

Tony's Place

EMPOWERING LGBTQ+ YOUTH IN HOUSTON

BACKGROUND

Tony's Place is a **resource center** and community space focusing on **LGBTQ+ youth** who are in need of help with **safe housing, queer health services, educational support**, and more.

They primarily focus on:

- Basic needs services
- Case management

COMMUNITY PARTNER

Carrie Rai (she/her)
Executive Director



USER INSIGHTS

Clients, in general, seem to **like the direction** of how case management is running at Tony's Place currently

However, there is **no system** for the staff to keep track of **client needs and satisfaction** with the current services.

TEST JOURNEY

BUILD

Created a **user survey** targeting feedback regarding one-on-one services

Used satisfaction scale to **standardize** user's opinions

Produced an internal report on case management, **analyzing its efficacy**

TEST

- Surveyed Carrie and Rice students to analyze the **usability** and **accessibility** of the feedback form
- Carrie expressed that client forms be at **3rd to 5th grade reading level** and kept **anonymous** for more genuine responses
- All believed the layout was clean and understandable

IMPLEMENT

- **Refactored** the wording of our form
- **Removed** any questions regarding name or age
- **Handoff** the redesigned feedback form to Carrie
- Deliver a document to Carrie with **rationales** behind the design of the form and **suggestions** for future use

HOW CAN WE...

help **LGBTQ+ youth in Houston** effectively and equitably navigate social services through **one-on-one support**?



FINAL PROTOTYPE: KEY FEATURES

Client Feedback Form

Quantifiable Data

Included measures of satisfaction and evaluation that are quantifiable, for ease of tracking long term growth.

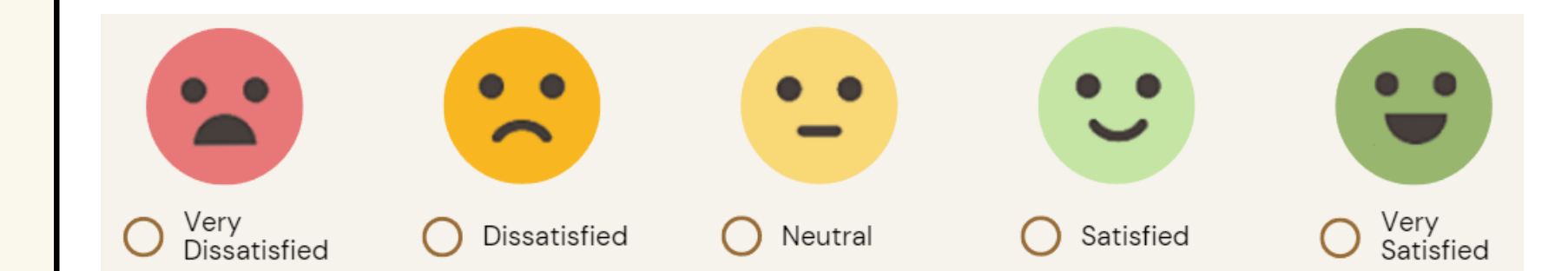
Visually Engaging

Chose a visually appealing color palette to encourage responses along with minimalist elements.

TELL US MORE

HOW HAS TONY'S PLACE HELPED YOU?

LIKERT SCALES



	strongly disagree	disagree	agree	strongly agree
Staff understood my concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services have improved the quality of my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My needs were addressed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know what my next steps are	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ease of Understanding

All of the language used was at a 3rd to 5th grade reading level, and minimal lines were used for question responses to lessen the mental load of users.

Internal Assessment

Reusability

Follows a simple outline to allow Tony's Place to create their own internal assessments in the future.

Outline
- Tony's Place Assessment of Ser...
Background
Findings
Key Insights
Next Steps

Readability

Focused on brief feedback from target clients and proxy research to be easily digestible with the help of bolding and subsections.

Insight-driven

Synthesizes research to lay out what Tony's Place is doing well and what needs improvement, informing feasible next steps.

Key insights

From our visit to Tony's Place and our findings, we have drawn 3 major conclusions:

- Clients, in general, seem to **like the direction** of how case management is running at Tony's Place currently. Specifically, they enjoy the system's fluidity and how it can be molded to their necessities. This is apparent from the very conversational nature of meetings.
- Clients enjoy the **specialized support** they get from Tony's place, as shown by the help clients receive in areas like ID help and mental health aid. They felt that such support was lacking in other organizations, and Tony's Place was effective at helping them obtain the help they needed (in many areas).
- Some staff believe **more frequent and consistent meetings** could be beneficial to keeping track of clients and help them progress more effectively.

From our proxy research through the internet, some additional insights we found are:

- LGBTQ+ homeless youth in general value **acceptance and community** building, especially after possibly having faced stigma at other organizations. Thus, acceptance is valuable to them.
- Additionally, due to the **unique circumstances and intersectionality** of the target group, one-on-one services are the best way to help clients be connected to the resources they need and obtain help.

NEXT STEPS

Feedback Database

We plan to implement an **Excel spreadsheet** that matches our client feedback form to create a user **feedback database** and track trends over time to **evaluate performance continuously**.

Tony's Place Assessment of Services
Rice Design for America | Team Tony's Place

Background

This document details what our team has found in our research and assessment of Tony's Place.

Findings

From our background research, we found that homelessness affects a large portion of LGBTQ+ youth, with 25% of homeless youth in Houston identifying as LGBTQ+, even though only 7% of the general population does. Additionally, according to a survey conducted by Trust Corps United, the major needs of LGBTQ+ youth include housing and emotional support.

During our site visit, we had the opportunity to ask some clients about their experience with Tony's Place and any areas of potential improvement.

- In general, all of the clients we spoke to expressed their satisfaction with their relationship with Tony's Place, with one client stating that he has seen Tony's Place "so much for him and for others."
- Another client we spoke to emphasized that the welcoming and social atmosphere has been one of the most impactful aspects of Tony's Place. He even described his experience with other organizations, and stated that other places feel "cold" and "depressing." This client in particular appreciates that Tony's place helped him build up his social circle.
- Further, when we asked about one-on-one meetings specifically, there did not seem to be a clear distinction in the clients' minds between the types offered (like therapy and case management). These meetings were simply for the client's needs.

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