to solve. Kumar’s 101 Design Methods alone prescribes fifteen separate ways to engage in knowing people (Kumar 2013) and most are a new and modern take on some of these older methods, and some are completely new ways of interacting with clients.

What is currently missing in Urban Development’s human engagement practices is a modern set of user engagement tools that places user engagement at the forefront of any project rather than as an afterthought or as an evaluation tool. Ones that allows for discussion and gives a larger voice to those living in community. Urban Development and Planning is also missing a general desire to utilize local knowledge bases, despite the love and acceptance of Jane Jacob’s theories, choosing far more often a ‘top-down’ approach reliant upon ‘experts’
User Engagement for Urban Development

If one only relies on the basic survey, focus group, interview format, often used at the end of a project to gather how people respond to a project one really misses out on a genuine look at an ecosystem. Communities aren’t words on a page, they’re lived experiences within a given environment. A lack of visuals around user engagement tools especially around Urban development really retracts from the data required to make informed planning decisions when it comes to urban development.

An ideal method would have ways of engaging the community in helping gather useful information and insights from the beginning rather than as an afterthought, or as a consultant when there is pushback. One that opens a discussion rather than directs it about how the community functions and what and how to benefit the community in a way that works within its existing ecosystem. A method that would bridge the gap between people in the community and those working to change it.

Jane Jacobs once said in her book The Death and Life of Great American Cities, that “cities have the capability of providing something for everybody, only because, and only when, they are created by everybody.” The importance of gaining the a community’s continuous input is key to a successful project. Projects will always require the community to embrace the initiatives at some point or another, or else the project fails. So having them at the beginning stages and as advisors throughout the project is vital way to gain early acceptance and can help one avoid major pitfalls, they can also become one’s biggest advocates when it comes time to get a project off the ground amongst a community. Never underestimate the importance of a supportive advocate within the community.

Stakeholder Picture Interview

Method Design

Stakeholder Picture Interview is based off of an early stage design research tool known as User Picture Interview. User Picture Interview gives a consumer or product user a camera to photograph how they interact with a product. This helps build empathy with the user, captures a user’s point of view, grounds the conversation in artifacts, promotes learning in context, and reveals the unexpected(Kumar 2013). Having worked in systems it was thought that this would be an excellent tool to adapt to helping gain better insights into how a community functions.

The original concept was taken and adapted to become Stakeholder Picture Interview. How it works is one gives stakeholders, within the community being studied, cameras with the intent of them capturing photos of their community. One then sets up a series of interviews where one asks the stakeholders about the photos they took. The first set of interviews is to see what they find important about their community, and the second round is to get a more systematic look at how they move through their community. If there is time for a third round one can ask them to focus on a specific topic.

The method is a non-intrusive look into a community. It allows you to see through the various community stakeholders eyes about what they consider important, how it operates and what they think should be improved and allows them to tell their story about the place they choose to live, work, raise their kids. This method grounds the topics in a photo, that they took and had agency over, gives a visual to your interviews, and allows them to meditate on what they do consider important. It gives the community a voice, imparts on them a feeling of inclusion into a project rather one of being sidelined.

This method can give very detailed and often unexpected observations and insights about a community you might not normally get, even if you had an in context interview. Urban Development has often been criticized for being farsighted to the point of ignoring problems that
exist now. Using this method at the beginning of research can help tackle some of this well-founded criticism by placing the stakeholders in a prominent position of consultation at the beginning of a project.

Method Development
This methodology was first tested at Shelterhouse, which is the largest homeless shelter in Cincinnati. Volunteers were asked to take photos of the shelter house and their lives within the community, how they interacted with it, and what they felt was important. It started with contacting an acquaintance who had spent a lot of time working in the homeless communities of both Chicago and Cincinnati, and asking him to recommend the best point of contact for this project. Shelterhouse was suggested and they were eventually contacted via their Facebook page. They were informed that their help in this project would be greatly appreciated and they responded promptly. The head of the shelter house was consulted with and then continued communication was imparted to her assistant.

Part of working with the homeless community was understanding that there were confines to work within. Those with cameras were not allowed to take photos of the clients (homeless men who occupied the shelter house) for confidentiality reasons which was agreed to. Very inexpensive cameras were procured, placed on breakaway lanyards and given to the point of contact. He kindly found volunteers for me and distributed the cameras, giving them instructions. After giving the volunteers a week to take the first round of photos interviews were conducted at shelter house and recorded. The photos the volunteers took would be displayed on a computer screen and had them take me through their reasons for taking the photos and what was significant about them. The second round of photos the volunteers were asked to take a more systematic look at how they interacted within their community.

Discussion
Stakeholder Picture Interview's first trial run was fairly successful and insightful. For one, while a phone camera might have worked for some it wasn’t going to work for everyone, especially for those who don’t have a smartphone. So depending on the community one is working with, this could be an issue. Having physical cameras was seen as useful for remembering to take photos since they hung around the neck. The volunteers also seemed to enjoy the novelty of working with an actual camera, regardless of how basic the camera was. In addition to it appeared to generate genuine interest and curiosity among the other workers and clients of the Shelterhouse.

The volunteers felt it was a great way to tell their side of the story with regards to their community, and it did generate a lot of insights one might not have gotten even with a traditional method of visual ethnography. Because the first round of photos was allowed to be taken without any direction other than it be used as part of the Shelterhouse, the direction the volunteers chose to take the photos went to various and interesting places.

One of the main positive aspects of this design research method is that it was a conversation starter and facilitator. It allowed the person being interviewed to keep up the conversation about their community with very little input from the interviewer. It allows one to just listen to how the stakeholders viewed their community, as well as ask questions when one needed something quantified or expanded upon.

However it is not a quick research method, and a schedule should be agreed upon in advance. In the future one hopes to have more time to gather more insights into the community from a wider range of people but time constraints being what they were one was only able to get 5 volunteers, and was unable to always get a second interview from them.

Should the experiment be repeated, one would create a laminated map of the community being worked with and use it alongside the pictures. One would use it to map out
where the pictures were being taken and maybe basic insights people were giving about a particular location. Take a picture of the map and then erase it for the next person. That way there wouldn't be just a picture visual, but also a way to track where the volunteers were, allow one to follow some of their movements, and give in general more context to any given photo.

Conclusion

In conclusion, while interviews, focus groups, and surveys have their use within Urban Development, as a discipline it rarely gathers the genuine and insightful data needed at the beginning of a project. Urban Development is in need of human engagement tools that facilitate conversation around the communities it plans on building around and within, from said community inhabitants. Currently there are few tools among Urban Planning, due to a pervasion of top-down planning, that work to gather this kind of information. Design as a discipline however has been rapidly expanding its research tools to meet the needs of the various problems it’s being asked to solve. Stakeholder Picture Interview, a redesign of User Picture Interview, that allows stakeholders to capture useful visual information, and impart said knowledge in a series on interviews, would be an ideal tool for Urban Development to utilize. It facilitates genuine interest in a project, and when used at the beginning before planning begins, it allows for a genuine critique about the pros and cons of any given community and thoughtful insights to how a community operates. Stakeholder Picture Interview in the hands of Sustainable Urban Planners would allow for a more genuine dive into the needs of a community to help gain better understandings in how to implement a sustainable agenda, and how to gather and maintain a community’s trust.

Bibliography

Appendix

SH 1st Interview

SH is a Resident Aide for ShelterHouse

Interviewer: [00:00:04] Do I have permission to record?

SH: [00:00:04] Yes.

Interviewer: [00:00:07] I’m here with SH to discuss her work and the pictures she took for this project. So can you walk me through each of these photos and why you took them and what it is you see when you were taking these.

SH: [00:00:24] Sure okay so this picture here is a of our conference room. That’s typically where we hold meetings and where we make some final decisions. In regards to how we’re going to run things during our shifts.

Interviewer: [00:00:37] This is 001 if you could name the picture like one or one two three. That way when I’m matching them up later I like I’m not quite sure which one she’s talking about.

SH: [00:00:59] Sure this is 0002 I’m not quite sure why I took this one some of them might have been an accident actually but it may have been trying to take a picture of the windows, because a lot of time. I just always think like skies are pretty so I might have taken a picture of that it’s just hard to see on there.

SH: [00:01:17] Again same conference room for 0 0 0 3 this is another picture of a table where we hold our meetings.

SH: [00:01:24] This is 0004 and this was taken because that is what I see all day, so it’s just one of the many things that I see all the time.

Interviewer: [00:01:44] And why do you see all day?

SH: [00:01:47] Because clients come up and ask for them and I’m usually the one handing them out.

Interviewer: [00:01:51] And what do they need them for?

SH: [00:01:52] They need to use them for hygiene shower.
SH: [00:01:58] And this is picture 5 and its a picture of a plant that we have here. It amazes me how these plants survive after all this time. Sometimes guys come in and they take care of it they kind of feel like it's their responsibility to make sure that it survives and lives, so it's kinda cool.

Interviewer: [00:02:26] That is cool!

SH: [00:02:26] So this is picture 6. And it is where it says the sign for the cafeteria. It's pointing the guys in the village. Just something that guys love to do is eat, always want to know about their meals. What are we having, when are we having it, so I took that one for that.

SH: [00:02:49] This is picture of number seven. It's a picture of a piano and I took it because it amazes me some of the guys that come in that sit down and can play just some music on it, and its really neat because it would be guys you would never think would know how to play the piano so well and they just sit down and its just something that really amazes me when I see them play.

SH: [00:03:11] This is picture 8 and its a picture of a wet floor sign. Again it's something I see all day. I'm usually the one going around picking them up, putting them away. So its one of the things that we see on a daily basis all day every day.

SH: [00:03:38] Okay so this next picture is number 9 and its a picture of a Vesta machine, so when the guys come in this is where they resort to get all their information. Find out who their case manager is. What activities they've got going on for themselves. So that's why I took that because its a good portal of use for the guys. Thats why I took that one.

SH: [00:04:01] OK and then this is picture 10 and its a picture of Buddy Grey which is hanging on our wall in the room. It's just really cool because none of this would have been here. Had it not been for him. So I thought that was kind of important to put in our camera roll.
SH: [00:04:20] Okay this is picture 11 a picture of a water fountain every single day every day. And that’s something that like maybe we would take for granted to have fresh clean water for some of these guys. It’s like Finally I got fresh clean water.

SH: [00:04:36] And this is picture 12 and it’s a picture of one of our laundry facilities that the guys use. Again. It’s just something that the guys may not have had if they weren’t here. They get to wash their cloths which is something good for the guys to have.

SH: [00:05:09] This is picture number 13 it’s a picture of a bench in a hallway it is, I took that picture because I’ve had some pretty good conversations with guys while they’ve had been sitting on that bench. So just took it because of sentimental reasons I guess. Going On that banks took up the hands of sentimental.

SH: [00:05:26] OK. This is picture 14 and picture of a guy’s bed. And I am always I’ve always told him how well and how neat he makes his bed and that he’s been and example for the other guys so I took a picture of that because you know he’s still even though he’s here he’s still participating in having some structure which is cool.

SH: [00:05:51] This is picture 15 it’s a picture of the coat rack in the vet dorm and I just took it because it seemed surprising that they get coats in the summertime. But you know guys try to hold on to whatever it is that they’ve got.

SH: [00:06:07] This is a picture 16 picture Green Dot also known as step up A dorm I took it just to kinda show what the dorm looked like while nobody was around.
SH: [00:06:29] OK. This picture 17. This is the TV area in step up A dorm. And I think it’s really interesting that they’ve got pictures up around that kind of give like encouraging words to the vets so I wanted to show that in one of the pictures to capture that.

SH: [00:06:52] So this is picture 18. It’s a picture of safe dorm this is what the guys see when they first come in. So wanted to get a picture of that because it can kinda look scary to some but that’s where they go when they come in and it’s safer than the street.

SH: [00:07:10] This is picture 19 again it’s in safe dorm and it’s a picture of the lockers this is where they store stuff and we can lock it and unlock it for them.

SH: [00:07:25] Picture 20 this is in the hallway, it’s um words above each door and what offices they lead too. So that’s rapid re-housing and down that hallway is our rapid rehousing case managers.

SH: [00:07:40] Picture 21 is the recovery ward above the door thats the recovery departments, some of the guys have substance abuse issues. They’re generally meet with one of those people down that hallway.

SH: [00:07:49] Picture 22 is a picture of outside stairwell, a lot of guys when they leave to walk or go anywhere there are the steps that they would see.

SH: [00:08:05] Picture 23. It’s a picture of outside this is the staff entrance so that’s something that I see every day.
Interviewer: [00:08:13] And there’s a different entrance for the guys?

SH: [00:08:17] Yes there is.

SH: [00:08:17] Okay picture 24 is a picture of the clinic hallway. And that’s where guys have an assessment list that they have to complete when they come in and this is one thing they have to do get a health screening so again this is a lot of times one the things guys first see when they come in.

SH: [00:08:35] Picture 25. This is the picture of our courtyard. There’s a lot of guys that spend a lot of time out here so I thought it was important to put that in because they get fresh air and hang out and hang out and also we get to know each other too.

SH: [00:08:49] This is picture 26 is a picture of a bunch of crutches. So there’s a lot of guys that come in and it kinda resembles that, they come in kinda broken. And kinda leave their crutches behind in a sense.

SH: [00:09:13] This is picture 28. And I took that I believe from the upstairs window, I just thought it was a cool picture, a lot of times guys leave that’s what they see is the train tracks.

SH: [00:09:27] Picture 29 is just a picture outside of the food line. And again these are just a few things we want to make sure that thing know that’s the spot there.
SH: [00:09:36] Picture 30 this is our recovery satisfaction survey box, so when guys come in they feel hopeless when they have substance abuse issues. And I just thought it's neat that we have a satisfaction box because we try to help those that have those issues to the best that we possibly can.

SH: [00:10:05] Picture 31 is classroom one. Where a lot of our trainings are held, and this is also hold a lot of classes and meeting and things like that for the guys. Just so it's another place that the guys see on a regular basis.

SH: [00:10:18] 32 is a picture of a white board in the classroom 1 and it is from one of the classes that they had, its a substance abuse class where they try to go over guy’s triggers and any issues they might have that might be hindering them from recovering.

SH: [00:10:43] 33 is just an overall view of that classroom one, I just wanted to show exactly what it looked like.

SH: [00:10:58] Picture 34 Picture of clients’ rights. Basically shows that we’re here to help them through whatever it is that they’re going through and that we understand that they have client rights.

SH: [00:11:20] 35 is another picture again of the conference room. Again another journey.
SH: [00:11:30] This is 36 for us our lockers for where we store our stuff when we walk in.

SH: [00:11:40] 37 is a picture of our break room. So a lot of times, there might be times when we’re overwhelmed the staff here and we need a moment for clarity to get away. Whatever we might come in here to the break-room to hang for a minute.

SH: [00:11:59] This is 38. This is the picture of what everyone sees when they first come in and it’s the shelterhouse symbol on the front door.

SH: [00:12:05] This is picture 39. This is a picture of intake office. So again this is one of the very first thing that guys see when they come in and kinda get a briefing of what’s is expected of them once they come to the shelter.

SH: [00:12:25] This is 40 and this is a bulletin board right outside of the intake offices. I just thought neat that they get to look at something colorful while they were experiencing one of the worst times probably of their life.

SH: [00:12:45] This is picture 41 and it’s a keypad to get into the other offices.
SH: [00:13:20] Oh that's a picture of just right outside the elevator. And I took that because during that time we were having fire alarms going off through out the building as just a test.

Interviewer: [00:13:37] And that’s it! Thank you. If you could briefly describe what you do here and your job description.

SH: [00:13:44] Well I am residential aid and what I do is a little bit of everything. So I usually am counseling clients helping clients through whatever struggles that they might be going through and try to give them encouraging positive words behind that. I’m also here to kinda like I’m supervisor and security and to ensure that nothing bads happening to the guys, making sure none of them are overdosing, none of them are fighting. Making sure that they’re doing their chores that their following the rules. Supplying them with their needs if they need to meet with their case manager you either try to go them, or they come to them. Just different things like that whatever it is it’s kinda like wearing a lot of hats. So whatever it is they need I try to help them with.

Interviewer: [00:14:34] That’s all the questions I have. Would you be willing to do this again?

SH: [00:14:37] Sure.

Interviewer: [00:14:38] Thank you.
Interviewer: [00:00:01] Do I have permission to record you.

SH: [00:00:02] Yes.

Interviewer: [00:00:04] Thank you. Same as last time. Let’s go through these and talk about them.

SH: [00:00:07] Ok so I took this one because it was right after I got the camera from LR I wanted to show you. You wanted me to show my day. So that was the beginning after I got my camera.

Interviewer: [00:00:20] OK, No worries.

SH: [00:00:21] All right. So this is my travels into work. So this is the little pathway I take to the front door.

SH: [00:00:31] First thing I got to do when I come in is clock in and and then I go through our system and I get my paperwork ready for the day.

SH: [00:00:40] That’s my paperwork and one paper is the sleep pass guys who are allowed to sleep in. And then the other one is the guys who completed chores throughout the day.
SH: [00:00:52] I am responsible for ensuring that clients know that they need the AOD assessment for drugs and alcohol. So I had to stop by this office to get my list of people I had to go find.

Interviewer: [00:01:08] This is picture 5.

SH: [00:01:08] So that’s picture 6 of the closet that I had to go in and grab towels and items for the clients.

Interviewer: [00:01:08] This is picture 5.

SH: [00:01:20] Picture 7 I went to get or allow somebody in the laundry room probably, I was helping assist clients get to where they needed to go.

SH: [00:01:34] And that is probably what picture 8 is walking down the hallway to either go back to recovery rooms to let them know who I found or I was probably going to my supervisors office.

SH: [00:01:51] This is a picture of the donation room picture 9. I have to go in there to get clients the things that we might need for them throughout the day such as towels or personal hygiene items.

SH: [00:02:05] So picture 10 is a picture of a keyboard. I was probably entering some things into the system.
SH: [00:02:16] That is a picture of the hallways picture 11. That is my walk through to go do a round of the dorms.

SH: [00:02:27] That is a picture 12 of the copier machine I was making copies of the clients paycheck stub.

SH: [00:02:34] Picture 13 of the courtyard and the bird and it's probably before I got somebody to clean it up.

SH: [00:02:49] Lets see. Okay so this is picture 14. I was going to set the scanner to be on lunch, so that when clients scan their card they are being scanned for lunch and it helps ensure that we get the funding we need for meals and.

SH: [00:03:06] This is picture 15 of the hallway to the intake office and I was probably taking somebody back there to be seen by one of the intake specialists.

SH: [00:03:21] Picture 16 is a picture of a lunch that had been served for the guys I think it was chicken noodle soup for the day and it was towards the end of lunch.
SH: [00:03:34] Picture 17 is a view of me walking to my supervisor’s office.

SH: [00:03:42] Picture 18 and I had been it has. He was threatening other clients. And that's a picture of his boots that I had to go get to take out to him.

SH: [00:03:52] Picture 19 is a picture of the keys. I was probably getting ready to do lockers so when I do lockers I have to holler out red dot lockers and all the guys just coming in are in red dot dorm. And ask, they've got lockers that I only have a key for or the staff only has a key for to let them in.

Interviewer: [00:04:17] So what do they just get their stuff out the locker, how does that work?

SH: [00:04:21] Yeah they got a small locker to store for their stuff when they come in that way it's locked up. So to prevent thievery from happening. You not that it still doesn't happened but this helps ensure that it doesn't get taken.

SH: [00:04:37] That picture 20 it's a picture of the laptop and safe dorm did lockers and then I was updating the locker sheet so we could see who was no longer there and I can fill the locker for somebody else.

SH: [00:05:00] Picture 21. I was probably getting ready to go in the back again. I think I think I had to let somebody in back there go up stairs for a meeting if I'm not mistaken.

Interviewer: [00:05:20] It sounds like you have to let people in places a lot is that normal?

SH: [00:05:22] Yeah because it's a restricted area. If we just left everywhere be unlocked, the clients get upset at times you know. We’re dealing with people that have mental illness too. They might go on a tangent and want to go hurt somebody and this way there are restricted areas that I can say he's OK to come in or he's not okay on.
SH: [00:05:49] So again a picture the closet for where we store most of our stuff it’s picture 22. I was probably going in to get something else a towel or something for a client.

Interviewer: [00:06:08] That’s it. So it sounds like...I’m Assuming there are very specific main areas that various people to get into, and part of your job is just allowing certain access at certain times for specific situations.

SH: [00:06:20] Right. Right. And a lot of... Yeah. Like I said a lot of doors are locked because otherwise, if they had free range, it would just, it would be chaos this way it’s some sort of structure. You know tell me what you need I go see if that person is available. Or if that item available so that it’s not just a free for all. That way the case managers are getting bum rushed you know by people and that I can distribute things accordingly because I know pretty much what they need.

SH: [00:06:47] I know a lot of the clients financial situations, so I know whether or not they need that shirt or they do you know that extra pair of socks. So we kind of keep track of that too in our books. So that it’s not again a free for all because otherwise, they’ll take what they can get, which is understandable.

Interviewer: [00:07:07] But you’ve got limited resources.

SH: [00:07:10] Right, a lot of our items, mostly all of our items are donated. So you know I save this shirt for the guy who’s coming in. Who’s been sleeping in the woods for a month and needs a change of clothes. So that way somebody who’s got an income, and in the back got several clothing items doesn’t get a new shirt because I’m reserving them for the clients who come in off the street need to shower, bathe and have a change of clothes.

Interviewer: [00:07:44] Tell me more about the lockers. So do they come in, put their stuff in and don’t see it until the morning.

SH: [00:08:04] Locker calls or once an hour. So when they come in and they get a locker assigned to them then it’s once an hour. Now a lot of times the guys when to get in there a lot more often but that’s why we do it once and hours that they know that if they need something they get it out that hour prior. If they know they’re going to need it they can get it out early. I did take a picture of the lockers on it’s probably on the other but it’s just smaller lockers. So it kind of helps ensure that when they come in and that they’re not bringing too much stuff, you know because we just don’t have the space to store a whole apartment worth of stuff for every client.

SH: [00:08:41] So it’s to ensure that they’ve got the necessities and what they need, gets locked up they can be reassured that nobody else is going to get to it so long as it’s in the locker.

SH: [00:08:50] Now they get stepped up they’ve got bigger lockers. Typically they get stepped up when they have an income and they’ve completed their checklists when they come in.

Interviewer: [00:08:59] And I’m assuming that it all depends on availability. Like if someone is ready to step up but there isn’t a bed what happens to those guys?
SH: [00:09:10] They get put on a waiting list. So they’ve, their case manager talks to them and says okay you handed me all the things that I’ve needed for us to continue on with this housing process. So we will put you in and put you on the list to be stepped up and in a specific dorm. There is no rhyme or reason as to which dorm they go to. There is greed and blue green is Step Up A and Blue is Step Up B. Typically the guys that are going to go to more of like a Woodhaven which is like recovery based type areas is mostly go to blue. But again they they could go to green dot to. There’s really no rhyme or reason to which dorm they go to.

Interviewer: [00:09:45] And there are some beds set aside for veterans.

SH: [00:09:51] Yes that would be green dot step up A. There is an area for the step up clients and then the vets are housed in the back of that door. So there’s probably 13 14 beds about 14 beds that are back there for the vets. But if there’s not a bed available they’ll place them in green dot.

Interviewer: [00:10:22] That’s all the questions I have for you. Thank you very much for all your help.

SH: [00:10:26] No problem.

SH: [00:10:27] You want to keep you want to keep doing this you’re more than welcome to totally take your data so that the I’ll be back next week. So you keep interviewing. Sounds good. Going to do something here. No problem.
Appendix

LT 1st Interview

LT is a Resident Aide for ShelterHouse

Interviewer: [00:00:01] Would you please give permission to be recorded?

LT: [00:00:04] I LT give permission to be recorded for this interview concerning my pictures.

Interviewer: [00:00:08] Thank you. So I like to started this off by asking you what it is you do for the Shelterhouse.

LT: [00:00:15] I am one of the resident aids on first shift.

Interviewer: [00:00:19] And what does that entail.

LT: [00:00:21] Just making sure that the guys are safe. Making sure that everything is going throughout the day. Making sure that the facility's clean properly and that the guys are doing their chores.

Interviewer: [00:00:38] OK. So as we’re going through this if you could mention which photo you’re talking about so this is photo one for.

LT: [00:01:03] It's pretty.

Interviewer: [00:01:05] So one is pretty. So Two.

LT: [00:01:17] OK. The piano I remember doing, and the piano I did because it you know being able to get up play some music I love the music so I think it’s nice to have some from there that sometimes break up the monotony of silence.

LT: [00:01:43] Number 3. I just like that it was like abstract. Like circle rectangle you know it was you know going through and you know you see the light. I’m good you know I got the eye.
LT: [00:01:53] Number 4 OK I’ve got that one because we feed them but there is always you know I feel like a lot of times when we are feeding them they’re still hungry not enough food. So that was kind of like my inspiration for that. OK.

LT: [00:02:21] Six is beauty within.

LT: [00:02:21] Same with seven.

LT: [00:02:27] Oh yeah that’s like in the middle of the facility. OK. Even when you’ve got all that around you can still look up.

LT: [00:02:40] Shelter says it all. No.

LT: [00:02:45] Light in the darkness. It’s hard because it was dark in there and I didn’t have the lights on in there. I could still see light.

Interviewer: [00:02:52] Yeah. And where is this?

LT: [00:02:54] That is in the safe shelter. That’s considered red dot. This is for normal residents. This is when they first come in and this is where we have them. This is where they have them until they actually complete all their check list. When they work themselves up to a more stable one of the more stable shelters within a facility.
LT: [00:03:19] OK that's. That's what we consider our overflow room in red dot so we put special people and there, um transsexuals, um people who need a little extra privacy.

LT: [00:03:54] Laundry just the laundry room that we provide for them.

LT: [00:04:02] Just television.

LT: [00:04:11] Keeps them warm.

Interviewer: [00:04:13] OK. I've heard these are a big deal to the guys over their houses like they always want more blankets.

LT: [00:04:19] Yes. They want to be kept warm. Yeah. And they prefer the yellow ones over the wool ones.

Interviewer: [00:04:27] OK. Their softer? I know wool can be scratchie.

LT: [00:04:31] Yeah.

LT: [00:04:33] That's who we are.

Interviewer: [00:04:35] And is this just like one of your swag.

LT: [00:04:37] Yeah something that I can’t get a hold of. I can’t get one of these. This is what I thought he was giving away yesterday that he was not giving way though.
LT: [00:04:55] Same just us who we are.

LT: [00:05:02] You know they had that up and it's just a statement. It's who we are because of them we can be.

LT: [00:05:11] I love the abstract colors right here we are. Yeah. Oh yeah. So that's your brother.

LT: [00:05:37] Clinic.

Interviewer: [00:05:41] When do people have to go to the clinic.

LT: [00:05:44] When they're not whenever they're not feeling the best when they need to be seen. I've found that it's really great that you know they actually have access to these services. Whenever their not feeling the best they can go there. I love that the shelter provides that service.

Interviewer: [00:06:09] And they go to that when they first get in as well.

LT: [00:06:12] Yes they have to have a health screening.

LT: [00:06:18] I love that. Because I don't know what, I thought about the green mile. When I take that picture because it's just that long stark hallway but once again you see light at the end of your hall. You know so going from the dark to the light.
LT: [00:06:40] I like that because like I don’t know it just was just a weird angle.

LT: [00:06:50] That’s actually I call up here heaven because I hate having to go up there because that’s where the administration like LaRay’s office the director. So whenever I have to go up those stairs I call it, you know, going up to heaven.

LT: [00:07:01] I don’t know I just thought that that was a nice like the lines and the lights. I just like how stark the contrast.

LT: [00:07:17] That’s where we sit to do our work like updates and encounters and things of that nature. So that’s the kind of vital place you know. We have.

LT: [00:07:27] Twenty six pounds like that. That’s where we can get a moment of silence. That’s our break room.

Interviewer: [00:07:34] Yeah. So you’re not the first person to say that.

LT: [00:07:39] That’s where that’s where I actually got hired at in that room. I thought that was where they do a lot of the interviews and hiring process. So a lot of people’s careers with shelterhouse starts in that room right there.
LT: [00:07:54] Yeah that’s the other angle of that conference room.

LT: [00:08:00] That’s outside the window. I loved how the clouds looked that day.

Interviewer: [00:08:06] Window, what room?

LT: [00:08:07] Out of the Conference room.

LT: [00:08:08] OK 30. I took this because this right here is history. This right here. So I was like wow you know even looking around you could see a piece of history.

Interviewer: [00:08:21] So the huddle Pole.

LT: [00:08:21] Yeah that’s that’s right it’s a piece of the Cincinnati history.

LT: [00:08:33] And there’s another one.

LT: [00:08:36] That’s where we come in every day. The staff entry.

LT: [00:08:42] Always have room for you.
LT: [00:08:55] Is outside the 17 in the morning.

LT: [00:09:00] That's right above the resident's aids desk. Yes. I hate those lights sometimes because they're beaming down on us. I feel like beam me up Scotty.

LT: [00:09:12] One thing that leads back to the clinic here.

LT: [00:09:21] OK. OK. That was the wasn't anything I just took it through the trees.

LT: [00:09:26] This is the courtyard.

LT: [00:09:27] Yep that's the courtyard.

LT: [00:09:31] That leads back to the other shelters.
LT: [00:09:37] You can still see light coming through the clouds.

Interviewer: [00:09:43] Yeah. That’s really interesting.

LT: [00:09:45] Isn’t it.

Interviewer: [00:09:46] Yeah and we are on 42.

LT: [00:09:52] I like those colors.

LT: [00:09:59] Just places we can go.

LT: [00:10:05] I love those lights. I don’t know why but I think they’re cool.
LT: [00:10:10] Just some more flowers out in the courtyard that I found. Cool, yeah.

LT: [00:10:19] OK. So this picture right here. This picture was through a cracked window. They were working on the landscaping out in the yard and one of the pebbles cracked the window. So I thought it would be neat to take the picture through that window. Just a crack, art abstract piece of art.

LT: [00:10:44] Yes, I actually took those so you could understand that it was through a cracked window.

LT: [00:10:50] Yeah, so that is 48 and 49.

LT: [00:10:57] That's just another staff area. OK.

LT: [00:11:01] It's our laundry room that we do more of the, like the blankets and the towels and stuff for the actual residence.

LT: [00:11:10] Showing that we always have a mountain of blankets which means we always have a mountain of clients.

LT: [00:11:20] The bane of my existence. The blue bin. That is where people's
stuff goes that they just left it around and stuff. So it's like our lost and found we'll throw it in the blue bin.

Interviewer: [00:11:34] And how did they, can anyone just grab it out or.

LT: [00:11:37] No they have ask us and then we walk back to see if it's in there. OK.

LT: [00:11:43] That's our van. We take people places.

Interviewer: [00:11:49] Take them where?

LT: [00:11:49] Well wherever they need to go. Doctors appointments, housing appointments. The store. But yes but we do have transportation for the clients to go to their appointments and things that they need.

Interviewer: [00:12:16] Awesome and I'm assuming that a staff member drives the car.

LT: [00:12:18] That is correct.

LT: [00:12:21] Now this is when people have been exited from the program for one reason or another. And we'll bag up their stuff and hold it for three days for them to actually be able to come and get it.

Interviewer: [00:12:33] OK for what are the reason some of them have to leave.

LT: [00:12:39] Some of them leave for their own reasons some of get arrest ed some of them end up in the hospital and reasons vary. But that's where their stuff ends up. And for them to be able to claim. And we put their names on it. Bag it and tag it.

Interviewer: [00:12:54] And actually we are at the end of the photos. All right thank you very much.

LT: [00:12:59] Awesome thank you.
Appendix

LT 2nd Interview

LT is a Resident Aide for ShelterHouse

Interview: [00:00:00] Do I have permission to record.

LT: [00:00:01] Yes you do.

Interview: [00:00:03] Thank you.

LT: [00:00:04] My name is LT.

LT: [00:00:07] Number one is the atrium or courtyard. At Ester Marie Hatton that’s our women’s facility. And this is where the women congregate outside.

LT: [00:00:26] That is coming into the building. And I just love those flowers.

LT: [00:00:34] That’s part of the courtyard just out there hanging. You know they hang out. I love how they have it landscaped because it gives it a peaceful environment.

LT: [00:00:49] That actually painting or drawings that the woman was sitting there coloring to relax. So that’s one of the activities that they like to do. To relax.
Same thing. One of the gals who did a wonderful job. But this is what they do to relax they actually cover up coloring is catching on.

They made flowers that you can't see because it's a vase. But it sits on the, I was gonna throw it way. But I can see that they're trying to you know make the start place kind of pretty. They had taken tissue paper and maid flowers.

There you go and, it shows the vase.

That's actually our cafeteria. I love the windows. Cause you, you know it's like you can actually see light coming into a dark place, a dark situation. Yeah that's right.

That's up where the women actually sleep up there. So you can actually see but I love how the lighting looks like a sunset.
LT: [00:01:59] That's the outside of the facility. As they're coming in this is what they see.

LT: [00:02:04] Same thing. Just a different angle just with you know when they first come to the women first come this is actually what they see.

LT: [00:02:14] Yes and that's the entrance right there.

LT: [00:02:17] Yes And that's the front door. You are now entering IN.

LT: [00:02:20] Computer when I log in in the morning.

LT: [00:02:30] Shelterhouse welcome.

Interview: [00:02:33] Oh and this is here. These pictures are here.

LT: [00:02:37] Yeah this is coming in, because I'm always between the two. So this is me when I'm first coming in for my shift you know and for the day.
LT: [00:02:48] My Login get ready. Always.

LT: [00:02:55] That's one of the first things I do in the morning. Is clean. For getting all the cleaning supplies and all the stuff ready so we can keep this facility clean for the clients.

LT: [00:03:07] That's what it looks like in our RA office. We have all these, stuff like soap and deodorant toothpaste and toothbrushes that we give out as guys need toilet paper and things of that nature.

LT: [00:03:22] Those are blankets that we give out. We have to wash them every day and give them back to them.

LT: [00:03:30] That is safe that is the first dorm when you come in so one of the first things I do when I get here is make sure that's clean in there and ready for tonight when they get a new bed.

LT: [00:03:44] Those lockers that we give them. So that's like a minefield to them because a lot of these guys have had to survive carrying around the stuff on their back. So just being able to put something in a locker and not have to carry it around.

Interview: [00:04:01] And I've heard that you only open it like once on hour.

LT: [00:04:06] Once on the hour.
LT: [00:04:06] That’s out there. Yes that’s their courtyard. The mens courtyard. So they actually can sit out there. That’s open 24 hours. So at two o’clock if you can’t sleep you can actually go out there.

LT: [00:04:32] That’s back in Green Dot. Once they move out of safe they can get stepped up to green dot or blue dot. And that’s where they that’s where they are housed.

Interview: [00:04:45] And they get more locker space and a more permanent.


LT: [00:04:52] Top of the lockers. They use it like You know you see that little table but I’m always having to tell them to clear off the top of their lockers. So that’s something I do throughout the day.

LT: [00:05:08] Same thing stuff that they have.
LT: [00:05:14] I don’t know and must have been I need to take that one. Cell that’s blue dot that’s another one of the shelters. It was hot back there that day so I turned the lights off for them.

Interview: [00:05:28] I noticed your AC is down for the moment it’s a brutal summer for that to happen too.

LT: [00:05:36] It is, it really is.

LT: [00:05:37] Laundry guys doing his laundry. We charge 50 cents washer and 50 cents dryer are nice your church.

LT: [00:06:06] I’m sitting here I’m putting stuff in the computer and entering in and. Actually I was during my day I had to work the front desk. I was actually at the front desk that day.

LT: [00:06:19] Sitting up the front desk, just manning the desk. Interview: [00:06:23] And what kind of things you do when you man the desk, do you let people in.

LT: [00:06:30] Letting people in, intake new people, answer questions, taking donations, or answering the phone, all that.

Interview: [00:06:35] So what does intake for people look like.

LT: [00:06:39] Well we just get them ready. Well we’re not the intake specialists. We just you know taking in their information, make sure that they can you know they can get in still. And queue them in to get seen.

Interview: [00:06:54] And you mentioned intake specialist who bring new people in, and is it just their job to bring new people in.

LT: [00:07:02] Yes

LT: [00:07:31] Yes we’re at the front desk.

LT: [00:07:39] These are are like the cleaning and chores that they have to do.

Interview: [00:07:42] And do you keep track of that.

LT: [00:07:45] Yeah we keep track of it.

LT: [00:07:51] Somebody is getting ready to leave, go to their new apartment in a good way.
LT: [00:07:58] It's oh that's my best friend right there on my desk. I use it about 50 times a day.

LT: [00:08:24] That's the medication room. Insulin is stored in here and when guys come in and they have the scan and they can get their medications.

Interview: [00:08:33] Does somebody let them in.

LT: [00:08:34] Yes. Yes. And then that's also if you have a OD that's where the Narcan is kept.

LT: [00:08:44] Which is right there and that's the Narcan we use the nasal spray.

Interview: [00:08:54] Is that Faster?

LT: [00:08:54] Yes. And we just give them one puff that they have if they don't respond then wait a couple of minutes and you give them another on.

Interview: [00:09:04] I'm sure that's..

LT: [00:09:06] Under lock and key.

LT: [00:09:10] That was a catering tray I seen I just take a picture through it it’s weird, different lens, filter.

LT: [00:09:18] This is rapid rehousing that we're having a took a flyer There. A rapid rehousing intro meeting. That is the goal of this shelter is to get these guys into an apartment and place of their own.

LT: [00:09:39] We offer hygiene and stuff, give them stuff to make sure they can take your showers, shampoo, shaving cream, lotion, razors, soap all that good stuff.
LT: [00:09:50] Towels. We also give them towels which that's a hot commodity around here.

Interview: [00:09:55] I'm assuming they just don't come with them. I'm not high on your list of priorities to bring with you.

LT: [00:10:01] No they don't.

LT: [00:10:06] That's I'm leaving for the day. My day is now done.

Interview: [00:10:29] [Man had a seizure before the interview, EMTs were called] We just saw what happened there is that like normal.

LT: [00:10:33] We are we have a lot of medical situations that happen here. We have guys in wheelchairs. We have guys with asthma, guys with epilepsy, guys with amputees so we have different medical situations. We have to deal with every day.

Interview: [00:10:51] So it's a fairly regular call an EMT.

LT: [00:10:54] Yes. They come regularly them and the police. So yeah.

LT: [00:10:59] But that's that's what we love doing and we love our job.

Interview: [00:11:03] You guys were very calm about it.

LT: [00:11:05] Oh me and batman I call us Batman and Robin. We work good together I love I love my co-workers. I couldn't have asked for a better person to actually work with. It’s almost like good cop bad
cop. I’m the bad Cop. She’s the good cop. So you know how mommy and daddy, when you can’t get it from mommy you go to daddy or Daddy you got to Mommy. So I’m Daddy She’s Mommy. But you know we love what we do know we love seeing the guy succeed.

[00:11:41] Was if you would like to continue working on this I’m be coming back for another week to do so we find out more things which happens or how you get treated. Yes my.
Appendix

JM 1st Interview

JM is a Janitor for ShelterHouse

Interviewer: [00:00:04] Permission to record you.

JM: [00:00:04] Yes.

Interviewer: [00:00:14] So let’s start with photos and then we can go into some of the recordings you did. Just take a look at it.

Interviewer: [00:00:25] OK We’ll start with the photos and as we go through you can say the numbers. So when I putting this all in and transcribing I can place picture next to the interview.

Interviewer: [00:00:44] So this is picture one. Talk to me about it. Where is this what it is.

JM: [00:00:48] Picture one is actually is in the shelterhouse, the front entry. Just a garbage can in the lobby in the day center.

Interviewer: [00:00:56] Why did you take the photo.

JM: [00:00:58] Just learning about the camera and stuff like that.

Interviewer: [00:01:03] And this one.

JM: [00:01:03] Picture 2 It was just a wheelchair by the window. I just took a picture was a nice wheelchair looked brand new. That’s in the shelterhouse too.

Interviewer: [00:01:15] Picture 4. This would be down the hallway. The classroom one would be down there, actually our AC unit is broke. So this is AC that we use and try to cool off the offices. That’s in the ShelterHouse.

JM: [00:01:29] Picture 5 is just the Shelterhouse one of the offices with a rapid rehousing case manager would be.
JM: [00:01:36] Picture 5. Same thing this is recovery where the case managers would be.

JM: [00:01:44] That's Buffy, she works for the shelterhouse she’s the manager of the recovery department.

JM: [00:01:49] Picture 8. Just one of the offices.

JM: [00:01:55] Nine that’s the big boss Arlene she runs the shelter.

JM: [00:02:05] Yes that’s actually that’s my house. . And with the camera shot to play with the camera same thing it’s my living room. It’s more like oh there’s the duct work in the Shelterhouse.

JM: [00:02:39] This Shelterhouse in the Day Area that’s the duct work.
JM: [00:02:43] That's by the cafeteria just taking the picture of the view.
JM: [00:02:51] It's me and my co-worker Kenny.
JM: [00:02:56] That's construction going on around oh actually I'm at the bus stop I'm leaving that's up there by the Kroger building construction. There was Janet Jackson at the concert. At the Shanny concert at the picture we can get.

Interviewer: [00:03:49] Can you tell me more about that.
JM: [00:03:33] My coworker Where she is trying to show me how to work the camera.

[00:03:45] Actually I'm filming going down into the Cold shelter downstairs in the basement.
JM: [00:03:51] In the winter time it's opened up for the homeless. It holds 200 people and it's for three months. It's from December the middle December to March middle of March. Keep the home out of the cold. And get to sleep. From 6:00 in the morning to 6:00 in the afternoon.
JM: [00:04:55] So that’s actually I’m at the bus stop downtown trying to learn how to work the video. Getting off work I’m on the bus going home still practicing how to work the video camera.

JM: [00:05:24] Tape of my fish fighting. I don’t know taking a picture of things and taking a picture or a video. Forty yes a 30 gallon tank I guess. Yep yep. Here come the Sakalidis spotters fresh. Same thing for your new year’s Smiths. Keeping up with the maintenance but it’s relaxing.
Interviewer: [00:00:01] I’m here with EG.

EG: [00:00:21] Yeah that’s me.

Interviewer: [00:00:21] Do I have permission to record?

EG: [00:00:21] Yes.

Interviewer: [00:00:21] Thank you. So As we go through if you could say oh it’s picture number 3.

EG: [00:00:41] So this was them teaching you have to use the camera?

EG: [00:00:45] Yeah cause I didn’t take a picture on the inside all of my pictures are on the outside.
EG: [00:00:55] Just you know the pictures I was taken it just seemed interesting to me I don't have a stories behind it I was just taken, cause I always want to learn to take pictures. You know so would just take a picture I came across something and I would say hmm 'yeah why not' and then I just took it.

EG: [00:01:18] This right outside the building on the street as you coming in the driveway right there.

Interviewer: [00:01:26] Picture 7.

Interviewer: [00:01:26] And there are the big woolly mammoths next door.

EG: [00:01:26] Oh yeah that's right next door. I don't know what kind of building that is.

EG: [00:01:47] I wondered if I took good pictures or not. You Know just like Street dump. and other Places not clean. And Like you know people just those trash anywhere you know.

EG: [00:02:01] It was just about this sign up to, I just wanted to see what it looked like on my camera.
EG: [00:02:09] I just say yeah you know somebody’s walking around without a pair of shoes on.
Interviewer: [00:02:13] Just in the middle of the sidewalk.
EG: [00:02:15] You know if it was homeless person I guess he just didn't care, he just left his shoes.
Interviewer: [00:02:18] Just took them off and kept walking.
EG: [00:02:22] Yeah I see them on the sidewalk. And I was walking past em. I said hmm oh we'll. And that’s what I came out with pair of shoes.

EG: [00:02:35] And I think it’s homeless stuff up in there right up under that bridge there. I didn’t want to take them.

Interviewer: [00:02:43] Where is this?

EG: [00:02:43] Oh it's right, Further up down third street. On this street out there going up. Yeah that’s where I took it at.

EG: [00:02:54] That’s the stadium there. Yeah you know as I was walking up.

EG: [00:03:00] You know that seemed interesting to me that’s why I took that picture of the building because that’s on the inside of the building. It’s like a picture frame.

EG: [00:03:14] Yeah that’s the stadium. I took a couple of those.

EG: [00:03:21] That’s Pete Rose right there you know.

EG: [00:03:21] I don’t know who that is. I think that might be Joe More.
Interviewer: [00:03:41] Are you a fan of baseball?

EG: [00:03:45] It just seemed interesting cause I’ve seen the big sign. And you know all the decorations, it look like decorations to me. So that’s why I just took it.

EG: [00:03:55] Yeah. I always wondered how that was going to turn out, I wondered how that it was gonna turn out, you know cause it was a real bright out and I don’t know if I got a good angle shot of it. Looked like it turned out pretty good. Down there at Sawyer Point.

EG: [00:04:09] Flowers that’s Sawyer Point still.
EG: [00:04:23] It think that's a High-Rise down there you know cause you
can't still see the water coming out down there.

EG: [00:04:30] Another flower shot.

EG: [00:04:33] I think that's when the battery went dead when I took this last
picture.

EG: [00:04:41] And that's Newport bridge. You know cause that's the water
level thing. So that's when the battery went down and that was it.
Appendix

ET 1st Interview

ET is a Client of the ShelterHouse

Interviewer: [00:00:01] Okay do I have permission to record you?

ET: [00:00:08] Yes.

Interviewer: [00:00:13] Thank you so if you could start talking to me about your photos.

ET: [00:00:25] That one was staff they were teaching me how to use it.

ET: [00:00:27] The next one is me Number 2 is mine. That’s life this. I wear them shoes every day. They were given to me. They’ve walked many miles. MJK is one of my inspirations. I mean I’ve got a lot of my. Chuck Taylor play basketball. I mean Chuck’s Chuck’s always been my favorite shoes.
ET: [00:00:49] That's lunch, that's here every day that bottle of water that's on me and out there. That's life. Water is life like me and that's 80 percent of the world in your body like.

ET: [00:01:03] When you're in a situation like this. This is number four.

Interviewer: [00:01:07] Is this one of the broken windows.

ET: [00:01:07] Or when it was replaced it was on the front. That's the image itself when you're trying to rebuild. I just like when the sun come through the broken glass.

ET: [00:01:25] I was trying to take pictures of birds honestly.

ET: [00:01:29] I like the new tree look and there was nobody in it. I like Pictures of nature.
ET: [00:01:34] My daughter. Honestly Beauty And The Beast. And I feel like she’s what will because like life after the military wasn’t like the easiest. I chose to be like a criminal and that chose to put me in this world. But that Rose represents her and to me that’s that’s everything you mean es mi corazon.

ET: [00:02:00] She likes flowers. There’s like a white rose out there too. I Don’t know if it’s because it’s a late bloom or what but they like. I mean I thought it was really pretty. It’s like one white one in the middle of all of them. I just like flowers.
ET: [00:02:15] I think it was an accident

ET: [00:02:22] that crucial, that’s dumb city life right there in concrete. No that was an accident that meant I meant to take the concrete, cause I’m from the sticks. So it’s easier to walk on grass and in the woods all day long or in the deserts. Like I’ve I’ve been just like that I don’t know if I’m pronouncing it right. The Sonora Desert in California. So you know what they say. People with lesser vocabularies tend to cuss more just might have to have a different personality. I don’t want to be still not swearing that but I’ve walked a lot of places and most times in a pair of those are like boots combat boots. So that’s basic life in the military and the shelter.

Interviewer: [00:03:18] So was it an adjustment for you coming to shelter house or?

ET: [00:03:24] It depends. Because I mean I learned fast not to trust the military I’ve learned fast not to trust my own government really fast. But at the same time the world is teach me or taught me. For 26 years you can’t trust other people. I have serious trust issue like I mean serious trust. Like every single body. Not just any certainly. Every freaking body. I don’t trust a soul. It’s just the way my life’s been a lot since before the military I was a drug dealer and during the military I was a soldier and after that I just went back to the easiest thing like so being a criminal. I’m glad I’m changing my life.

ET: [00:04:07] That’s life. I worked on an office construction. I’ve Work for local 18 operating engineers. I went to Georgia College of construction. Coyers got 140 hours operators course, I took nncios exams, cranes and stuff like that to build, like I’ve done concrete poured foundations I’ve done steel. That’s what I’m going back to. And that reason I quit, like using drugs and selling drugs because I want to be honest again. And I just felt like criminal lifestyle wasn’t honest. And I mean the military taught me to be better than that.

ET: [00:04:46] It’s a long journey that’s what that one means even if that’s the bathroom from my bed. That’s just the hallway but it’s a long journey representation (27).
ET: [00:05:00] It's like jail. Honestly that's no complacency to give. The army always taught me Give no ground and no complacency. So the army might be a big issue with the trust. I'm constantly feeling like this is gonna happen to me but I know the doors are out there and I can walk out whenever I want but the moment I walk out I'm right back to the life I don't want to have.

ET: [00:05:25] That's what I feel like with the time 31.

ET: [00:05:34] Took a picture Of the camera. Because it's always watching. I don't like cameras. Unless I'm used using it. No I mean it's an army thing.

ET: [00:05:43] Life Source.
ET: [00:05:49] Long journey and look this is symbolization of I mean money is the root of all evil. I mean we all have to have it to survive. Yes but you don’t have to be a millionaire you don’t have to be a billionaire and that’s what I was chasing after the crazy thing I was doing always chasing that money and that life. That’s the journey I start from here to ground up.

ET: [00:06:08] Even if I was doing that or doing what I’m doing now you start from the ground up and that’s this. This here’s the trap. That’s what that symbolizes hope freedom and you know that the of.

(Telemarketer called and cut off the recording, wasn’t found until after the interview)