Research Project: Homelessness and Resilience

by

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for

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Introduction

In this paper I will investigate the topic of homelessness and resilience by addressing the following research question: How do community supports (including services and programs), relationships (interpersonal or familial), and individual attributes (including traits and/or temperament) contribute to resilience in homeless adults? In order to explore this question, I will draw upon the findings from four different methodologies: an ethnography, an interview, a focus group and an unobtrusive method.

The importance of investigating this topic arises out of society’s problem of homelessness and the need for additional research in this field. While the literature shows that much resilience research has been conducted on children, and some on adults, little attention has been given to the homeless adult population specifically. Moreover, research in the last decade consistently asserts that further studies are needed to better understand resilience in homeless adults.

Gaining further understanding of this topic is important for improving services provided by social workers in homeless centers and for developing effective strategies to help individuals combat the complexities of this social problem. Therefore, with the hope of drawing beneficial conclusions, my research question focuses on three factors that appear to play a major role in resilience among this population and seeks to identify how they interact to best facilitate resilience. This study focuses on Calgary’s homeless population, with a particular interest in guests (or clients) who use the services of Mustard Seed, a Christian non-profit homeless center located in downtown Calgary.
Literature Review

The following literature review will give an outline of significant research studies that have been produced regarding the topic of resilience and how it intersects with homeless adults. Since resilience occurs through a complex combination of factors, a consistent definition has been hard to come by. Academics do not all agree on the nature of resilience; some believe it is an outcome, while others believe it is a process, trait, or combination of these. Glicken (2006)\(^1\) considers resilience to be the “capacity for successful adaptation, positive functioning, or competence despite high risk, chronic stress or prolonged or severe trauma” (emphasis added) (p.4). Similarly, Rutter (2006) considers resilience to pertain to the differences in the way an individual responds to threats and how well they can resist or overcome adversity.

Zautra, Hall and Murray (2010) define resilience as an “outcome of successful adaptation to adversity,” and regard both individual and situational characteristics as factors that contribute to this process, however, only if they “lead to healthier outcomes” (p.3). They further break down resilience into two fundamental areas of recovery and sustainability. Zautra et al. (2010) measure recovery based on how well an individual can ‘bounce back’ in the face of challenge and regain psychological, physiological and social equilibrium (p.4). Sustainability however, pertains to an individual’s ability to continue moving forward and maintain health and psychological well-being. Zautra et al. (2010) note that an adequate understanding of recovery has yet to be found, since it is common for children to recover from trauma and/or extreme childhood adversity. Masten (2001) refers to this extraordinary ability of children to recover from extreme adversity, such as abuse at home, as ‘ordinary magic.’

\(^1\) For original source please see Henry (1999).
Most research in this field pertains to childhood resilience. Mandleco and Peery (2000) discuss three categories common to resilient children, which pertain to a child’s predispositions, family environment characteristics, as well as support outside of the family. Individual protective factors that help children overcome adversity include high levels of self-esteem, strong understanding of self, intelligence, attractiveness (Werner and Smith 2001), optimism, courage and humor (Seligman 1992). Henry (1999) found that children who are resilient often have an internal locus of control and believe that their lives have meaning. In combination with individual characteristics, resilient children are often brought up in families with supportive, nurturing, and responsive caregivers (Gordon 1996). Gordon’s (1996) findings reveal that childhood signs of resilience are directly related to resilience later in life, therefore, understanding childhood resilience is important to understanding resilience in adults.

Adult homelessness is a significant adverse experience that presents challenges to resilience. The Canadian Niagara Region (1997) defines homelessness as an “unstable living situation demonstrated by the use of emergency housing, health services or living on the street” (p.1). In Smith’s (2010) study of London, England’s homeless population, half of the individuals reported that being homeless was “the worst experience of their lives” (p.13). Mental illness and addictions are common among this population, not only as a cause but also as a factor that perpetuates perpetual homelessness. Also common among homeless men, particularly, is a low sense of self-esteem and self-confidence.

Although resilience in homeless adults is a topic that is understudied, some recent studies provide insight into significant markers of resilience in this population. In a study done in England among east London’s homeless population, Jay A. Mancini (2009) identifies several of these markers, including: positive childhood memories and current family connections,
occupational success, independent living, “management of mental illness and alcohol use,” active friendships and maintenance of connections to support systems (p.27). Similarly Smith et al. (2007) reported that sustainable resilience was found in people who had good support from “family, friends, and faith and community or homelessness organizations” as well as adequate accommodation, access to day centers with provision of confidence building activities and positive relationships (p.2).

A study conducted by Joan Smith (2010) sought to explore a broad understanding of capabilities and resilience factors in adults using homeless services in London. Smith discovered that individuals that experienced positive outcomes of ‘moving on,’ had established “a network of family support as well as services” (p.14). In an earlier study, Smith et al. (2007) affirmed the crucial role that positive relationships play in “helping people step out of homelessness, and… avoid falling back into it” (p.3). Smith (2010) noted that women, more than men, tend to rely on interpersonal relationships (family or friend network), whereas men tend to rely more heavily on services. Smith also found that services such as accommodation, day centers and medical services particularly aided in overcoming homelessness. Secure accommodation played a role in establishing “new relationships, relationships with children, [and] supported volunteering and employment, studying and their creative interests” (p.15). Temporary accommodation, including hostels or temporary housing, was found to be initially beneficial, however, unsettling if prolonged. Smith also found that day centers, providing creative/learning services, food and medical care were effective for socialization, community building and learning important skills.

Individual aspects of general adult resilience, in terms of recovery and sustainability, include positive mental health, “personal agency, emotional maturity, and subjective well-being”
Zautra et al. (2010) also list individual resilience resources, which include: positive emotions, hope, optimism, agency and high levels of cognitive functioning.

Closely tied with the research on homelessness are substance abuse addictions, which often perpetuate the cycle and are a barrier to overcoming homelessness. As noted earlier, a study by Mancini (2009) revealed that management of addiction contributed to resilience among homeless individuals in London. Recovery capital has been found to be helpful in addiction recovery, which is the “sum total of one’s resources” that can be used in initiating and maintaining substance abuse recovery (Cloud & Granfield 2008:1972). One component of recovery capital is social capital, which pertains to resources in the form of social network connections that help in overcoming major obstacles in life, as it affects “the options, resources, information, and supports available to people as they attempt to resolve their problems” (1973). This aspect of recovery capital seems to be important for resilience in homeless individuals that are struggling with addictions.

The purpose of this paper is to expand on previous research in order to bring greater clarity to the specific factors that play a role in resilience among homeless adults. My research builds on previous studies conducted by exploring specifically the role that community services, interpersonal/familial relationships and individual attributes play in resilience among Calgary’s homeless population.

Methodology

For the purposes of this project I conducted my research by obtaining data from four different methodologies: ethnography, interview, focus group and unobtrusive methods.

I first conducted an ethnography during lunch hour on Monday, February 14, 2011 at The 2 For original source please see Vaillant (2003).
Mustard Seed, a homeless center located in downtown Calgary. In order to ensure that I was conducting ethical research, I had the Street Level Manager sign a consent form before conversing with and observing the ‘guests’ (or clients) over lunch in the cafeteria.

Conducting an ethnography to further explore my topic proved to have some significant advantages. Being a staff member who has worked with homeless people for the past year and a half, I am trusted by many of the guests, which may have allowed me to observe and engage in this setting in a more natural way. Ethnographic fieldwork for this study also contributes to a better understanding of the role that the homeless community and the Mustard Seed as an organization plays in contributing to overcoming homelessness, through first-hand exposure and experience in it. Also, due to the knowledge that I have gained about the homeless populations, I am better able to convey a more accurate “thick description” of my experience, including intentions and meanings (Denzin 2004:455).

On Thursday February 24, 2011 I conducted an interview with a fellow Mustard Seed relief staff worker and practicum student. This individual came over to my house for the interview, where we conversed from 7:10pm until 8:00pm over a cup of tea in the comfort of my living room. Before beginning, I ensured that she signed a consent form and then proceeded to record the interview. After transcribing my interview, I conducted line-by-line coding and then organized my findings according to major themes and sub-themes, which fit both within the three dimensions of my research question, and in a category of ‘new findings.’

This interview methodology proved to be a very beneficial and effective means of gathering data for my research topic. First, being a staff member at a homeless shelter, I was able to gain easy access to a population of people (other staff members) who could intelligently respond to my questions. I intentionally asked to interview this individual, a co-worker and
friend that I had already built trust with, because I knew she had a lot of experience interacting
with and hearing the life stories of a variety of Seed guests. Second, my experience working with
the homeless population for the last couple years has given me a valuable understanding of my
topic, allowing me to ask well-informed questions. Finally, since my research topic is very
complex, conducting an interview was a very effective means of gaining in-depth understanding
of the issue, as I was able to seek clarification of meanings, explore feelings, opinions and
perceptions (Aksu 2009:207).

On Thursday March 17, 2011 I went to the Mustard Seed to conduct a 10:00a.m. focus
group. Upon arrival I went around and asked individuals living in housing to participate in my
study. Our discussion lasted for one hour and twenty minutes (10:35a.m. -11:55a.m.) and
consisted of five guest participants in the housing living room. While I did not transcribe the
whole meeting, I did use my recording to transcribe parts of my focus group that were relevant to
my research topic, and then conducted a thematic analysis.

Using this methodology was beneficial for my research topic for a variety of reasons.
First, conducting a focus group was helpful because it allowed me to hear a variety of responses
from the population that I am studying in a shorter amount of time than an interview would take.
Second, conducting this with guests who were for the most part in the housing program, meant
that many of them already knew each other, which helped to facilitate open and honest
discussion. Finally, since everyone could hear each other’s responses, this provided the
opportunity to reinforce what others were saying, which could potentially give further validity to
the data. At the same time however, this could have led to ‘tunnel vision’ for the group, setting
them up to think about their experiences only according to a certain line of thinking.

For my unobtrusive method I decided to conduct a thematic analysis of six blog entries
from a Calgarian homeless man who is a guest at both the Mustard Seed and Alpha House. I also conducted an analysis of a Mustard Seed promotional video of a Seed guest who had recently moved into his own accommodation, entitled “Chris – a place to call home.” For the blogs I conducted a thematic analysis where I calculated the number of times that words were mentioned that pertained to themes of relationship, community and individual factors. For my video analysis I created a chart and recorded what was said, seen and heard (musically), and noted camera angles, mood and other noteworthy observations. I then analyzed how these fell in line with my themes.

This method proved to be very beneficial to my research project. With respect to the video analysis, this source provided a concise story of one man’s road to overcoming homelessness, which could be interpreted at a variety of levels because of the nature of a video. Analysis of Tim Barber’s online blogs was highly beneficial, not only because he is a Calgarian homeless man on his way to overcoming homelessness and addiction, but also because they were easy to access online. In addition to being readily available, they were also abundant and consisted of what seemed to be very honest responses to the hardships of living on the street, as well as an explanation of his future hopes and movement toward overcoming homelessness. There is an ethical element to consider when using this as a source of data, concerning whether or not informed consent is needed. However, because this is a public document posted on the Internet, I came to the conclusion that it would be appropriate for my analysis.

Data

Five themes emerged from my data collection including: relationships, community supports and individual factors, as well as themes that have arisen through the research, such as the need for self-expression and to be heard, and the role of hope and faith in resilience.
The importance of relationships in homeless resilience proved to be a very noteworthy factor. I originally began my data collection by conducting an ethnography at the Mustard Seed homeless center, where I engaged with guests (or clients) over a meal. I first talked to a young man in his late twenties who had recently moved out of Seed housing. This individual had also recently overcome a drug addiction and noted the significance of having a brother in town that he knew would immediately come over to help him if he ever was tempted to get back into drugs. He also emphasized the impact of the support he had received from Seed staff in helping him overcome his drug addiction and their continued support even after moving out. In another conversation during lunchtime, one individual emphasized the role of getting individual housing, to help get away from destructive relationships that can perpetuate staying on the streets.

A theme of care and support from staff members came up frequently in the interview that I conducted with a fellow co-worker from the Mustard Seed. When asked what guests really need from seed workers, she emphasized “support and encouragement.” She said, “Many guests have told me and other staff that the support and the love that the staff have shown have been their main contributor to getting them off the streets and them feeling worth, like they’re worth something.” Even when questions did not pertain to the role of relationship in resilience, the interviewee frequently reverted back to addressing characteristics of positive relationships, such as encouragement and support (and words or phrases that implied these), as important to successful resilience. In tallying the number of times that this aspect of positive relationship was blatantly mentioned or implied, I found that it was referred to forty-eight times in a one-hour interview (see Appendix J). This tally mostly reflected the importance of support and encouragement from staff, and minimally referred to relationships with other guests. Positive
relationships were described as important because they help to deal with past hurts, addictions and issues of low-self esteem and worth.

Contrary to the results found in the ethnography regarding family relationships, the interviewee found that “often family is not a big thing” since many of them “don’t have very strong family relationships.” She also said that because of this, “they end up making their street family, which can be a very positive support. But it can also be one thing that keeps them where they are and stuck because they’re all kind of struggling with the same thing.”

In this interview, the importance of maintaining connections with relationships from the Mustard Seed after moving out was noted. The interviewee told the story of a former guest who relapsed after moving out, but was able to get back on track through the support systems he had of staff members and a close friend (a guest at the Seed).

The focus group also provided valuable data pertaining to the importance of interpersonal relationships. After sharing about her successful treatment program, one woman began to cry as she said, “I had some really nice people come and help me to get to where I am today.” She went on to explain her need for emotional support saying, “When I get my schooling that’s going to make a huge difference because then I can apply for some other things where I know I will have the emotional support. Never mind the financial support, how about the emotional support? How about someone to say that, “You know what? We know what you’re about and we’re there for you; we’re truly there for you as a human being.’” She also associated the fact that she “keep[s] hitting these walls not intentionally” because of her inability to connect in new and healthy relationships. Reflecting on areas helpful in overcoming homelessness, one man in the focus group shared about the need for positive relationships and gave two names of individuals who played a significant part in recovering from a crack addiction and saying, “positive feeds
positive.” He also explained that the support of a staff member in recovery is important because they are able to steer you in the right direction: “If I reach out to him and give him an explanation of where I am, he can then come back with some resources.”

In my unobtrusive research method of analyzing a blog written by a recovering addict and homeless man, Tim Barber, I tracked my theme of relationship. Similar to the tracking method used for analyzing my interview transcript, I tallied the number of times that characteristics of positive relationships or mention of significant individuals occurred; these added up to forty seven times in six blogs (for coding see Appendix I).

Throughout the six blogs that I analyzed, Tim expressed his need for and appreciation of the support of others. Fourteen times he mentioned significant and supportive individuals (often Alpha House staff and Mustard Seed workers) in a positive light, expressing gratitude for the significant role they have played in making changes in his life. A new finding that arose from this analysis was the significant role of an online support network in overcoming adversity. He referred to the blog reader as a “big support” in his life and often asked for encouragement from this community. From both online and ‘real life’ relationships he referenced his gratitude and need for ‘support’ and ‘care’ (or words that imply this) thirteen times. Tim also mentioned the need to “meet new people who are not using and are willing to help” (March 14, 2011) in his recovery, and help deal with his “thoughts and feelings in a more healthy way” (March 9, 2011).

The next major theme in my data pertained to the need for community support services. Both the ethnography and interview results revealed the significant role that the housing program at the Mustard Seed, which consists of transitional and step-up programs, plays in overcoming homelessness. These programs provide supervised living and include weekly individual support and purposeful and consistent meetings with guests. In the ethnography, guests noted that
housing provided an environment that was helpful for staying off of drugs and alcohol, which are huge barriers to overcoming homelessness. This was reinforced by findings from my interview, where it was noted that the constant support of readily available staff that provide “day to day encouragement,” helps people who are struggling with both addictions and mental illness.

The need for individual housing and services that help facilitate acquiring this came up frequently throughout my data collection. Guests in my ethnography noted that getting individual housing allows removal from negative relationships, increases self-confidence and forces an individual to develop good spending habits (to enable rent payments). The individual I interviewed said that the aftercare program, which helps homeless people gain access to affordable housing and provides first and last month’s rent, was particularly helpful for individuals who are without or have already dealt with addictions. In describing this program she explained that aftercare workers maintain connection and support even after a guest has been housed. The high value placed on the Seed’s Aftercare housing program was evident in my video analysis, as a sense of well being and positivity was evident in the guest being housed and the individuals providing the aid (see Appendix I). In the interview however, it was noted that moving into individual housing causes many guests to be uneasy because of the fear of losing support or not being able to find the support that they need.

Being connected to community services was necessary in order to deal with and overcome addictions, which consistently came up in my data collection. A man in the focus group stated, “Unfortunately homelessness and recovery, they go hand in hand.” The interview reinforced the need for addictions recovery in homelessness through describing addictions as a means of avoiding problems (escaping pain), an expensive waste of money and a problem that often “brings someone back [to the Seed] or is the reason they have lost their housing.”
Congruent findings between methods showed that addictions programs and services are very beneficial as they provide tools to overcome addictions, to gain direction and to connect with others. My analysis of Tim Barber’s blog revealed the major role that addictions programs played in his life and the resulting sense of pride over being “clean and sober,” which contributed to his wellbeing. He proudly claimed being “clean and sober” ten times, and of the fifteen times he mentioned specific programs that have aided in his progress, eleven of those programs were related to addictions recovery (see Appendix I). He indicated the benefits of addictions programs which were to regain tools to stay clean and sober, connect with supportive staff who help establish a positive direction, and connect with supportive peers and staff who can help deal with deeper issues. Similarly, a woman in my focus group who had just moved out on her own and gotten a job, noted that treatment programs facilitated independence from drugs as well as connection to people who helped her get where she is today. Also highlighted in the interview was the role of detox in helping a man, who had just moved into his own home, deal with his relapse and keep his home.

A variety of individual factors that are significant to resilience in homelessness arose in my data. Issues pertaining to self-esteem arose in both the interview and focus group, revealing that society’s negative perspective on homeless people perpetuates low self-esteem. In the interview it was noted that low self-esteem prevents an individual from accepting the care and love that they need. Also, when asked about what helps overcome homelessness, a guest in the ethnography indicated that getting individual housing was the most important because it increases self-confidence.

Having a positive attitude and being a forward thinker came up in the data as important to overcoming homelessness. A few times throughout the focus group discussion a gentleman
stated the importance of having a positive attitude saying, “My attitude it’s gotta be, its gotta be pointed in the right direction.” In the interview, the interviewee said that being a ‘fighter’ was important, exhibited through “not just let[ting] their situations get them down” in hard times. Related to this positive attitude is forward thinking. In the focus group a woman stated, “We can’t keep thinking of what happened in the past,” which was reinforced by another group member saying, “I’m not allowed to stare at my past. You can look at your past, don’t stare at it.” Similarly, my interviewee indicated that when dealing with overcoming an addiction, it is important to recognize past mistakes and then move on.

Determination, personal agency and honesty also came up in the data. While determination did not arise frequently across methods, it was repeatedly emphasized when asked specifically about individual factors and resilience in the interview. A similar finding arose in the focus group when a woman indicated that it was her perseverance despite hardship that played a significant role in her journey to recovery. While not specifically asked, participants in the focus group indicated the importance of personal agency, initiating and controlling one’s actions, in their recovery process. One man indicated the importance of “doing the work of actively seeking out resources.” In his blog posted on March 18, 2011 Tim Barber communicated the need for personal agency when he said, “I now need to make the right choices in order to maintain my recovery… I choose recovery.” Finally, in his March 9, 2011 entry, Tim Barber noted honesty as an important quality in moving forward, which was reinforced in my interview when my participant said that it was important for guests to be honest with staff to help deal with addictions relapse.

The data further revealed the theme of hope and faith, a theme not anticipated based on existing literature. Hope and faith have been found to be an important part of moving forward in
life as indicated by Tim Barber, “I am giving up to a higher power in my life that is going to help me in my recovery” (February 26, 2011). This theme was noted a few times during the focus group, particularly by one woman who stated that her faith gives her hope that “something will change.” A connection between faith as a resource for successful outcomes was also noted in the interview.

Finally, the need for self-expression and to be heard arose in both the unobtrusive method and focus group data. In a blog Tim Barber wrote on March 9, 2011 he said, “I hope that by getting our voices heard, we can change peoples lives even if its one person at a time.”

During the focus group, as one participant was sharing his perspective on what homelessness meant to him, another individual told him to get back on topic. Frustrated, he got up and stormed away, returning moments later to respond by saying, “I’ve grown up with ‘Your opinion doesn’t count’… you may not think that I’m not dealing with the subject matter of homelessness, but the guy inside of me thinks that I am.” His strong response suggests a link between being able to express one’s subjective experience and the journey to overcoming adversity.

Discussion

Based on my findings, I can conclude that relationships are the most important aspect of resilience among homeless adults. The role of positive relationships in resilience was emphasized in the data through blatant prioritization, the intensity of emotion expressed in the focus group when discussing “emotional support,” frequent mention of words integral to relationships such as “support” and “encouragement,” and through references to the need for relationships or support, even when not directly asked about them (out of context). Together these indicate the priority of positive relationships in resilience.
While positive relationships were noted as important in the literature (Smith 2010), its priority did not appear pertaining specifically to homelessness and resilience. This emphasis of positive relationships is reinforced, however, by a general psychological theory of development called Relational-Cultural Theory (RCT), which suggests that relationships are “the primary source of one’s ability to be resilient” in the face of adversity (Hartling 2008:54).

The relationships that appeared to be most influential were staff members from community centers reaching marginalized populations (such as the Mustard Seed and the Alpha House). For those who were connected with family, I found that those relationships were helpful, however as both the literature (Smith 2010) and my findings reveal, a significant amount of homeless adults are not in current contact with family. ‘Street family’ or relationships with other homeless individuals also came up as both positive and negative influences. Staff members were likely mentioned the most often because they tend to be more positive influences on individuals and work to build up self-esteem. As outlined in the literature review, Smith et al. (2007) indicate that positive relationships are important for helping to prevent individuals from falling back into homelessness, which is more likely to be hindered by ‘street family.’

According to my findings, relationships with staff members (of homeless services) are essential to overcoming adversity because they help an individual deal with past hurts and addictions, provide support and encouragement, and direct guests to other beneficial resources as well as reinforce a sense of self-worth. Meaningful relationships that help foster growth can strengthen resilience during times of adversity (Jordan 1992), as well as play a vital role in enhancing a sense of worth (Hartling 2008). Since a lot of homeless individuals have been found to have low self-esteem (Smith 2010), these relationships play an important role in helping to reinforce a sense of self worth. When a homeless service staff member can build trust with a
homeless person, then they can more effectively help to fulfill the other important aspects of relationship that are outlined above.

The theme that arose in the data involving the need to express oneself and be heard may be linked to this need for validation of self-worth in relationship. Miller (1986) indicates that a sense of worth can be developed through relationships that know and value the others’ experience. Therefore, when an individual is respected when they share their opinions and experiences of both hardship and success, this affirms that they matter and are valued. The strong response by the man in my focus group who became frustrated when he felt his opinion about homelessness was not appreciated may indicate a high level of importance on this need to have one’s expressed opinions and experiences valued.

In the literature, Smith (2010) stated that homeless men tend to rely more heavily on services, and women on relationships in order to overcome homelessness. While this may be the case in general, my analysis of Tim Barber’s blogs suggest that relationships may have contributed more significantly than services, as relationships with individuals or significant aspects of them (i.e. support and encouragement) came up forty-seven times in six blogs, compared to services appearing only twenty-five times (see Appendix I). While this minimally challenges the data, it in no way invalidates it and may be a point of further research.

Provision of community support services, especially those that provide help in addictions recovery as well as provision of housing came up frequently in the data. Addictions services were noted in my data findings as significant to moving forward with life, since addictions are very common among this population and were frequently described as a barrier to overcoming homelessness, which is supported by the literature. Similar to my data, Flach’s (1988) resiliency theory indicates that using drugs and alcohol to deal with adversity is an unsuccessful coping
method. Addictions services are important in resilience among homeless adults because, as my findings suggest, they provide tools to overcome addiction, opportunity to gain direction and to connect in relationship with others. Again the significance of relationships in resilience is reinforced through the mention of addictions services (and other services such as housing) as a means of connecting with people who help move them in the right direction.

My data revealed that both the attainment of independent housing and the provision of program-based housing are important in overcoming homelessness and associated issues. The role of independent housing in helping to raise self-confidence and remove one from negative relationships, and program-based housing in providing consistent support and helping to overcome addictions again indicates the centrality of restoring positive self-perceptions, providing positive relationships and dealing with addictions. Previous research found that temporary housing can diminish one's resilience (Smith 2010), further validating independent housing as a significant need for overcoming homelessness.

Because of the high need for relationship and consistent support, provision of services that help to house people in their own place and continue to provide support are necessary in order to help maintain resilience. My data reveals that fear of isolation is common among those who move into individual housing, therefore, housing services should allow guests to maintain connection to community supports. Smith (2010) indicates that re-housed individuals should be provided the opportunity to maintain connection with services to counter isolation. By providing consistent and much needed support after being re-housed, community services are able to more effectively prevent isolation and help ex-homeless people maintain resilience.

The third aspect of my research question relates to individual factors that help overcome resilience. Many of the individual factors that arose in the data parallel resilient attributes
outlined in my literature review, such as having a positive attitude, being a forward thinker, personal agency, and high levels of self-esteem. The need for determination and honesty were not explicitly outlined in the literature as individual factors needed in resilience, however, they were revealed as significant in my data. Determination is important for resilience in homeless adults because homelessness, as one guest put it, is “a tough situation” that takes a lot to overcome. Honesty is also very important because maintaining resilience often involves a change in lifestyle for homeless people, especially those who are dealing with addictions. Therefore, being honest about areas that need to change is a necessary step in the right direction. Overall, individual attributes can significantly affect how effective other factors are, such as services and relationships, in allowing an individual to be resilient.

Finally a theme of hope and faith came up across three methods in my data. Hope is listed by Zautra et al. (2010) as an “individual resilience resource” (10). I couple these terms of faith and hope because when one was mentioned, even if the other was not explicitly said, it was implied. These would be important especially in difficult circumstances such as homelessness, by allowing anticipation of new opportunity and change to motivate progress and also allow one to feel like they are not alone.

Conclusion

In this research project I have attempted to discover how factors such as community supports (including services and programs), relationships (interpersonal or familial), and individual attributes (including traits and/or temperament) contribute to resilience in homeless adults. Through this study, I discovered that the most important factor in resilience among homeless adults, specifically in Calgary’s homeless population, is relationships. I also found that the major community support services necessary to resilience include addictions services,
housing programs and services that help facilitate individual housing. Finally, individual attributes such as a positive attitude, being a forward thinker, having a high self-esteem, and being determined and honest were all found to be important.

While this study has provided valuable data, it is not without its limitations. Since my research topic focused on two very multidimensional and complex issues of homelessness and resilience, I am unable to account for and explain all of the ways in which the factors I explored contribute to resilience in homeless adults. Also, my data pertains to Calgary’s homeless population; therefore these findings cannot be generalized to all homeless populations. Additionally, I was limited to studying individuals who are still struggling with homelessness, however, it would be beneficial to better understand resilience by gathering data from those who have overcome homelessness and have been living on their own for a few years.

This data is very significant because it may be useful in helping to overcome the social problem of homelessness. In order that social workers and homeless services are effective in their aid of this marginalized population, it is of utmost importance that they have an accurate understanding of the areas of greatest need. Perhaps future research would benefit from pursuing a greater understanding of how gender affects differences in resilience among homeless adults. Through sociological research, we can move to develop best practices and hopefully see positive social change.
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Appendix A
Ethnography Consent Form

February 13, 2011

To Whom It May Concern:

This information consent letter, a copy of which has been given to you, outlines the details of my class project and what your participation entails. This project is part of my requirements for the course, “Advanced Qualitative Methods” in the Department of Behavioural Science at Ambrose University College, under the supervision of Dr. Joel Thiessen.

This research centers on resilience and homelessness. By “resilience” I am referring to successful adaptation in the face of adversity, and specifically exploring the adverse experience of being homeless. I am looking to identify some of the major factors that contribute to resilience in homeless adults.

Participation in this project is completely voluntary and there are no known or anticipated risks to you or the Mustard Seed guests, as participants in this study. The ethnography will be approximately one hour in length, during lunch on Monday February 13, 2011. Any information gathered is kept completely confidential. No names will appear in any written report from this study, however, with your permission anonymous quotations may be used. With your permission also, data collected for this project will be retained for three years in my supervisor’s locked office in the Behavioral Science Department at Ambrose University College. Only my supervisor at Ambrose University College and me will have access to the data.

If you have any questions about this project, or would like to discuss the study, please feel free to contact me at 403-305-5152 or by email at misslyndsey1@gmail.com. You can also contact my supervisor, Dr. Joel Thiessen at 403-410-2000 ext.2979 or email jathiessen@ambrose.edu.

Please indicate below your willingness to participate in this study. Thank you in advance for your co-operation in this research.

Yours sincerely,

Lyndsey Kotchapaw
CONSENT FORM

I have read the information presented in the information letter about a project being conducted by Lyndsey Kotchapaw of the Department of Behavioural Science at Ambrose University College under the supervision of Dr. Joel Thiessen. I have had the opportunity to ask any questions related to this study, to receive satisfactory answers to my questions, and any additional details I wanted.

I am also aware that observations and what is heard from the guests during the ethnography may be included in the final research project for this course, with the understanding that the documentation will be anonymous.

I understand that I may withdraw my consent at any time without penalty by advising the researcher.

I was informed that if I have any comments or concerns resulting from my participation in this project, I may contact the course instructor, Dr. Joel Thiessen at 403-410-2000 ext.2979.

With full knowledge of all foregoing, I agree, of my own free will, to participate in this study.

☐ YES  ☐ NO

I agree to the use of anonymous quotations in the final research project report that comes of this research.

☐ YES  ☐ NO

Participant Name: ____________________________ (Please print)

Participant Signature: ____________________________

Witness Name: ________________________________ (Please print)

Witness Signature: ______________________________

Date: ____________________________
February 23, 2011

To Whom It May Concern:

This information consent letter, a copy of which has been given to you, outlines the details of my class project and what your participation entails. This project is part of my requirements for the course, “Advanced Qualitative Methods” in the Department of Behavioural Science at Ambrose University College, under the supervision of Dr. Joel Thiessen.

This research centers on resilience and homelessness. By “resilience” I am referring to successful adaptation in the face of adversity, and specifically exploring the adverse experience of being homeless. I am looking to expand on some of the major factors that contribute to resilience in homeless adults.

Participation in this project is completely voluntary and there are no known or anticipated risks to you as a participant in this study. The interview will be approximately 45 minutes to 1 hour in length. You can decline to answer any of the interview questions if you so wish and, for that matter, terminate the interview at any time. With your permission, the interview will be audio-recorded to facilitate collection of information, and later transcribed for analysis. Any information you provide is kept completely confidential. Your name will not appear in any written report from this study and your information will be de-identified prior to storage, however, with your permission anonymous quotations may be used. With your permission also, data collected for this project will be retained for three years in my supervisor’s locked office in the Behavioral Science Department at Ambrose University College. Only my supervisor at Ambrose University College and me will have access to the data.

If you have any questions about this project, or would like to discuss the study before reaching a decision to participate, please feel free to contact me at 403-305-5152 or by email at lkotchapaw@my.ambrose.edu. You can also contact my supervisor, Dr. Joel Thiessen at 403-410-2000 ext.2979 or email jathiessen@ambrose.edu.

Please indicate below your willingness to participate in this study. Thank you in advance for your co-operation in this research.

Yours sincerely,

Lyndsey Kotchapaw
CONSENT FORM

I have read the information presented in the information letter about a project being conducted by Lyndsey Kotchapaw of the Department of Behavioural Science at Ambrose University College under the supervision of Dr. Joel Thiessen. I have had the opportunity to ask any questions related to this study, to receive satisfactory answers to my questions, and any additional details I wanted.

I am aware that I have the option of allowing my interview to be tape recorded to ensure an accurate recording of my responses.

I am also aware that excerpts from the interview may be included in the final research project for this course, with the understanding that the quotations will be anonymous.

I was informed that I may withdraw my consent at any time without penalty by advising the researcher.

I was informed that if I have any comments or concerns resulting from my participation in this project, I may contact the course instructor, Dr. Joel Thiessen at 403-410-2000 ext.2979.

With full knowledge of all foregoing, I agree, of my own free will, to participate in this study.

☐ YES  ☐ NO

I agree to have my interview tape recorded.

☐ YES  ☐ NO

I agree to the use of anonymous quotations in the final research project report that comes of this research.

☐ YES  ☐ NO

Participant Name: ____________________________ (Please print)

Participant Signature: __________________________

Witness Name: ________________________________ (Please print)

Witness Signature: ____________________________

Date: ___________________________
Appendix C

Interview Thank you Letter

February 24, 2011

To Whom It May Concern:

I would like to thank you for your participation in this project. As a reminder, this research centers on resilience and homelessness. By “resilience” I am referring to successful adaptation in the face of adversity, and specifically exploring the adverse experience of being homeless. I am looking to expand on some of the major factors that contribute to resilience in homeless adults.

Please remember that any data pertaining to you as an individual participant will be kept confidential. Once all the data are collected and analyzed for this project, I plan on sharing this information in my final research project in my class “Advanced Qualitative Methods.” If you are interested in receiving more information regarding the results of this project, or if you have any questions or concerns, please contact me either by telephone 403-305-5152 or email lkotchapaw@my.ambrose.edu. You can also contact my supervisor, Dr. Joel Thiessen at 403-410-2000 ext.2979 or email jathiessen@ambrose.edu. If you would like a summary of the results, please let me know whether you wish to receive a copy of my final research project by providing me with your email address. When the project is complete, I will send it to you.

Yours sincerely,

Lyndsey Kotchapaw
Appendix D

Interview Schedule

Interview Mustard Seed Co-Worker

Research Question: How do community supports, interpersonal/familial relationships and individual attributes contribute to resilience in homeless adults?

Resilience: “Resilience is an outcome of successful adaptation to adversity, and is revealed by sustainability, recovery, or both” (Zautra, Hall and Murray 2010:9).

- Recovery (able to ‘bounce back’ and deal with stressful event and return to normal functioning/equilibrium) and sustainability (ability to move forward in face of challenge).
- An indicator may be homeless individual moving into their own housing unit, and being able to maintain that lifestyle while pursuing wellbeing.
- Another indicator – someone in the process of change, resilient attitude/hopes/goals, ability to think positively through stress etc

Introductory Questions:

1. To begin, I’d like to get a better understanding of your background. What is your name? Where do you work? How long have you been working there? What is your role there? Why did you decide to work there? Do you like your work? Did you have any previous experience working with the homeless population?

Grand Tour Questions:
2. From your experience working with guests at the Seed/the homeless population, what do guests really need from Seed workers? Why?

3. What are some of the barriers homeless people face to changing their lives/circumstances (addictions, high rent prices, attitudes, self-confidence)?

4. Have you interacted with many guests that struggle with drug abuse and/or alcohol addictions? What effect do these addictions play in homelessness and change (often a destructive means of coping with adversity, perpetuate homelessness)? How do family/friend and supports contribute to overcoming addictions?

5. Do most of the guests that you see move on (into their own homes/move away from the seed) return to the streets, the Seed or fall back into old habits?

6. Can you think of one or two guests you’ve seen come and leave the Seed (moving on, to independent housing etc)? For those that are able to sustain a healthy new life, can you describe them to me as well as some of the factors you see that have lead them there? What would be some of the main factors contributing to them overcoming homelessness?

7. What kind of personalities would they have? Temperament? Attitudes? Positive/negative thinking patterns?

8. What kind of relationships do they maintain? How do their relationships affect them? Are they in positive communication with family?

9. How have community supports helped? What supports are helpful (employment programs, counseling services etc)?

10. What would be some major differences between resilient and non-resilient guests that you’ve interacted with?
11. Can you identify any childhood themes in the guests? What kind of relationships did guests grow up having with their parents (supportive caregivers)?

12. What are the levels of self-esteem that you’ve observed in Seed guests? What contributes to raising levels of self-esteem? Does this contribute to resilience?

13. How do ‘housing first’ initiatives and the aftercare programs at the Seed contribute to overcoming homelessness?
March 10, 2011

To Whom It May Concern:

This information consent letter, a copy of which has been given to you, outlines the details of my class project and what your participation entails. This project is part of my requirements for the course, “Advanced Qualitative Methods” in the Department of Behavioural Science at Ambrose University College, under the supervision of Dr. Joel Thiessen.

This research centers on exploring resilience and homelessness. By “resilience” I am referring to successful adaptation in the face of adversity, and specifically exploring the adverse experience of being homeless. I am looking to expand on some of the major factors that contribute to resilience in homeless adults.

Participation in this project is completely voluntary and there are no known or anticipated risks to you as a participant in this study. The focus group will be approximately 1 hour in length. You can decline to answer any of the interview questions if you so wish and, for that matter, terminate your participation in the focus group at any time. With your permission, the focus group will be audio-recorded to facilitate collection of information. Any information you provide is kept completely confidential. Your name will not appear in any written report from this study and your information will be de-identified prior to storage, however, with your permission anonymous quotations may be used. With your permission also, data collected for this project will be retained for three years in my supervisor’s locked office in the Behavioural Science Department at Ambrose University College. Only my supervisor at Ambrose University College and me will have access to the data.

If you have any questions about this project, or would like to discuss the study before reaching a decision to participate, please feel free to contact my supervisor, Dr. Joel Thiessen at 403-410-2000 ext.2979 or email jathiessen@ambrose.edu.

Please indicate below your willingness to participate in this study. Thank you in advance for your co-operation in this research.

Yours sincerely,

Lyndsey
CONSENT FORM

I have read the information presented in the information letter about a project being conducted by Lyndsey of the Department of Behavioural Science at Ambrose University College under the supervision of Dr. Joel Thiessen. I have had the opportunity to ask any questions related to this study, to receive satisfactory answers to my questions, and any additional details I wanted.

I am aware that I have the option of allowing the focus group to be tape recorded to ensure an accurate recording of my responses.

I am also aware that excerpts from the focus group may be included in the final research project for this course, with the understanding that the quotations will be anonymous.

I was informed that I may withdraw my consent at any time without penalty by advising the researcher.

I was informed that if I have any comments or concerns resulting from my participation in this project, I may contact the course instructor, Dr. Joel Thiessen at 403-410-2000 ext.2979.

With full knowledge of all foregoing, I agree, of my own free will, to participate in this study.

☐ YES  ☐ NO

I agree to have the focus group tape recorded.

☐ YES  ☐ NO

I agree to the use of anonymous quotations in the final research project report that comes of this research.

☐ YES  ☐ NO

Participant Name: ____________________________ (Please print)

Participant Signature: __________________________

Witness Name: ________________________________ (Please print)

Witness Signature: _____________________________

Date: _____________________________
Appendix F

Focus Group Project Proposal

The Mustard Seed Society
March 11, 2011

To Whom It May Concern:

My name is Lyndsey Kotchapaw, and I am interested in conducting a focus group at the Mustard Seed downtown location, on the morning of March 17, 2011. In addition to my position as a Relief Staff worker at the Mustard Seed, I am also a student at Ambrose University College. Currently I am taking a course entitled, “Advanced Qualitative Methods,” under the supervision of Dr. Joel Thiessen, for which I am conducting a research project on homelessness and resilience. For this course, I am required to conduct a focus group to collect my data.

For this focus group data collection assignment I am looking to interview 6-8 Mustard Seed guests in a group setting on my research topic. My research question is: how do community services, interpersonal/familial relationships and individual attributes contribute to resilience in homeless adults? I will come prepared to ask 8-10 questions pertaining to this topic, which should take approximately one hour.

I have already conducted an ethnography at the Seed and an interview to collect data, and would benefit greatly from being able to conduct a focus group with Mustard Seed guests.

If you have any questions about this project please feel free to contact me, Lyndsey Kotchapaw at 403-305-5152, or my supervisor, Dr. Joel Thiessen at 403-410-2000 ext.2979 or email jathiessen@ambrose.edu.

Thank you for considering this project proposal, I look forward to hearing back from you about this!

Lyndsey Kotchapaw
Appendix G

Focus group schedule

Take with me:
1. 8 consent forms, pens.
2. Tape recorder, extra batteries, tape
3. Interview Schedule, note paper.
4. Seed ID

Pre-discussion:
1. Consent forms: sign and questions
2. Introduce myself: I’m a student studying Behavioral Science, taking class called Advanced Qualitative Methods, for which I need to conduct a focus group to explore my research topic.
3. Rsrch topic: In this research study I am looking to gain a greater understanding of what it is like to be homeless, and learn about some of the factors that help overcome homelessness.
4. Before I begin:
   a. I have a series of questions that I have prepared to help guide our discussion
   b. I would like us to be mindful that this discussion is for everyone to participate in, so please be mindful of time and allowing everyone to have an equal opportunity to share.
   c. Also, as is noted in consent form, I’ve got a recorder! Because while I’ll be taking some notes, to help me guide the discussion, I can’t write everything down!

Discussion:
1. Icebreaker question: go around and introduce your name, and (your favorite past time activity? the highlight of your week?)…
2. Tell me a little bit about what your experience of homelessness has been like. And how long have you been dealing with homelessness?
3. Tell me about some of the barriers that you’ve encountered to overcoming homelessness.
4. What has your experience at the Seed been like?
   a. What programs (if any) have you participated in that have been very helpful? (Transitional, step-up, employment etc?)
5. How do you deal with or how have you dealt with difficulties in your life (becoming homeless? Etc)?
6. What does it mean for you to live a healthy and fulfilling life?
7. As a guest at the Seed, what are the top two things that you need from the Seed Staff, in order to help you move toward your goals?
8. What are the factors that you think will contribute to successful achievement of your goals?
9. What role have relationships played in your experience?
10. If you could give advice to someone who has just become homeless, what would you tell them?
March 17, 2011

To Whom It May Concern:

I would like to thank you for allowing me to come in today to conduct the focus group, and for helping to facilitate research for my project regarding factors that help overcome homelessness.

Once all the data are collected and analyzed for this project, I plan on sharing this information in my final research project in my class “Advanced Qualitative Methods.” Please be reminded that anonymity will be maintained. If you are interested in receiving more information regarding the results of this project, or if you have any questions or concerns, please contact me either by telephone 403-305-5152 or email lkotchapaw@my.ambrose.edu. You can also contact my supervisor, Dr. Joel Thiessen at 403-410-2000 ext.2979 or email jathiessen@ambrose.edu. If you would like a summary of the results, please let me know whether you wish to receive a copy of my final research project by providing me with your email address. When the project is complete, I will send it to you.

Yours sincerely,

Lyndsey
Appendix I

Unobtrusive Methods Coding Sheet

Coding Sheet

(a) Identify units of analysis
   - Themes that I’m looking for:
     o Pertain to factors that contribute to resilience (helping move toward healthy living).

(b) Clearly define your concepts:
   - Community support (programs/services that help homeless ppl)
   - Relationships (with peers, social workers, online support)
   - Individual factors (attitudes, beliefs, temperament)

TEXT ANALYSIS:

Tim Barber, analyzed 6 blogs (first one posted on Feb 20, 2011, most recent one posted on March 23, 2011).

“Living Homeless: Our Write to Speak”
http://livinghomelessourwritetospeak.blogspot.com/

<table>
<thead>
<tr>
<th>Community Factor Coding</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mention of specific programs</td>
<td>15 (11 referred to addictions services)</td>
</tr>
<tr>
<td>Talk about being “clean and sober”</td>
<td>10</td>
</tr>
<tr>
<td>*significant result of addictions programs on road to recovery.</td>
<td>10</td>
</tr>
<tr>
<td>TOTAL</td>
<td>25</td>
</tr>
</tbody>
</table>

Qualitative Commentary:
- Clean and Sober: either congratulates himself, saying how proud he is for this accomplishment, or stresses the need to be this way and how it contributes to his well-being.
  o Also he highlights the importance of “honesty” and connects that to drug and alcohol use: “Somehow I lost that honesty while I was in my using ways. So, for me, its just a matter of staying clean from alcohol and drugs. Thus, I will stay honest” (Mar 9, 2011).
- Role of programs in his life:
  o Helps provide direction and steps toward overcoming addictions
    - “I actually am looking forward to this program to regain some of the tools that I need to be using in order to maintain a drug and alcohol free life” (Feb 26, 2011).
o Means of connecting with supportive peers and workers, and opening opportunity to deal with deeper issues (that alcohol and drugs are usually used to escape from)
  ▪ “For so many years now I have always drank or used drugs to cope with the way I feel. Dealing with the trauma of past events and the pain I endured, the anger, the guilt and the grief are among the many things that I didn’t want to deal with without some sort of drug. I was self medicating” (Mar.9, 2011).
  ▪ “I got into the Detox program the very next day and I can’t say enough good things about the wonderful staff that has helped me to start thinking about my life in a new way” (Feb.20, 2011).
  ▪ Indicates that getting into the addiction program at the Center of Hope Salvation Army will be “an opportunity to once again get my life turned around” (Feb.20, 2011).

o Helps in getting own place (“Keys to Recovery program”) – program that houses people who upon completion of addictions recovery programs, would be otherwise homeless.

<table>
<thead>
<tr>
<th>RELATIONSHIP</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name or mention of significant individual(s), or mention of support of staff from services in a positive light</strong></td>
</tr>
<tr>
<td><strong>Reference to online “follower” or “friends” or “online support network”</strong></td>
</tr>
<tr>
<td><strong>Family (mention hope of seeing them)</strong></td>
</tr>
<tr>
<td><strong>Thank for “Comments” or ask for more “encouraging comments” or support (means of online community support)</strong></td>
</tr>
<tr>
<td><strong>“Support” and “care” or that which implies these such as “helped me” (from people he has come into contact with, online ‘support’ etc.</strong></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
</tr>
</tbody>
</table>

**Qualitative Commentary:**
- Frequently thanks his ‘followers’ and thank them for their comments, call out for more “encouraging comments”. “I need you, my reader more then ever to start leaving encouraging words and comments more then ever” (Mar.18).
- Thanks Alpha house and Mustard seed workers for their help in his life. About the Alpha House Staff “they are a very big part in the changes in my life and I really wouldn’t have been able to do this without them” (March 23, 2011). Grateful for their “compassion and kindness” (Mar 23, 2011).
- “I need to also get out and meet new people who are not using and are willing to help me in my recovery. I need people who like to go for walks, have coffee, play cards, etc…etc… I need people just like you reading this blog” (Mar 14, 2011).
- “I am focusing on my support network that I am building in order to deal with these thoughts and feelings in a more healthy way” (Mar.9, 2011).
- Importance of non-judgmental support from peers and organization workers in programs “I actually had a great deal of relief sharing one experience today which nobody judged me for and it totally blows me away that I actually am getting some closure in my life” (Mar.9, 2011).
- “WANTED: Encouraging Comments” from online relationships/followers (Mar 9, 2011).
- “You, my reader, are becoming a big support in my life…”
- uses complementary adjectives often to describe significant people “Great” “wonderful” “lovely”

### INDIVIDUAL FACTORS

<table>
<thead>
<tr>
<th>Individual Factors Coding</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Importance of choice or choosing</td>
<td>4</td>
</tr>
<tr>
<td>Expression of confidence in self or “proud” of self</td>
<td>3</td>
</tr>
<tr>
<td>Need to deal with negative emotions or past hurts</td>
<td>3</td>
</tr>
<tr>
<td>“Give back” (a healthy and fulfilling outcome)</td>
<td>6</td>
</tr>
</tbody>
</table>

**Qualitative Commentary:**

- “I am so proud of myself for continuing in my clean and sober ways” (march 23, 2011).
- Independence and choice: “then I get to move into this place by myself within 2 days following my very own choice” (Mar 23, 2011). “I now need to make the right choices in order to maintain my recovery… I choose recovery” (Mar 18, 2011).
- Agency: he seems to be a ‘go getter’ in terms of seeking the addictions help he needs.
- “When I put my mind to it, I can do anything…I need to change the way I think, I also need to change my old habits” (Mar 9 2011).
- Draw a significant connection between the need to overcome addictions in order to main honesty, which he believes is crucial to positive change
- “… it is important to be: HONEST, OPENMINDED, WILLINGNESS” (Mar 9, 2011).
  - Open-minded – “I need to be open to new ideas…This applies to people who are trying to help me in my recovery” (Mar 9, 2011).
- Giving back: “ I feel so alive when I can give back to the place that is helping me in my recovery” (Feb 26, 2011)
  - “Basically, I want to give back to those who have helped in my road to recovery” (Mar 9 2011)
- “I need to change the way I think and I need to take action” (Mar 9, 2011).
- Belief in self, pursuit of wholeness: “I know that deep down inside of me there is a good person that wants to come out and every day a little piece of me does… I personally am going to try my very best to be the very best version of myself that I could possibly be” (Mar 9, 2011).
Other Themes:

Need to be heard
“I hope that by getting our voices heard, we can change peoples lives even if its one person at a time” (Mar 9, 2011).

RELIGION/FAITH

<table>
<thead>
<tr>
<th>Faith</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thanks God or mentions need for reliance on God</td>
<td>4</td>
</tr>
</tbody>
</table>

- “I am giving up to a higher power in my life that is going to help me in my recovery” (Feb.26, 2011).

VIDEO ANALYSIS of “Chris – a place to call home”
Time: 2:03 minutes

Coding Legend:
Relationship
Community
Individual
Positive orientation
<table>
<thead>
<tr>
<th>Time</th>
<th>Visual</th>
<th>Verbal</th>
<th>Sound</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-10 Sec</td>
<td>- Camera panning the neighborhood.</td>
<td>- Man talking, “people don’t realize they’re one pay check away from being on the street”</td>
<td>- Piano music</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 sec -</td>
<td>- Observing move in to new place, alternating with eye level view of</td>
<td>Throughout he talks about where he came from.</td>
<td>- Fuller sound of music,</td>
</tr>
<tr>
<td>1:00 min</td>
<td>former MS guest sitting on a couch telling his story.</td>
<td>- Old house got flooded from heavy rain, house got condemned and he was kicked out.</td>
<td>strings.</td>
</tr>
<tr>
<td></td>
<td>- Truck parks, team of MS workers helping move in bed, couch. 4 people helping.</td>
<td>- Moved to Calgary with hope to restore life.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Sunny day.</td>
<td>- Got connected with “rapid Exit” and the Seed and now he’s got a place.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- He is wearing bright yellow.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- big smiles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1:00 – 1:40</td>
<td>Eye level footage of man moving in, into kitchen, bathroom, takes items out of box and begins putting them in proper location.</td>
<td>“Home means to me having the ability to decorate it the way I want it, eat when I want to … it’s the freedom and you know the relaxation of ‘I’m driving’. That means a lot to me.”</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Money donated to MS will be utilized, “they are genuinely interested in helping that individual and to elevate them to where they want to be. They saved me, they saved me tremendously”</td>
<td></td>
</tr>
<tr>
<td>1:40-1:55</td>
<td><strong>Thanking ppl that helped him move in</strong>, then taking picture with all of them smiling - shaking hands</td>
<td>- “everybody has gone out of their way to help me which I appreciate”</td>
<td></td>
</tr>
<tr>
<td>1:55-2:03</td>
<td>- See him standing on his porch looking out at his neighbourhood.</td>
<td>none</td>
<td>Music fades.</td>
</tr>
</tbody>
</table>
Qualitative Commentary:
- Symbolism:
  - Moving in to new place – new life that can be offered. Value of having your own home or a place to call your own.
  - Colours: bright yellow, sunny day – signaling a positive mood, happiness.
- Overall mood: positive, movement from negative life circumstances to a new beginning.
- Recovery from homelessness is valued as being on your own, having independence, freedom.
- The positive orientation of the whole move in process seems to place high value on the attainment of a home, not without the credit of a community support service helping attain this.
Appendix J

Interview Analysis Coding Sheet

Number of Times Relational Support and/or Encouragement From Other Guests or Seed Workers Was Mentioned in Interview

<table>
<thead>
<tr>
<th>Coding</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encouragement (/ “push them” 2)</td>
<td>10</td>
</tr>
<tr>
<td>Support</td>
<td>15</td>
</tr>
<tr>
<td>Implied through related word/phrase:</td>
<td>20</td>
</tr>
<tr>
<td>“show them that there’s people that care”</td>
<td></td>
</tr>
<tr>
<td>“believe in them” “walking alongside them”</td>
<td></td>
</tr>
<tr>
<td>“unconditional love” “know that they’re there”</td>
<td></td>
</tr>
<tr>
<td>“help you through this”</td>
<td></td>
</tr>
<tr>
<td>“accepting”</td>
<td></td>
</tr>
<tr>
<td>Consistency of relationship:</td>
<td>3</td>
</tr>
<tr>
<td>“always having” staff member there or “being that constant”</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>48</td>
</tr>
</tbody>
</table>

- The majority of these occurrences pertain to Seed worker support, only two instances pertain to other guests.