

University of Twente

The suitability of the sheltersuit

The effects of the sheltersuit on the quality of the relationship between the homeless and Tactus

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5 April 2019

Abstract

Introduction: Homelessness has been a problem for many decades, all around the world. In order to help the homeless, the Dutch organization Sheltersuit fabricates sheltersuits, a water- and windproof coat combined with a sleeping bag, for homeless to sleep in the streets. The organization wants to deposit these sheltersuits to several relief organizations such as Tactus in the Netherlands, which currently offer homeless the possibility of night shelter. Tactus wants to know what the impact of the providing of the sheltersuits is on the quality of the relationship between their professionals and the homeless. This because providing the sheltersuit could have several positive as well as negative consequences for the constructs which influence the quality of the mutual relationship, namely contact, attitude, trust and perspective taking. This makes it of importance to research these effects.

Objective: The aim of this research is to get more insight in the effects of the provision and usage of the sheltersuit and to give advice to Sheltersuit and Tactus about the (potential) consequences of a larger distribution of the sheltersuit. Our research question is as follows: 'Which effects can the provision and usage of the sheltersuit have on the quality of the relationship between the homeless and professionals of a relief organization, such as Tactus?'

Method: Through the use of open and semi-structured interviews with homeless (N = 9) and professionals of Tactus (N = 10), an Inductive Content Analysis, we gathered information about homelessness, the sheltersuit, the (night) shelter and the effects of the sheltersuit on the relationship between the two parties. The groups of interviewees, homeless with and without a sheltersuit and professionals with different degrees of experience with handing out the suit were compared with each other with the use of a cross-case analysis.

Results: Homeless felt very negative about using the night shelter due to several aspects, while professionals felt the opposite. Both groups found the sheltersuit a useful product, which should be handed out to homeless who really need a suit and refuse to sleep in the shelter. The two groups were divided about whether the sheltersuit promotes street sleeping, which is against the mission of Tactus. Relative small effects of the sheltersuit were found on the factors contact, attitude, trust and perspective taking, like creating contact or to ensure further contact and seeing professionals as more friendly and helpful. The suit also improves the quality of life of homeless and enlarges the feeling of rest for caregivers. Homeless who received a sheltersuit accept boundaries from professionals more easily and homeless with a suit get angry less quickly were the two largest positive effects. The only negative effect of the suit seemed to be trading and selling the suit.

Discussion: All together there seems to be no or only a small positive effect and almost no negative effect of the sheltersuit on the quality of the relationship between homeless and professionals. Due to this low amount of negative consequences, the mentioned positive consequences and the findings about the usefulness of the sheltersuit, the results of this research are of importance for their use in practice. Homeless could be helped with the sheltersuit, especially during cold times. Also other relief organizations who focus on homeless could therefore decide to start handing out the sheltersuit more often. Several recommendations to Sheltersuit and Tactus about the potential consequences of a larger distribution of the sheltersuit are being made based on the results of this research.

Keywords: Sheltersuit, homelessness, Tactus, (night) shelter, handing out

Samenvatting

Introductie: Dakloosheid is al tientallen jaren een probleem, over de hele wereld. Om daklozen te helpen, maakt de Nederlandse organisatie Sheltersuit sheltersuits, een water- en winddichte jas gecombineerd met een slaapzak, waarmee daklozen op straat kunnen slapen. De organisatie wil deze sheltersuits afzetten aan verschillende hulporganisaties zoals Tactus, die op dit moment daklozen de mogelijkheid van nachtopvang bieden. Tactus wil weten wat de impact van het verstrekken van de sheltersuit is op de kwaliteit van de relatie tussen haar professionals en daklozen. Dit gezien het aanbieden van de suit verschillende positieve en negatieve gevolgen zou kunnen hebben voor de constructen die de kwaliteit van de onderlinge relatie beïnvloeden, namelijk contact, attitude, vertrouwen en perspectief nemen. Dit maakt het van belang om deze effecten te onderzoeken.

Doel: Het doel van dit onderzoek is om meer inzicht te krijgen in de effecten van de voorziening en het gebruik van de sheltersuit en om advies te geven aan Sheltersuit en Tactus over de (mogelijke) gevolgen van een grotere verstrekking van de suit. Onze onderzoeksvraag luidt als volgt: 'Welke effecten kan het verschaffen en gebruik van de sheltersuit hebben op de kwaliteit van de relatie tussen daklozen en professionals van een hulporganisatie, zoals Tactus?'

Methode: Door het gebruik van open en semi-gestructureerde interviews met daklozen (N = 9) en professionals van Tactus (N = 10) een Inductive Content Analyse, hebben we informatie verzameld over dakloosheid, de sheltersuit, de (nacht)opvang en de effecten van de sheltersuit op de relatie tussen de twee partijen. De groepen geïnterviewden, daklozen met en zonder een suit en professionals met verschillende hoeveelheden ervaring met het uitdelen van de suits zijn met elkaar vergeleken door middel van een cross-case-analyse.

Resultaten: Daklozen waren erg negatief over het gebruiken van de nachtopvang, gebaseerd op verschillende aspecten, terwijl professionals het tegenovergestelde vonden. Beide groepen vonden de sheltersuit een nuttig product, welke moet worden uitgedeeld aan daklozen die er echt een nodig hebben en die weigeren om in de nachtopvang te slapen. De twee groepen waren verdeeld over de vraag of de sheltersuit op straat slapen bevordert, hetgeen tegen de missie van Tactus ingaat. Relatief kleine effecten van de sheltersuit op de factoren contact, attitude, vertrouwen en perspectief nemen zijn gevonden, zoals het creëren van contact of het verzekeren van het voortbestaan van contact en het zien van professionals als vriendelijker en hulpvaardiger. De suit verbetert daarnaast de kwaliteit van leven van daklozen en vergroot het gevoel van rust voor zorgverleners. De grootste positieve effecten waren dat daklozen die een sheltersuit hebben ontvangen makkelijker de grenzen van professionals accepteren en dat deze daklozen minder snel boos worden. Het enige negatieve effect van de suit leek de handel en verkoop ervan te zijn.

Discussie: Alles samengenomen lijkt er geen of slechts een klein positief effect en bijna geen negatief effect te zijn van de sheltersuit op de kwaliteit van de relatie tussen daklozen en professionals. Vanwege dit lage aantal negatieve gevolgen, de genoemde positieve gevolgen en de bevindingen over het nut van de sheltersuit zijn de resultaten van dit onderzoek van belang voor het gebruik in de praktijk. Daklozen zouden geholpen kunnen worden met de sheltersuit, vooral tijdens koude periodes. Ook andere hulporganisaties die zich richten op daklozen zouden daarom kunnen besluiten om vaker de sheltersuit uit te delen. Verschillende aanbevelingen aan Sheltersuit en Tactus over de mogelijke gevolgen van een grotere verspreiding van de sheltersuit zijn gedaan op basis van de resultaten van dit onderzoek.

Sleutelwoorden: Sheltersuit, dakloosheid, Tactus, (nacht)opvang, uitdelen

Preface

While writing the last sections of both my theses, '*The suitability of the sheltersuit*' and '*Does it suit or not?*', the thermometer outside my house indicates a temperature of minus two degrees. During last night it was minus seven degrees, which is the current feeling temperature outside, according to the internet. It is freezing!

The past year I have been occupied with and deepened myself into homelessness. I have spoken to homeless themselves and professionals who work with homeless every day. I have seen how homeless live in the streets and I have seen the day and night shelters they spend some of their time. The current temperatures outside make the distressing living conditions of homeless evident again. Staying outside, without having a home or place of your own, is in itself already challenging. But during these extreme weather conditions it is really problematic.

It was very interesting to talk to several people about the sheltersuit, a product fabricated in order to help the homeless staying warm and dry during cold times as these. With my research I hope to contribute to improvements and solutions around homelessness. I wish it contributes to insights into the opinions of the homeless, professionals of Tactus and the general Dutch public on homelessness in general and the sheltersuit specifically.

I want to thank my three research supervisors for offering the possibility of and cooperating together with me in this special two folded research. Next to this, the two investigations would not have been possible without the cooperation of the homeless and the professionals of Tactus, special thanks to them. I believe we found a lot of useful information in order to receive more insight into homelessness, shelter organizations and the use of the sheltersuit for both groups. It could serve as the basis for further research and could offer some practical handles for shelter organizations and Sheltersuit.

22 January 2019
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Introduction

The non-profit organization Sheltersuit fabricates water- and windproof coats combined with a sleeping bag for homeless people to sleep in on the streets, called sheltersuits ('Sheltersuit', n.d.). The aim of the Sheltersuit Foundation is to produce and distribute as many sheltersuits for the homeless as possible, whom are sleeping outside during extreme cold weather. The organization wants to deposit these sheltersuits to several relief organizations such as Tactus, which currently offer homeless the possibility of night shelter through and in association with other organizations in several cities in The Netherlands. Tactus wants to know what the impact of the providing of the sheltersuits is on the relationship between their professionals and the homeless. Providing the sheltersuit could have several consequences, for example: does the sheltersuit facilitate people to sleep in the streets or would they also have done that without the sheltersuit? Do Tactus professionals get more influence on the homeless because of the contact they have with them due to the distribution of the sheltersuit? And do Tactus professional with experience with the distribution of the sheltersuit acquire more influence on the homeless than the professionals who have not distributed the suit? The position of Sheltersuit is rather complicated, because of their pioneering strategy to help the homeless and the two sides this strategy might have; while most organizations that focus on homeless want to get homeless off the streets by offering them shelter for instance, Sheltersuit offers homeless a more save way of sleeping in the streets. On one side Sheltersuit thus offers a possible solution for an important problem: homeless freezing in the streets. On the other side this strategy arouses some fear for relief organizations about the possible side effects. This makes it of importance to research the effects of the sheltersuit.

This research will therefore investigate the effects of the provision of the sheltersuit by Tactus professionals to the homeless. Next to this we want to research what the considerations of Tactus professionals are about whether handing out the suit or not and what the different effects are between professionals with and without experience with handing out the suit. The research question is as follows: 'Which effects can the provision and usage of the sheltersuit have on the quality of the relationship between the homeless and professionals of a relief organization, such as Tactus?'. The aim of this research is to get more insight in these effects and to give advice to Sheltersuit and Tactus about the (potential) consequences of a larger distribution of the sheltersuit.

Theoretical Framework

Homelessness and shelter

From a social psychological perspective, homeless people comprise a unique social category, in which membership is not static (Aberson & McVean, 2008). Homelessness is different in that opportunities exist to leave the category after gaining membership, because of the fact that these group boundaries are permeable (Aberson & McVean, 2008). Homelessness can be defined simply as the inability to secure regular housing, for example when such housing is desired (Schutt & Garrett, 1992). It is a huge problem all around the world. As Schutt and Garrett (1992) put the problem: 'huddled in doorways and on heating grates, standing in lines at soup kitchens and shelters, homeless persons have become an all-too-familiar part of urban American life. Each winter, newspapers report the tragic deaths of these people by freezing in the streets'. The amount of homeless in the Netherlands was estimated at 31.000 individuals in 2015 ('Dakloos: vaker jong,'

2016). But hidden and transient lifestyles make the number of (world) homeless adolescents hard to estimate; the absence of information about some homeless makes the calculation more difficult (Ringwalt, Greene, Robertson, & McPheeters, 1998). A rough estimate is that there are 30–170 million homeless worldwide (Farrow, Deisher, Brown, Kulig, & Kipke, 1992). This indicates the size of the problem of homelessness. From a cohort study, done in 2012 in four big cities in The Netherlands under homeless (Van Straaten et al., 2012), we know that homeless often have the will to get off the streets and find a place to live: 92 per cent of the questioned homeless adults has 'living/home' as a personal goal and 76 per cent of the questioned homeless young people has a goal in the area of living, as their personal goal. This shows the motivation of homeless to get off the streets and find a place to live and this underscores the need for certain solutions. What is striking about homeless people is their vulnerability, in terms of their relatively low socio-economic resources, their health problems, relatively strong substance use, their experiences as a victim of crimes and also contact with the police and justice (Van Straaten et al., 2012). As a reason for their homelessness, homeless people mainly refer to factors as financial problems, conflicts or breaks in personal relationships and/or deportation (Van Straaten et al., 2012). These mentioned problems show the difficulty homeless people have to escape their homelessness and find a permanent home and a way to afford this home. Even though homeless people often show to have the will to get off the streets and find a place to live, several factors show to make this very difficult for them. And this while homelessness has several important health implications, such as freezing on the streets, as mentioned above (Schutt & Garrett, 1992). Next to this, homeless people are at increased risk of dying prematurely and suffer from a wide range of health problems, including seizures, chronic obstructive pulmonary disease, musculoskeletal disorders, tuberculosis, and skin and foot problems (Hwang, 2001). Therefore, it is of importance to find (temporary) solutions for the problem of homeless staying on the streets during cold times. The sheltersuit could function as such a (temporary) solution.

The same cohort study (Van Straaten et al., 2012) also shows that the emergency shelter and night shelter are important places for the homeless to stay: almost 74 per cent of the in total 409 interviewed adults (with an age between 23 and older) stayed at a shelter at the time of the study and almost 43 per cent of the in total 103 interviewed young homeless (with an age between 18 and 22) stayed at a shelter at the time of the study (Van Straaten et al., 2012). This in contrast to the amount of homeless staying in the streets: 2,7 per cent of the adults and 1,0 per cent of the young people stayed in the streets at the time of the study. This shows the importance of a good shelter for homeless.

Emergency shelters have become the backbone of the service delivery system to the homeless (Grunberg & Eagle, 1990). But there are also some cons of homeless shelter, like the possible crowdedness during cold times or prevalence of crime within the shelters. Crime is a pervasive aspect of life, particularly in large shelters. But despite the dangers of shelter living, many residents do not flee; instead they develop coping strategies that provide them with a feeling of mastery unparalleled on the outside (Grunberg & Eagle, 1990). This adaptation process, called 'shelterization' is characterized by a decrease in interpersonal responsiveness, a neglect of personal hygiene, increasing passivity, and increasing dependency on others. Grunberg and Eagle (1990) suggest that the shelterization process may be attenuated by helping homeless persons establish positive social networks and affiliations with social service and mental health providers. Onsite psychosocial rehabilitation programs can foster such affiliation by offering a therapeutic alternative to the shelter subculture (Grunberg & Eagle, 1990). Beharie, Lennon, and McKay (2015) examined how the environment of homeless shelters may impact the mental health of their residents. They

showed that less favorable perceptions of the social environment of the shelter and difficulty following shelter rules were both found to be associated with poorer mental health (Beharie et al., 2015). According to Van Straaten et al. (2012) homeless need sufficient rest and privacy at the night shelter – however, their dormitories are often restless at night. This shows to have influence on the amount of sleep homeless get and this restlessness and the lack of privacy has a negative effect on the well-being of homeless (Van Straaten et al., 2012). This all indicates the importance of a good shelter for homeless people. In order to counteract shelterization and the mental and physical negative effects of shelters we could also look at other (temporary) alternatives for shelter. The sheltersuit could possibly function as such an alternative.

Sheltersuit

The non-profit organization Sheltersuit fabricates so called sheltersuits, a water- and windproof coat combined with a sleeping bag, for homeless people to sleep in on the streets ('Sheltersuit', n.d.). The suit makes it possible, when needed, to sleep in a more save and warm way in the streets. Sheltersuit states that some homeless do not want to stay in shelters or that shelters sometimes don't have sufficient space to shelter all the homeless. To date, approximately 3500 sheltersuit have been produced by Sheltersuit, from which around 1000 sheltersuits were distributed to the homeless in Europe. Approximately 600 of these sheltersuits have been distributed to homeless in the Netherlands (J.R. Barkel, personal communication, March 8, 2019). The remaining suits were made for refugees. In order to provide the homeless with a sheltersuit the organization want to deposit the sheltersuits to different relief organization that focus on the homeless, like Tactus. These organizations can then hand out the sheltersuits to the homeless when needed. The idea is to provide the opportunity for the homeless to deposit the sheltersuit back at the relief organizations for washing when needed. In this way there also will be more contact moments between homeless and professionals of a relief organization as Tactus.

Tactus

Tactus is a Dutch relief organization focused on helping people with an addiction. It stands for minimizing the risks to the health and safety of its target groups and society as a result of using drugs and addiction behavior ('Missie', n.d.). The current organization, merged by several addiction care institutions, was founded in 2006. Addiction likely figures prominently among homeless persons around the world. For example, data in the United States (Kertesz, Crouch, Milby, Cusimano, & Schumacher, 2009) shows that in 2009, 38 per cent of the homeless people had problems with alcohol; 46 per cent, with drugs and 45 per cent with nonaddiction mental health disorders (Burt & Aron, 2000). Some homeless people might be homeless caused to their addiction. Tactus, as an organization focuses on people with an addiction, is often in contact with homeless people and offers them, through other relief organizations and in cooperation with these organizations, the possibility of shelter during the night in several cities in The Netherlands. Tactus is located in the 19 following cities: Almelo, Almere, Apeldoorn, Brummen, Deventer, Dieren, Emmeloord, Enschede, Hardenberg, Harderwijk, Hengelo, Kampen, Lelystad, Rekken, Warnsveld, Winterswijk, Zeewolde, Zutphen and Zwolle. To date, the sheltersuit has been distributed by three Tactus professionals at locations in Apeldoorn, Deventer and Almelo. These locations also offer homeless the possibility of shelter during the night, in cooperation

with other relief organizations. It is interesting to research the reasons why these locations - and not also the other locations - have distributed the sheltersuit and what the consequences are for the constructs contact, attitude, trust and perspective taking, which influence the quality of the mutual relationship between homeless and Tactus professionals.

Attitude and contact

We want to research which effects the sheltersuit could have on the quality of the relationship between the homeless and a relief organization such as Tactus. Next to this we want to examine the possible differences of the quality of the relationship between homeless and professionals of Tactus who have distributed the sheltersuit and between homeless and professionals who have not distributed the sheltersuit. For this mutual relationship contact between homeless and professionals of Tactus and the attitude towards the other party is of importance. One of the most influential predictor of improving out-group evaluations and attitudes is contact (Aberson & McVean, 2008). Attitude can be defined as a fairly stable evaluation of something as good or bad that makes a person think, feel, or behave positively or negatively about some person, group, or issue (Gleitman, Gross, & Reisberg, 2010). Several studies demonstrated that contact experiences improve attitudes toward the homeless (Hocking & Lawrence, 2000; Lee, Farrell, & Link, 2004). Recognizing that contact with homeless persons is different from contact with other groups, several studies have expanded on traditional definitions of contact. Experiences including informational contact (e.g., reading about homeless persons), observation (e.g., seeing homeless people in one's own neighborhood), and interaction (e.g., volunteering at a homeless shelter) are related to more positive attitudes toward the homeless and more situational attributions (instead of more dispositional) for homelessness (Lee et al., 2004). Aberson and McVean (2008) also showed the value of contact quality in promoting positive attitudes toward the homeless and more situational attributions for homelessness. Attribution theory suggests that in answering 'why' questions, people primarily distinguish between internal (self) and external (outside of self) explanations (Eberly, Holley, Johnson, & Mitchell, 2011). But Eberly et al. (2011) state that, because being embedded within a social context it can be difficult (if not impossible) to view the causes of many events as solely internal or external. Therefore, they posit that individuals draw from a third set of locus attributions, namely 'relational attributions'. Relational attributions are those explanations made by a focal individual that locate the cause of an event within the relationship the individual has with another person. In other words, relational attributions are not reducible to the actions of either partner alone (Eberly et al., 2011). These relational attributions could explain how relationships play a role in whether something works out or not. Therefore, the relational attributions are of importance for this research because the relationship between the homeless and professionals of Tactus could influence how both groups work together and therefore which results this cooperation produces. The sheltersuit could possibly produce some relational attributions, such as homeless caused to be wanting to get helped with their possible addiction or other problems by the knowledge of Tactus professionals because of their perceived trustworthiness or experiences. And next to this and as mentioned above, the sheltersuit could function as a manner to create more contact moments between Tactus professionals and homeless people who are using a sheltersuit, which thus could bring about an improvement in attitudes between both groups.

This proposition is further substantiated by the work of participants who worked as volunteers at a homeless shelter, which demonstrated greater endorsement of external causes

and bad luck as explanations for homelessness, as compared to an equivalent group with volunteer experience elsewhere (Hocking & Lawrence, 2000). According to Van Straaten et al. (2012) a good assistance relationship and a respectful approach by care providers is essential for a good start of a project in order to help the homeless. This respectful approach, which requires contact moments, is of importance in this research because we will focus on the effects of the sheltersuit on possible (increased amount of) contact between the homeless and professionals of a shelter organizations such as Tactus, and the influence of this contact on a possible change in attitude.

Pettigrew (1998) argues that there are four conditions for optimal intergroup contact: equal group status, common goals, intergroup cooperation and authority support. Equal status means equal group status within the situation. Prejudice reduction through contact requires an active, goal-oriented effort and attainment of common goals must be an interdependent effort without intergroup competition (Bettencourt, Brewer, Croak, & Miller, 1992). The final condition is based upon intergroup contact being more readily accepted and has more positive effects with explicit social sanction. Authority support establishes norms of acceptance (Pettigrew, 1998). Pettigrew (1998) also states that individual differences and societal norms shape intergroup contact effects. Next to this he emphasizes the time dimension with different outcomes predicted for different stages of intergroup contact (Pettigrew, 1998). In the case of Tactus professionals and homeless people we have to take these conditions into account. Equal group status would in our case be that homeless feel more or less the same as Tactus professionals and the other way around, without feeling inferior or big power differences. A common goal of both parties could be the reduction of the possible addiction of a homeless person and the realization of a more stable life for that person. Both Tactus and the homeless person would benefit from the achievement of this goal and the cooperation of both parties would be needed to accomplish the goal. Authority support in this case could be the acceptance of other homeless to ask for help or accept help from Tactus professionals. Also grants from the government to Tactus in order to encourage the offering of help to homeless could be a form of authority support.

Trust

In order to be able to help the homeless in an optimal way, this group should be willing to receive this help from and relief organizations, which in turn requires some levels of trust in these organizations. This is substantiated by studies of general health care user populations which have shown that trust in health care providers is important to how care is used: people with higher levels of trust in health care providers use their providers more frequently, they are more likely to seek care when needed and they are more likely to adhere to and return for follow-up treatment (Thom, Hall, & Pawlson, 2004). Focused on relief organizations in specific: a greater confidence of the homeless in the employees or volunteers of a shelter organization or other homeless relief organization, can also increase the ask for help (Van Straaten et al., 2012). The study also shows that often changing the members of the team of the shelter or organization, prevents the building of a bond of trust between the homeless and the shelter or organization. That is why it is important to prevent this change as much as possible (Van Straaten et al., 2012). Trust is important in health care utilization because it gives the provider-patient relationship meaning, offering a motivational underpinning to patients' willingness to seek out care, to reveal private information, and to comply and continue with treatment (Van den Berk-Clark & McGuire, 2014). Also Hall, Dugan, Zheng, and

Mishra (2001) found that trust has significant health implications in the medical context. Trust in physicians is associated with greater adherence to treatment recommendations and improvement in self-reported health. Trust in the medical profession is also correlated with patients' desire to seek care (Balkrishnan, Dugan, Camacho, & Hall, 2003). Zakrisson, Hamel, and Hwang (2004) state that the manner in which people, like police officers and paramedics, treat the homeless is an important issue. In addition to affecting homeless people's trust and willingness to seek assistance, interactions between homeless and police or paramedics can also have a direct impact on their physical well-being. The most likely adverse health consequence of lack of trust in police or paramedics would be a tendency to avoid or delay seeking assistance from these sources, even when urgently needed (Zakrisson et al., 2004). This all implies that the amount of trust the homeless have in others is very important in order to seek for help or for another form of contact. The factor trust is therefore also of importance for Tactus, as a health care and relief organization, in order to help the homeless in an optimal way.

Half of the Dutch homeless adults have confidence in relief organizations and their employees and one fifth of the adult homeless has no confidence in these organizations. This also is the case for young homeless (Van Straaten et al., 2012). Also Ross (1980) and Bielieki (1972) found that adolescents feel isolated and are disinclined to trust formal helping agencies. The trustworthiness of family and friends, but especially of professional helpers, is an important issue for homeless youth (Kurtz, Lindsey, Jarvis, & Nackerud, 2000). The sheltersuit could possibly function as a means to promote trust from homeless in a relief organization such as Tactus and their professionals. By showing the will to help the homeless by offering them a sheltersuit and the moments of contacts between organization and homeless this sheltersuit could offer, this might increase the factor trust and in turn increase the assistance and influence Tactus could offer and have on homeless people.

Perspective taking

Being able to take the perspective of another group is important in order to be willing to help and receive help from that other group, which in turn is of important for our research concerning homeless and professionals of Tactus. To promote social bonds, perspective takers utilize information, including stereotypes, to coordinate their behavior with others (Galinsky, Ku, & Wang, 2005). Galinsky et al. (2005) state that the benefits of perspective-taking accrue through an increased self-other overlap in cognitive representations. Whereas perspective-taking decreases stereotyping of others (through application of the self to the other), it increases stereotypicality of one's own behavior (through inclusion of the other in the self) (Galinsky et al., 2005). Perspective taking is often the glue that binds people together (Pierce, Kilduff, Galinsky, & Sivanathan, 2013). But they propose that in competitive contexts perspective taking is akin to adding gasoline to a fire: it inflames already-aroused competitive impulses and leads people to protect themselves from the potentially insidious actions of their competitors. Pierce et al. (2013) suggest that perspective taking functions as a relational amplifier: in cooperative contexts it creates the foundation for prosocial impulses but in competitive contexts it triggers hyper-competition which leads people to engage in unethical behavior to prevent themselves from being exploited. So the effects of perspective taking can change dramatically depending on the relational context (cooperation versus competition) (Pierce et al., 2013). Pierce et al. (2013) also found that factors that increase psychological closeness between individuals like perspective taking, face-to-face communication, similarity and familiarity may all serve as relational amplifiers. In cooperative contexts they smooth

social interaction, but in competitive contexts they may intensify competitiveness and lead people to behave more aggressively and even unethically. This means that perspective taking could possibly function as a link between contact and a positive attitude and trust, but it could also have a negative effect on the relationship between people, in this case homeless and professionals of Tactus. This also could have impact on contact as mentioned above: contrary to the contact hypothesis (Allport, 1954), Pierce et al. (2013) suggest that it is wise to maintain psychological distance between competitors to prevent social glues from transforming into volatile accelerants. When homeless people have more interactions, like face-to-face contact, with Tactus professionals, this might have influence on the way they are able to take each other's perspective and in turn have influence on their relationship and the way they work together. Both homeless and Tactus would benefit from cooperating with each other in order to reach goals, as mentioned above. An example of a competitive context in this case could be the thoughts of homeless that Tactus does not help them in a way they desire or homeless that do not behave in a way as Tactus advised them to. Also homeless who do not use the sheltersuit themselves but sell the suit to others is an example of a competitive context; which is in other words a discrepancy in approaches and goals. A cooperative context could be the thoughts that both parties work on a shared goal. The distribution of the sheltersuit, and the contact moments between Tactus professionals and homeless people this offers, could increase a cooperative context and increase the benefits of perspective taking.

Quality of relationship

We want to know whether the sheltersuit might improve the quality of the relationship between the homeless and professionals of Tactus. This could be the case because of the possible increase in contact between the two groups due to the distribution of the sheltersuit, the change in attitude toward the other party this might bring about, a possible increase in trust between both parties and through perspective taking. Tactus could profit of a good quality of the relationship because they would then be able to help as many homeless as possible with their addiction or in other ways; and therefore work on their mission in an optimal way. Providing the sheltersuit could have several consequences, for example: the sheltersuit could facilitate homeless people to sleep in the streets or the homeless could also have done this without the sheltersuit, homeless could be more willing to ask for help and shelter due to the effects of the provision of the sheltersuit and Tactus could be able to help the homeless in more different ways because of the contact, positive attitude, trust and perspective taking the sheltersuit brings about.

Figure 1 below shows an overview of all the constructs explained above, and the way they (possibly) interact with each other.

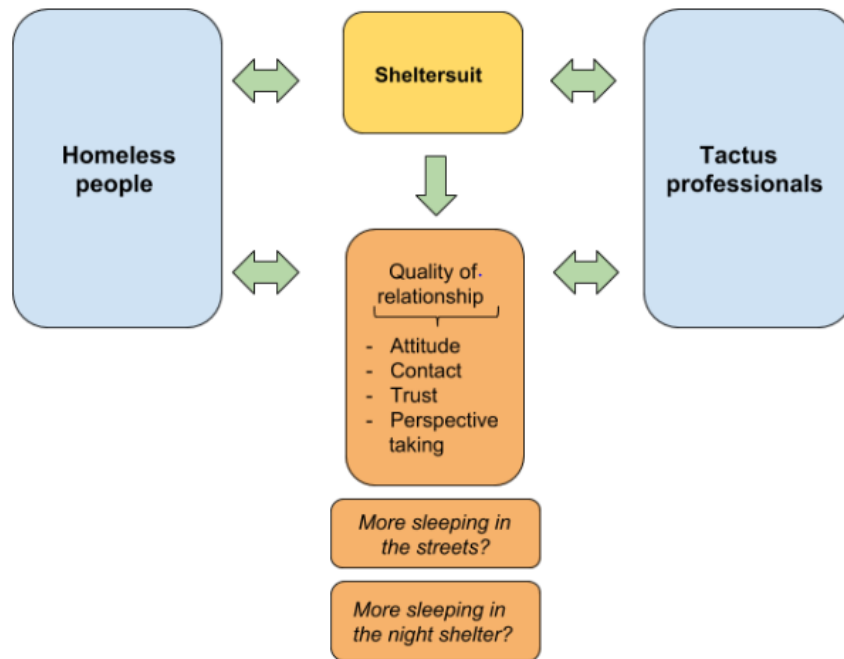


Figure 1: The possible influence of the sheltersuit on the interaction between homeless and Tactus professionals and on the separate constructs of the quality of the relationship between both groups.

Method

Design

In order to investigate which effects the provision and usage of the sheltersuit have on the quality of the relationship between the homeless and professionals of a relief organization as Tactus, a qualitative approach with open and semi-structured interviews was used, namely an Inductive Content Analysis. This method uses a set of codes to enable us to reduce the volumes of verbal material into more manageable data from which we are able to identify certain patterns and gain insights. It is a research method for the subjective interpretation of the content of text data through the systematic classification process of coding and identifying themes or patterns (Hsieh & Shannon, 2005). Furthermore, inductive content analysis is used in cases where there are no or very few previous studies dealing with the phenomenon or when it is fragmented (Elo, & Kyngäs 2008). This method enabled us to find out more in depth information about opinions concerning homelessness, the (night) shelter, the sheltersuit and the constructs of the quality of the relationship, namely contact, attitude, trust and perspective taking.

Participants

Five groups of participants were used in this study, namely homeless who use or have been using a sheltersuit ($n = 6$), homeless without a sheltersuit ($n = 3$), professionals of the organization Tactus who have distributed the sheltersuit ($n = 3$) and professionals of Tactus who have no experience with the distribution of the sheltersuit ($n = 7$). Within this last group we also made a distinction between professionals who are working at a location from where the suit was handed out previously (but by other colleagues) ($n = 4$) and those who have not handed out the suit and who are working at a location which never distributed the suit ($n = 3$). The several research groups were designed in order

to receive enough in-depth information about the distribution of the sheltersuit and also because of the small number of participants that meet the inclusion criteria for this study. Homeless people were recruited through Tactus and other homeless-relief organizations, so all of them already had some sort of relation with these organizations. People from the other research groups, the professionals of Tactus, were all recruited through this organization. The participant selection aimed at variety in age and gender, as far as possible with these research groups. The mean age of the homeless was 48 (SD = 6,72) and the mean age of the professionals was 36 (SD = 9,25). Next, the professional selection aimed at variety in function; we included professionals with the functions 'senior nurse', 'senior day- and night shelter', 'case manager', trainee group management and personal guide', 'senior day center', 'social worker day care and low-threshold assistance', 'meddler/interfere nurse' and 'social therapeutic employee day center'. An overview of both interviewed groups is shown below in table 1 and table 2. To ensure the privacy of both groups the table does not include the professionals' functions within Tactus nor their locations. Neither are, for the same reason, the cities or relief organizations of the homeless displayed in the table.

Table 1. An overview of the interviewed homeless

Label for interviewee	Is using or has been using a sheltersuit	Has had contact with a relief organization
J	Yes	Yes
L	Yes	Yes
D	Yes	Yes
P	Yes	Yes
T	Yes	Yes
V	Yes	Yes
A	No	Yes
O	No	Yes
K	No	Yes

Table 2. An overview of the interviewed professionals

Label for interviewee	Has handed out a sheltersuit	Professionals handed out sheltersuit at the location	Has had contact with homeless
G	Yes	Yes	Yes
H	Yes	Yes	Yes
B	Yes	Yes	Yes
M	No	Yes	Yes
C	No	Yes	Yes
S	No	Yes	Yes
X	No	Yes	No
R	No	No	Yes
W	No	No	Yes
E	No	No	No

One of the inclusion criteria for homeless with experience with a sheltersuit was that they should have been using the suit. The homeless without experience with a sheltersuit may have heard about the suit, but they must not have used one themselves before. The homeless who had not heard about the sheltersuit received a short explanation about the purpose of the sheltersuit by the researcher, next to several images of the suit. An inclusion criterion for the professionals of Tactus who have experience with the distribution of the sheltersuit was that they should be working for this organization when being interviewed and have distributed the sheltersuit themselves. The professionals of Tactus without experience with the sheltersuit should also be working for this organization when being interviewed and should have heard about the sheltersuit, but these professionals should not have distributed the suits to the homeless themselves.

The interviews were held at times and places considered convenient for participants. It is important to emphasize the difficulty of finding enough homeless people or ex homeless people that wanted to cooperate with the research, or any research in general. Most homeless people were very difficult to contact because of their way of living, mostly without any contact details like a mobile phone number or an e-mail address. This substantiates Ringwalt et al. (1998), who state that hidden and transient lifestyles of homeless and the absence of information about some homeless makes their calculation difficult. Further it was not easy to win homeless' trust and motivate them to cooperate which made it very difficult to take an interview with them. Eventually, we managed to include the homeless in this research by persistently searching for them with the use of several relief organizations, contact persons or by addressing them in person (for instance in the streets or at day shelters). Homeless were willing to cooperate with the research when realizing that they could be contributing to something of importance to them and sometimes by finding out that cooperation would be completely anonymous. To include enough homeless in the research we had to interview some homeless who were in contact with other relief organizations than Tactus, such as Leger des Heils or Humanitas for example. We have to keep this fact in mind when answering our research question.

Data collection- and analyses

All participants of this research had to fill in informed consent and were informed that they could quit the interview at any time. Only one interviewee refused to fill this in, but orally accepted to cooperate in the interview and answering our questions. During the interviews, at all time, one interviewer was present. Background information about the participants (for instance, gender and age) were collected for insight in data variation of the respondents. During the interviews, open and semi-structured methods were used. For the several different groups of participants, a slightly different interview was used. This means that there were four types of interviews; one for homeless with a sheltersuit and one for homeless without a suit, one for professionals with experience with handing out the suit and one for the two groups of professionals without experience with this handing out.

In order to understand more about the lifestyle of the people for whom the sheltersuit is meant, namely homeless, we questioned the two groups of interviewees also about this subject. This, to be able to put the sheltersuit in the right perspective. So all interviews started with an open part, inviting participants to talk freely about homelessness, next to the subjects the (night) shelter, the sheltersuit and its impact. Topics included in the semi-structured part of the interview were (1) their experiences with homeless or with professionals or volunteers of Tactus, (2) their thoughts

and feeling about the (night) shelter, (3) why to use or not to use the shelter (compared to sleeping somewhere else), (4) their thoughts and feelings about the sheltersuit, (5) their thoughts and reasons behind the handing out of the sheltersuit or the use of the sheltersuit (6) the effects of the sheltersuit on sleeping in the streets, (7) the attitude of Tactus professionals or homeless people towards the other group, (8) contact with homeless or with professionals, (9) trust in the other party, (10) perspective taking of the other party (11) the changes in all the mentioned aspects since the distribution and use of the sheltersuit and (12) the quality of the relationship between homeless and professionals of Tactus. An overview of the exact questions of the four interviews scheme's is given in Appendix A, B, C and D.

All of the interviews were transcribed verbatim, leading to 83 pages of transcript. These were analyzed with the help of the software ATLAS.ti, made for tracking code creation. Each transcript was read and analyzed by the researcher and, if needed, checked by or discussed with a second researcher to increase the descriptive validity (Maxwell, 1992). Codes were attributed to relevant text fragments by one researcher and were discussed with a second researcher. In case of disagreement, a third researcher was consulted. These second and third researchers were involved in the current research as supervisors and both faculty members, one working in the Psychology department and one in the Communication Studies department. After that, codes were grouped into categories and subcategories and were defined in a coding scheme. We looked for common ideas and patterns in the responses of the participants, so categories represented by only one comment made by one respondent were not necessarily included in the scheme, depended on the usefulness of the information for answering our research question. The common ideas and patterns resulted in several categories of codes, not always equal for the two separate research groups, homeless and professionals. First, the separate two groups of homeless (the once with and without a sheltersuit) and the three groups of professionals (the once with experience with handing out a suit, the once without experience with the handing out who are working at locations with sheltersuits and the once without experience with handing out sheltersuits who are working at locations without any sheltersuits) were compared with each other within each group. After this the two groups, homeless and professionals, were compared with each other with the use of a cross-case analysis.

Results

Homeless

In table 3 below the coding scheme is shown of both homeless groups; those with (6) and those without experience (3) with the sheltersuit.

Table 3. The coding scheme of the homeless

Broad category	Category	Sub category	Description	Example of a quote
Homelessness		Distinguish	Homeless emphasized their uniqueness in certain aspects, they mention their differences compared to other homeless.	A: 'I am an alcoholic, alcohol is different. Most homeless use hard drugs.'
		Voluntary choice (street sleepers)	Homeless (with a sheltersuit) often mentioned that it is and should be their voluntary choice to sleep outside in the streets.	'V: You have to let people free in their choice to sleep outside. Let them make their own decisions.'
		Hardship	Negative aspects of being homeless are mentioned with words like: horrible, exhausting, humiliating and difficult. 2 homeless stated that it is scary to be a homeless and they fear to sleep in the streets.	P: 'It is terrible to be homeless. It is so humiliating.'
Night shelter/Tactus		Disadvantages	Homeless only mentioned the negative aspects of the night shelter, with reasons as lack of privacy, unrest, aggression, a lot of people in one place, drug use and stealing by others in the shelter.	O: 'It sucks. You have no privacy at all. I thought it was terrible.' D: 'I spent several months in the shelter, but that was absolutely hell. That was not funny.'
		Contact	Homeless mostly are in contact with a relief organization. 4 of the 6 homeless with a sheltersuit leave their sheltersuits at the relief organization during daytime.	P: 'A few times a week, three or four times. Sometimes fifteen minutes for a cup of coffee, sometimes longer.'
		Rules and availability	Several rules were being mentioned like full is full and the limit of nights one is allowed to stay in the shelter.	V: 'Full is full so when you go out again your spot might be given away to someone else'
Sheltersuit		Useful	Homeless have positive opinions about the sheltersuit. All the homeless found the suit useful and handy or can imagine that the suit would be practical. 2 homeless also found the suit cumbersome, big and difficult to carry around.	J: 'It is a valuable and expensive thing.' V: 'At first I thought 'what should I do with it, what can I do with it?' And when I had and could use the suit I thought 'that's a whole outcome'.'
		Received via various sources	Homeless received the sheltersuit via different sources, 1 directly from Sheltersuit through FB contact, 1 from Tactus and 4 from Leger des Heils.	-
		Use / wearing the suit	All the homeless wear the coat of the suit during daytime in the winter. The bottom of the suit is used by most homeless but only during nighttime.	J: 'I use the suit every night.'
		Other homeless'	Half of the homeless with a sheltersuit mentioned that all homeless need a sheltersuit. 1 mentions that only homeless who care about their possessions should receive one and 3	P: 'It would be useful for more homeless people to receive a suit.'

Table 4. Continued

		need for the sheltersuit	mentioned that other homeless try to sell the suits. 2 homeless state that there are more homeless with a suit but out of shame they do not wear it. Homeless without a suit all mentioned that many other homeless could probably use a suit, especially during the winter.	J: 'I think that more homeless people would want to have a suit, but not everyone should have one. I look after my suit very carefully but many others don't handle their stuff with care and then that stuff is suddenly gone. Those people should not have a sheltersuit.'
		Handing out	Most homeless with a sheltersuit (5) are positive about handing out the suit to homeless that do not want to stay in the shelter. 1 mentioned that it is important to only hand them out to people who care about the suit and look after it and 1 states that organizations should file to whom the suits are handed out in order to counteract homeless from trading the suits.	D: 'I think they should hand out more suits.'
	Offered possibilities by the sheltersuit	Sizes and looks	4 homeless spoke about the several and different sizes and looks the separate suits have, 1 stated the suit should look like a normal more unobtrusive standard coat in order to stand out less as a homeless.	P: 'I think it's smarter to fabricate more different models of the suit. If you only have one model and you just wear the coat, people are able to see from a kilometer away 'that is a homeless person who is wearing a sheltersuit'.'
		Warm and waterproof	Homeless all wear the coat during daytime in the winter and 5 homeless use the bottom of the suit only during the night. 1 does not use the bottom of the suit at all, because he fears to sleep in the streets. All mentioned the warm and waterproof fabric of the suit, which ensures warmth when staying outside.	L: 'It's your second skin. It is made from tent canvas. So it's like you're on holiday in your own coat.' V: 'The sheltersuit was fully padded, very warm, so you were able to stay outside with minus twenty degrees.'
		A solution to sleep outside	The suit makes it possible for homeless to sleep warmly and softly in the streets. 1 mentioned that he sees the suit as a solution to get through the winter and autumn. 1 homeless without a suit stated that he would have had less worries when he would have had a sheltersuit.	D: 'I thought, that's a solution to get through the cold. Especially during the winter and autumn.' J: 'It makes it possible for me to sleep warmer in the streets, that is very nice.'
	Influence/ effect of the sheltersuit	Promoting sleeping in the streets?	<i>With a sheltersuit (6):</i> Homeless were divided about this effect. 1 homeless thought that homeless will still look for shelter. The other 5 had no opinion about this. <i>Without a sheltersuit (3):</i> 1 homeless thought it depends on the amount of money from the municipality a homeless receives whether they	P: 'It's quite different outside anyway. For sure. Unsafe, restless, colder.' K: 'I think they will still be looking for shelter.'

Table 5. Continued

			will stay in the streets with a suit or seek for shelter, 1 thought it has no influence and 1 thinks a homeless would worry less about sleeping in the streets with a suit.	
		Attitude towards professionals?	<p><i>With a sheltersuit (6):</i> 1 mentioned that there is no effect. The other 5 interviewees mentioned nothing.</p> <p><i>Without a sheltersuit (3):</i> 2 mentioned an effect: they would see professionals as more friendly when they would receive a suit from them and see the organization as more helpful. The other interviewee mentioned nothing.</p>	A: 'Yes, sure. That they help you, you should be thankful for that anyway. I personally think so.'
		Helping to establish (first) contact?	<p><i>With a sheltersuit (6):</i> 1 mentioned that it could be a first step to make contact with homeless. 1 stated that there is no effect.</p> <p><i>Without a sheltersuit (3):</i> 1 stated there would be no effect, homeless will always come to Tactus. 1 stated he would rather come back to the relief organization from where he would receive a suit. The other interviewee mentioned nothing.</p>	<p>D: 'I think it helps more that they can survive, but if there is a good intention behind it, it could possibly be a first step to get acquainted.'</p> <p>A: 'They will always come here. This is the beginning.'</p>
		Impact on trust?	Nothing was mentioned about a possible effect	-
		Influence on perspective taking / cooperation?	Nothing was mentioned about a possible effect	-
		Quality relationship? (All four above mentioned constructs together: attitude, contact, trust and perspective taking)	<p><i>With a sheltersuit (6):</i> 3 stated there is no effect, 2 believed it is part of the job of relief organizations to hand out sheltersuits and 1 already thought positive about the relief organization before he became homeless.</p> <p><i>Without a sheltersuit (3):</i> 1 stated that he would appreciate it but that there would be no effect because of all the negative experiences he already had with the relief organization. 2 mentioned nothing.</p>	<p>T: 'It's just their job to hand out the suits.'</p> <p>O: 'I would find it amazing. But if I'm honest, I wouldn't look at them (professionals of a relief organization) otherwise. There are times when I appreciate them. But it does not take away what I have gone through, which would not have been needed.'</p>

Below will the results, as shown in the table above, be elaborated. A disquisition of the similarities and differences between homeless with (6) and homeless without (3) a sheltersuit will be given. When the subhead 'with and without a sheltersuit' is shown, no differences between both groups have appeared. Otherwise two separate subheads are given. Quotes that differ from those in table 3 above will be attached to substantiate our results. The themes are arranged in the same order as the questions of the interviews, which is as follows: homelessness, the (night) shelter, the sheltersuit and its influence and effect.

Homelessness

Distinguish

With and without a sheltersuit (9)

Homeless emphasized their uniqueness in certain aspects, so they mentioned their differences compared to other homeless. Examples of this are different kind of addictions and the fact that homeless with a sheltersuit find themselves special because of receiving a suit since they needed one.

P: 'I received the sheltersuit because I really needed one, because I was homeless at that time.'

Voluntary choice (street sleepers)

With and without a sheltersuit (9)

Some homeless do not want to stay in the shelter. Four of the six homeless with a sheltersuit are or were street sleepers out of their own desire. Homeless emphasized that people have to let them free to make their own decisions, also when they choose to sleep outside instead of in the night shelter.

J: 'I do not want to stay in the shelter, for reasons that do not matter.'

Hardship

With and without a sheltersuit (9)

Seven of the nine homeless mentioned the very negative aspects of being homeless with words like horrible, exhausting, nasty, humiliating and difficult. They stated that other people look down on them and rather see them leave public places. Two homeless find it scary to sleep in the streets, also with a sheltersuit. Homeless (2) mentioned that they never could have thought to become homeless and that they thought they had a safety net. They also emphasized the fact that no one becomes a homeless without a reason or out of free will.

P: 'But if you are homeless, I say that honestly, you cannot imagine that. That is so tiring. It is a nasty situation; it is three times more exhausting than if you do have your own bed.'

In sum with regard to homelessness, homeless seem to struggle with their heavy lifestyle and at the same time they want to sleep in the streets instead of in the night shelter in some cases. Because we received insight in how homeless experience their homelessness, we are better able to put the sheltersuit in its right perspective, since the suit is meant to be used by homeless people. We now need more insight in the reasons to choose for street sleeping instead of the (night) shelter and the shelter in general.

Night shelter/Tactus

Disadvantages

With and without a sheltersuit (9)

Except for two homeless (one with and one without a sheltersuit) who felt somewhat positive about the night shelters, all the homeless had negative feelings about the night shelter. They mentioned several negative experiences with the shelter, such as the lack of privacy, unrest, aggression, a lot of people in one place, drug use and stealing by others in the shelter. None of the interviewees mentioned a positive aspect about the night shelter. Day shelters are more positively judged.

P: Then you share a room with someone who uses crack. I am lucky that I am not so sensitive for addictions, but otherwise I also would have been using crack by now.

V: I spend one night in the night shelter and then I was done with it. I cannot stand it there.'

D: 'You have large halls with bunkbeds, everyone can walk in and out, there is no control over alcohol and drug use, everything can enter without supervision. There is a lot of aggression, there is a lot of stealing. So if you do not watch your clothes, then they are gone.'

Contact

With a sheltersuit (6)

Five homeless have contact with a relief organization, which is not necessarily the one from which they received the sheltersuit. Four homeless also leave the bottom part of their sheltersuits at a relief organization during daytime, when they don't need this part. The amount of contact differed a lot for all the homeless, ranging from three times per day to never. The homeless who do have contact with an organization, generally spoke positive about this contact with professionals.

V: I am here every day from half past eight till half past twelve. The supervisors are all great here.'

Without a sheltersuit (3)

All the homeless spend time at a relief organization, ranging from living there internally to daily contact. They generally spoke positive about this contact with professionals.

A: 'I am here (at the day shelter) every day, all day. I cannot stay still; so I am drinking and moving all day, playing games. You can check that with the staff.'

Rules and availability

With a sheltersuit (6)

Several rules were mentioned by the homeless, for example: you have to be inside before eleven o'clock in the evening, you can freely walk in and leave in the winter emergency shelter and full is full. One homeless also mentioned that it occurs that the shelter is full.

L: 'You have to be inside before eleven o'clock. Only then you are allowed to stay inside.'

Without a sheltersuit (3)

Comparable kind of rules, like mentioned above, were mentioned by this group of homeless, with examples as: there is a shelter where you can only stay two nights in a row, night shelter costs six euro's per night and the winter emergency shelter is for free.

O: 'If it is two degrees or colder they are obliged to provide night care to homeless people. As long as it was that cold, you could sleep here for free. Normally you had to pay here.'

In sum with regard to the night shelter, homeless seem to have positive contact with professionals of shelter organizations but the homeless speak very negative about the night shelter itself. These disadvantages of the shelter could cause the decision of homeless to rather sleep in the streets. Next to this, there seem to be rules or occasions that could possibly contribute to this effect, like the shelter being full or only being available for a limited amount of nights in a row. These results gave insights into how homeless experience the night shelter, which helps to understand homeless' reported views on and effects of the sheltersuit, as explained below.

Sheltersuit

Useful

With a sheltersuit (6)

All the homeless felt positive about the sheltersuit. They thought the suit is practical, useful and pleasant. Next to these positive aspects, two homeless mentioned that the suit is cumbersome, big and somewhat difficult to carry around.

D: 'I find the sheltersuit very nice.'

T: 'It was convenient, but also difficult. Because it is a fairly large bag. They are big and difficult to carry around with you.'

Without a sheltersuit (3)

Also this group of homeless felt positive about the suit. They stated that they can imagine that the suit would be useful and handy for them as a homeless and they found that the suit looks nice.

O: 'I could have used it really well. I survived it then without a suit, but I would have been happy with one for sure.'

Received via various sources

With a sheltersuit (6)

The homeless received their suits via different sources. One homeless contacted Sheltersuit himself through the use of Facebook, one received a suit from Tactus and four homeless received their suits from Leger des Heils. They all received a suit because they were homeless at that time and were sleeping in the streets instead of in a night shelter.

Use/wearing the suit

With a sheltersuit (6)

All the homeless wear the coat of the suit during daytime in the winter and some also during other seasons. Five homeless use the bottom of the suit only during the night, one does not ever use this

part because he fears to sleep in the streets. One homeless only uses the bottom of the suit during summer nights, he does not use the coat then.

L: 'I use the sheltersuit every day during the winter. I only use the coat of the suit; I never use the sleeping bag. I never sleep outside. That is dangerous.'

Other homeless' need for the sheltersuit

With a sheltersuit (6)

Half of the homeless mentioned that more homeless, or even all the homeless need a sheltersuit. One homeless mentioned that only homeless who care and look after their belongings should receive a sheltersuit and three homeless mentioned that they have noticed that some other homeless tried to sell or trade their suits. Two homeless also mentioned that there are more homeless who own a suit but probably out of shame do not wear it.

T: 'Do you know what the problem is? I have noticed that some people have tried to trade the sheltersuits, that is not good.'

V: 'There are more people using the sheltersuit. But generally they keep it behind closed doors. Some people do not want to show that they have a sheltersuit. They probably have some feelings of shame.'

Without a sheltersuit (3)

Also this group of homeless stated that many other homeless could probably use a sheltersuit, especially during the winter.

K: 'I think more homeless would want to have a sheltersuit. Especially during the winter.'

Handing out

With a sheltersuit (6)

Almost all homeless (5) were positive about relief organizations handing out the sheltersuit to homeless who do not want to stay in the shelter. Connected with the statement that there are homeless who do not look after their belongings, one homeless mentioned that it is important to only hand out suits to homeless who care about the suits and are able to look after their possessions. Two homeless mentioned that a relief organization should make a note when they hand out a suit in order to prevent homeless from trading it. One homeless, who received the suit from Sheltersuit through the use of Facebook, wondered whether relief organizations are willing to hand out the suit to homeless.

J: 'They should not give the suit to everyone. There are also many homeless people who do not handle their stuff with care, they do not look after their belongings. And then these belongings are sometimes taken away by others or the police. Those people should not receive a sheltersuit.'

D: 'I wonder to what extent relief organizations are willing to hand out the suits. I assume that Leger des Heils knows about the existence of the sheltersuit, but I also assume they do not ask for many sheltersuits in order to hand them out.'

Concluding, with regard to the sheltersuit, homeless were unanimous in finding the sheltersuit useful. Not all the homeless use the complete sheltersuit, some only use the coat-part. Although some drawbacks of the suit were mentioned, homeless find that many homeless people could use a sheltersuit and that handing out the suit is a good thing. These results seemed to show that the sheltersuit is a very useful product for the homeless.

Possibilities offered by the sheltersuit

Sizes and looks

With a sheltersuit (6)

One homeless with a sheltersuit mentioned that he received a suit that was too small for him, which made him use the suit only for one winter. He would have used the suit for a longer period if he would have received a larger coat. Another mentioned visual aspect is the fact that the design of the suit is made for male homeless and that a more female design would be welcome for female homeless. Two homeless mentioned that the suits are made in different designs and one homeless emphasizes the importance of this last point. He mentioned that the suits have to look like normal unobtrusive standard coats in order to stand less out as a homeless.

V: 'It would be nice if they fabricated two versions of the suit, one for man and one for woman.'

Warm and waterproof

With a sheltersuit (6)

All the homeless wear the coat of the sheltersuit during daytime in the winter. Apart from one homeless, who does not use the bottom of the suit out of fear to sleep in the streets, all the homeless use the bottom part of the suit during the night. Not one homeless uses the bottom of the suit during daytime. One homeless uses the bottom of the suit during summer nights, he does not wear the coat-part during the summer. Because the suit is relatively warm, most of the homeless do not use the sheltersuit during the summer. A disadvantage of the suit, mentioned by one homeless, is the fact that a homeless has to store the sheltersuit during warmer periods or has to carry it around all the time while not using it. Fabricating a summer version of the coat was therefore a recommendation.

All the homeless spoke about the warm and waterproof fabric of the suit, which ensures warmth when staying outside. The suit therefore makes it possible for homeless to sleep warm and softly in the streets.

P: 'The sheltersuit was fully lined, very warm, so you could lie outside with minus twenty degrees.'

A solution to sleep outside

With and without a sheltersuit (9)

The suit is seen by homeless as a solution to get through the winter and autumn. One homeless without a sheltersuit stated that he would have had less worries when he would have received a sheltersuit.

O: 'I can save myself, but it is not funny. If I would have had such a suit, I think I would have worried less. Because with a sheltersuit you are able to stay warm at the streets during the night.'

In sum with regard to the possibilities offered by the sheltersuit, the suit showed to offer homeless warmth when staying outside. The offered possibilities of the sheltersuit connect with the mentioned aspects of homelessness; again it showed the hardship of the homeless. The sheltersuit, when designed as a standard looking coat to counteract the negative effects of being labeled as a homeless due to the suit, seemed to be a solution for homeless to deal with some of their problems such as staying warm and dry.

Influence/effect of the sheltersuit

Promoting sleeping in the streets?

With a sheltersuit (6)

Most homeless (5) had no opinion about whether homeless who receive a sheltersuit would still use a night shelter or prefer to sleep in the streets with the sheltersuit. One homeless with a sheltersuit thought that it would be the case that homeless will still look for shelter, even with a sheltersuit. This because it is different outside, like unsafe and colder.

Without a sheltersuit (3)

The homeless without a sheltersuit (3) were more divided about the influence of the sheltersuit on sleeping in the streets: one thought it depends on the amount of money a homeless receives from municipality whether homeless would still use the night shelter, opposite to rather saving this money by sleeping in the street. One other homeless thought there would be no effect of the sheltersuit on sleeping in the streets and the last homeless stated that he would have had less worries about sleeping in the streets when he would have had a suit.

A: 'I think it depends on the amount of money you get from the municipality. Some homeless have no money. They try to find money every day, the six euros you have to pay for the night shelter. Of course those people prefer to save those six euros by sleeping in the streets in the sheltersuit.'

O: 'In my case, I would have had less trouble with sleeping outside, because I know the sheltersuit is a practical thing. With a suit I would have had less trouble with sleeping in the streets.'

Attitude towards professionals?

With a sheltersuit (6)

Only one homeless had an opinion about this point, he stated that there would be no effect of the sheltersuit on homeless' attitude towards the professionals who hand out the suits.

J: 'I would have no other image of the employees of Tactus because of the suit.'

Without a sheltersuit (3)

These homeless mentioned more effects. Two homeless stated that they would see professionals as more friendly and helpful when handing out a suit to the homeless and the organization would be seen as more helpful as well.

K: 'Yes, anyway, yes. A helpful staff. That are the words that come into my mind.'

Helping to establish (first) contact?

With and without a sheltersuit (9)

Two homeless, one with a sheltersuit and one without a sheltersuit, mentioned that there would be no effect of the sheltersuit on the amount of contact a homeless has with a relief organization. The homeless without a sheltersuit declared this lack of effect with that homeless will always come back to an organization as Tactus because this is the place where all the help begins. One homeless with a sheltersuit thought that the handing out of the sheltersuit could be a first step of a relief organization to make contact with a homeless. And also one homeless without a sheltersuit stated an effect; he would rather come back to a relief organization through which he could receive a sheltersuit.

J: 'There is no influence. I am at Tactus as many times as before I received the sheltersuit.'

K: I would rather come back to the organization who handed me out a suit.'

Impact on trust?

With and without a sheltersuit (9)

Both groups of homeless mentioned noting about an effect of the sheltersuit on the amount of trust they have in professionals of a relief organization.

Influence on perspective taking/cooperation?

With and without a sheltersuit (9)

Both groups of homeless mentioned nothing about an effect of the sheltersuit on perspective taking of or cooperation with professionals of a relief organization.

Quality relationship (the combination of attitude, contact, trust and perspective taking)?

With a sheltersuit (6)

Three of the homeless mentioned that there would be no effect of the sheltersuit on the quality of the relationship they have with the professionals of a relief organization. Two homeless declared this lack of effect on the fact that it is just one of the jobs of relief organizations to hand out sheltersuit. In the past these organizations also handed out blankets, which are comparable with sheltersuits, in order to help homeless, which in turn is the task of these organizations. One other homeless with a suit explained the lack of effect on that he already had positive thoughts of the relief organizations before he became homeless and before he received a sheltersuit.

V: 'I think rather that it is part of their job. They are a helping organization. And if they have opportunities to help the homeless, I think this is very sensible; for Leger des Heils, for Humanitas.'

P: 'It has no effect, because I already had experience with the organization. All my life I already have had a positive image of Leger des Heils, though before I became homeless I never had anything to do with the organization.'

Without a sheltersuit (3)

Also one of the homeless from this group included his past experiences and thoughts into the explanation of the lack of effect of the sheltersuit on the quality of the relationship between homeless and professionals, but in this case it concerns negative previous experiences. He stated that he would appreciate it if he would have received a sheltersuit from the relief organization but

that this would not have any effects on the quality of the relationship, due to the negative experiences he already had with the relief organization. All the other homeless mentioned nothing about the effect of the sheltersuit on the quality of the relationship between homeless and professionals.

Concluding, with regard to the quality of the relationship between homeless and professionals, homeless were divided in their opinion about the effect of the sheltersuit on sleeping in the streets and on the constructs attitude and contact. Some thought that homeless will still look for shelter, even when owning a sheltersuit, and another homeless would more easy stay in the streets with a sheltersuit. One homeless thought there is no effect of the suit on attitude towards professionals, two mentioned a certain effect. And while two homeless stated there is an effect of the suit on the amount of contact between homeless and professionals, two other homeless stated the opposite. Many homeless did not have or mentioned no opinion about the several constructs. Trust and perspective taking seemed not to be effected by the sheltersuit. This resulted in almost no concrete (positive) effect of the sheltersuit on the quality of the relationship between homeless and Tactus professionals. So while homeless do find the sheltersuit a very useful and positive product, it did surprisingly not seem to have great positive effects on the quality of the relationship between both parties, besides creating a (first) contact moment, looking at professionals as more friendly and helpful and rather coming back to that organization. The lack of effect was surprising and not in line with our expectations. The sheltersuit dis also not show to have large negative effects on the quality of the relationship between both parties: according to the homeless there is no negative effect on the amount of contact between homeless and professionals and homeless were not largely influenced by the suit to sleep in the streets.

Professionals

The table 4 below shows the coding scheme of the three groups of the Tactus professionals; professionals with experience with the distribution of the sheltersuit (3), professionals without experience with handing out the sheltersuit who are working at locations with sheltersuits (4) and professionals without experience with the sheltersuit who are working at locations without any sheltersuits (3).

Table 4. The coding scheme of the professionals

Broad category	Category	Sub category	Description	Example of a quote
Homelessness		Voluntary choice (street sleepers)	Most professionals agreed about the fact that there are homeless who don't want to stay in a night shelter and that this should be a free choice for people.	G: 'Night shelter is not suitable for everyone. A lot of people don't want to live inside. Sometimes it is really a choice of people to stay outside.' H: 'We don't get these people inside, that's the tricky point. They really don't want to sleep inside.'
		Willingness help/opinion	2 professionals thought that no one wants to be a homeless and 1 thinks no one has to be a homeless in the Netherlands with the presence of many help- and shelter agencies.	E: 'I think that no one in the Netherlands needs to be homeless, with all the social services we have. I think that it is often a person's own choice. I do not think it is wise. A stable life begins with an own house, with shelter. So I feel sorry that some people choose to be homeless, that's how I see it.'
		Contact	A part of the professionals has a lot of contact with homeless, another part has almost no contact with homeless themselves.	-
		Accommodate	All the professionals preferred to accommodate homeless in the shelter instead of in the streets, when possible.	B: 'Of course, we prefer to have them in the shelter so that we have them in the picture and are able to keep an eye on them. At the same time, it should also be the free choice of people.'
Night shelter/ Tactus		Importance	About the half of the professionals find the existence of the shelter very important.	G: 'Night shelter, yes that is absolutely important.'
		Rules and availability	Opinions differed about the fullness of the shelters. Some stated the shelter is (almost) never full and no one has to stay outside, and others stated it appears that the shelter is full or that homeless sometimes are rejected from the shelter.	G: 'It's a bit tight, it's quite full. Then you really have situations that you think, that person should get a spot anyway. But if it is really full, then this just does not work out.' B: 'There are sufficient places in the shelter. I have never heard that the shelter is completely full.'
Sheltersuit		Solution	Professionals mentioned that the sheltersuit is a useful product and a solution for some homeless, but not for all. Even though, the sheltersuit should not be a solution for homelessness in general.	S: 'A wonderful solution. I prefer that people are always able to stay in a night shelter. When you have a dog, like that one client, then it is the choice of himself not to sleep in the night shelter. Two others had no money to sleep in the night shelter. Then it is nice that there is the sheltersuit. Really beautiful.' R: 'I think that it should never be a solution for homelessness. That is a problem for us as a society for which we have very good night care.'

Table 4. Continued

		Trading	3 professionals mentioned that homeless sometimes trade the suits.	E: 'That's also a bit inherent in addiction care. Our clients must have money. All that they can sell, they will sell.'
		Other homeless' need for the sheltersuit	Most professionals see the sheltersuit as a product for homeless who do not want to sleep inside a shelter. Professionals also find that most homeless do want or are able to stay in a shelter.	G: 'People who really want to be outside, for them it absolutely offers a solution.'
	Handing out	Personal solution	Most professionals were positive about handing out the suit. They do think that it should be emergency aid and a personal solution for some homeless, not for everyone.	B: A wonderful product if it is deployed in the right way, so only when it is really necessary. That the suit is not provided freely because then you would encourage homeless to sleep in the street.' G: 'A wonderful thing, really a great idea. For some people it's just fantastic.'
		Responsibility	1 professional mentioned that handing out the suit, brings some responsibility with it, because people might sleep outside because of you providing them with a suit, which could be dangerous.	W: 'When you distribute the suit, you are also partly responsible when someone is sleeping outside. What we want to do, is bring someone into shelter. If we hand out the suit, this becomes more difficult.'
		Quality of life	Professionals mentioned that the sheltersuit could improve the quality of life for some homeless and could enlarge the feeling of rest of caregivers.	B: 'That we can distribute the sheltersuits in order to contribute to the quality of life, even if it is only a very small contribution.'
		Facilitating sleeping in the streets	Professionals mentioned that shelter should always be the first task in order to counteract the possible negative opposite effects of the sheltersuit, namely facilitate sleeping outside. Some professionals fear to encourage homeless to sleep in the streets when handing out a suit to them. Because of this, the relief organizations should decide which homeless should receive a suit. Other professionals did not think the sheltersuit encourages homeless to sleep outside.	X: 'There are two sides to it. At first I would say 'very well'. On the other hand, you know that you are also at risk of keeping people in the streets. That they might choose less quickly for sleeping in a night shelter. I think that is the risk.' H: 'Sleeping in the streets is the worst of the worst. They really do not want that.'
		Reciprocity	Professionals stated that the sheltersuit could function as a means to persuade homeless into care and as a mean for reciprocity.	X: 'I do something for you, then they do something back. It often works this way. If you give them a sheltersuit and they are warm at night, they might be willing to come here to an appointment with the psychiatrist.'
	Influence/	Attitude towards homeless?	Nothing was mentioned about a possible effect	-

Table 4. Continued

	effect of the sheltersuit			
		Helping to establish (first) contact?	<p><i>With experience handing out (3):</i> All 3 agreed that the suit could be used as a way to make first contact with a homeless and that it possibly could ensure some further contact, especially with the professionals who handed out the suit (1).</p> <p><i>Without experience handing out, at location with sheltersuits (4):</i> 2 thought there is no or almost no effect, 1 of them did state that the professional who handed out the suit communicates more easy with homeless with a suit. 1 thought the client with a suit speaks more easy to them as professionals. The other interviewee mentioned nothing.</p> <p><i>Without experience handing, out at location without suits (3):</i> 2 mentioned that there is no possible effect. 1 mentioned that there is an effect because the suit will make the homeless come back, which helps the caring organization to look after the homeless.</p>	<p>G: 'It could help, especially if you have no or almost no contact, it may be a moment you can make contact.'</p> <p>B: 'Offering soup, bread and blankets, and also the sheltersuit, is a way to come into contact with homeless.'</p> <p>W: 'Here we already have contact with the boys. The sheltersuit is not a means to get in touch with that person. They do not come here because of their homelessness, but because of their addiction.'</p>
		Impact on trust?	<p><i>With experience handing out (3):</i> 2 mentioned that handing out the sheltersuit effects the amount of trust the homeless feel for the professionals, in a way that the homeless feels that he is taken seriously by them.</p> <p><i>Without experience handing out, at location with sheltersuits (4):</i> 1 stated the suit ensures trust in the professional who handed out the suit, because of the contact they have because of this. 1 stated the suit ensures some change for the homeless, which in turn creates trust.</p> <p><i>Without experience handing out, at location without suits (3):</i> 1 mentioned that the suit could possibly encourage some level of trust, but that they have other ways to also encourage trust which makes the suit not necessary to do this.</p> <p>The other interviewee mentioned nothing.</p>	<p>G: 'It has contributed, in his eyes (from the homeless), that he is taken seriously.'</p> <p>X: 'As a homeless you than have 'change'. That certainly helps in trusting each other.'</p>

Table 4. Continued

		Influence on perspective taking/ cooperation ?	<p><i>With experience handing out (3):</i> 1 thought that it differs for homeless, some will find it normal and some will find it a welcome addition of care. 1 thought the sheltersuit will help young caregivers in order to understand that some homeless want to sleep in the streets. Nothing was mentioned here by the other two groups of professionals.</p>	G: 'I can imagine that the suit can contribute to the concept of homeless people for caregivers who are still young and not long in this profession and find it difficult to realize that someone is sleeping outside.'
		Quality relationship? (All four above mentioned constructs together: attitude, contact, trust and perspective taking)	<p><i>With experience handing out (3):</i> 2 stated that the homeless who received a suit accept boundaries more easily (2) and become angry less quickly (1). 1 stated that the suit creates a feeling for the homeless that he is not in care to be teased (1). <i>Without experience handing out, at location with sheltersuits (4):</i> 2 mentioned no effect. 2 mentioned hardly any effect but they do state that the homeless with a suit were very grateful for the suit and happy with the fact that their wishes were met in this way. <i>Without experience handing out, at location without suits (3):</i> 1 mentioned a little effect, that is not necessarily needed for a good relationship with clients. 1 mentioned a positive effect that is relatively small because the target group is very toughened. The other interviewee mentioned nothing.</p>	<p>H: 'When he entered and saw me sitting, he began waving and pointing at the jacket. He knew very well that he had gotten the suit from me. This allowed me to limit him a bit more easily than a colleague.'</p> <p>S: 'How they act to us, that is different every day. It depends on how they feel and how they used (drugs) that day. It is not that they were nicer or friendlier to us because they received a sheltersuit.'</p> <p>E: 'Maybe it will help something. It could certainly help something, but I do not have the idea that it is necessary to make the relationship even better. Because the relationship with our clients is already good.'</p>

Below will the results, as shown in the table above, be elaborated. A disquisition of the similarities and differences between professionals with experience with handing out the sheltersuit (3), professionals without experience with handing out a sheltersuit, working at a location with sheltersuits (4) and professionals without experiences with handing out a sheltersuit, working at locations without sheltersuits (3) will be described. Quotes that differ from those in table 4 above will be attached to substantiate our results. The themes are arranged in the same order as the questions of the interviews, which is as follows: homelessness, the (night) shelter, the sheltersuit and its influence and effect.

Homelessness

Voluntary choice (street sleepers)

The professionals who handed out a suit (3) all agreed that there are people who are not able or willing to stay in the night shelter and that this should be their free choice. Also the professionals who did not hand out a sheltersuit themselves but have colleagues at their location who handed out the suit mostly (3) agreed with this. One of the professionals from this group thought that homeless who want to sleep in the streets instead of in the shelter distrust care organizations. All the professionals from these two groups (7) prefer to accommodate homeless in shelters instead of in the streets, when possible. From the professionals who do not have any experience with the sheltersuit (3), only one stated that there are people who can't and won't sleep in the shelter. The other professionals thought that people who want to stay outside act foolish, but a sheltersuit could be a useful product for them or feel that homeless should stay in a shelter but also that this is their free choice.

B: 'There always was a group that refused to stay in the night shelter.'

X: 'I am curious why people refuse to stay in a night shelter. Because there is always a reason for this, nobody wants to sleep outside with minus ten degrees. Apparently something so heavy has happened that they choose to sleep outside. Very often it has something to do with distrust in the relief organization.'

Willingness help / opinion

Both a professional who handed out the suit and a professional who works at a location where a suit is handed out, stated that no one wants to be a homeless, nor in a shelter, nor in the streets. One professional from the group who works at a location where no sheltersuits were handed out, thought that no one has to be a homeless in the Netherlands because of all the social services. One other professionals from this group felt that homeless who refuse shelter during cold times could be seen as mentally ill.

C: 'Because I know that everyone who is homeless does not want to be that at all. He did not become homeless for his own pleasure.'

R: 'I think it's a sign that you're sick and can be a danger to yourself if you make the decision to stay outside while it is freezing.'

Contact

The amount of contact the professionals have with homeless differs in the three groups; seven professionals have a lot of contact with homeless and three professionals have almost no direct contact with homeless. From the first group of professionals (who handed out the suit) this was respectively two and one, the second group three and one and from the last group two professionals have a lot of contact with homeless and one professional has almost no contact with homeless.

Accommodate

All the ten professionals preferred to accommodate homeless in a night shelter instead of letting them sleep in the streets, when possible. Most professionals (8) agreed that sometimes accommodation is not possible for homeless because there are people who cannot or will not sleep in a shelter. The other two, both from the group without any sheltersuits distributed at their location, felt that it is just not responsible to sleep outside during cold times.

R: 'There are homeless who are not able to stay in the night shelter.'

C: 'They can stay in the shelter when they want to, but some really refuse to stay in the night shelter. They don't want to do that.'

E: 'I think that if it is really freezing outside, they should be taken care of. And throw them in the cell when necessary. It is just not safe to stay outside with those circumstances. Yes, actually I think they should be accommodated. But if they do decide to sleep outside, the sheltersuit could be useful for those people.'

In sum with regard to homelessness, all the professionals preferred to accommodate homeless in the shelters. Most professionals also agreed on the fact that there are homeless who refuse or are not able to sleep in the night shelter. Some professionals have, due to their job, a lot of contact with homeless people, and a part has functions with less contact with homeless. These findings about homelessness are important in order to understand professionals' view on the (night) shelter and the sheltersuit, since this product is meant for homeless people. We needed to receive more insight in the professionals' opinion of the (night) shelter in order to be able to understand their opinion about the sheltersuit.

Night shelter

Importance

Four professionals from all the three groups stated that the night shelter is very important to have, in order to take care of people the entire year and because it is the entry to other care. The other six professionals did not directly mention the importance of the night shelter, but claimed this indirectly by mentioning the importance of getting homeless off the streets during cold nights.

X: 'It is the entrance to care. And otherwise those people are wandering in the streets and they don't know where to go to.'

Rules and availability

Several rules were mentioned by the professionals about the several shelters, for example that a homeless has to be inside before eleven o' clock, they must have an addiction and be from the region of the shelter and night shelter costs six euros per night. Two professionals with (direct and indirect) experience with the sheltersuit stated that it does happen that the shelter is full and that night shelters therefore have to refuse people, or redirect homeless to other shelters. Seven professionals stated that the limit of places in the shelter is almost never reached, but some (3) mentioned that in other cities this is the opposite case. Professionals also stated that homeless sometimes are refused from the shelter because of the amount of alcohol in their blood or previous wrong behavior.

G: 'It may be the case that the shelter is full.'

W: 'I have never or almost never heard that someone could not enter the night shelter, or they must have showed inappropriate behavior.'

Concluding, with regard to the night shelter, professionals found the existence of this shelter very important, which is explainable with them finding the accommodation of homeless of importance. Professionals were more divided in their view on the rules and availability of the night shelter; some by claiming the shelter is never full or never refuses people, others by claiming the opposite (and more in line with the homeless' view on this). It was notable that professionals have a much more positive opinion about the (night) shelter than homeless do. It was important to take these opinions in mind when trying to understand the professionals' opinion of the sheltersuit.

Sheltersuit

Solution

All ten professionals had positive opinions about the sheltersuit. The general opinion was that the suit is a useful product for some people, not for everyone. It could be seen as a solution for clients who do not want to stay in the night shelter and it could be used as a mean to find out why someone does not want to stay in the shelter. One professionals (without any experience with the sheltersuit) stated that the sheltersuit should never be a solution for homelessness in general.

C: 'We have a client who really does not want to stay inside. If you are able to help him with a sheltersuit, then that is what you do.'

R: 'Of course, the higher goal is always to get someone inside. But we have a client here for whom I can imagine that the sheltersuit could really be a godsend.'

X: 'Often these people we talk about are the care avoiders. If the sheltersuit could function as the tool to get those clients into our care, then I think it's a perfect plan.'

Trading

Three professionals mentioned that a disadvantages of the sheltersuit is that some homeless trade the suit for drugs or money. They heard about this or experienced it themselves.

M: 'It was said that he had sold the suit to someone else.'

W: "What I see in practice and what I find a bit tricky about the suit is that the boys who live outside and who come here for daycare and who are addicted sometimes trade the suit to others."

Other homeless' need for the sheltersuit

Professionals who handed out the suit agreed that the sheltersuit is only needed by homeless who want to sleep outside. The sheltersuit might be desirable for other homeless but most homeless want to or are able to stay in the night shelter instead of outside. This opinion was shared with the professionals who did not hand out the suit themselves but have colleagues who did do this. Both groups had experience with streets sleepers who did not even want to make use of a sheltersuit while sleeping in the streets. The professionals without any experience with the sheltersuit were a bit more reserved about the need of the suit. One wondered whether homeless need the sheltersuit with the presence of all the shelter possibilities, also during daytime. The coat-part was defined as useful for all homeless. The two other professionals could imagine that the suit could be a solution for some homeless, for instance when the night shelter closes during warmer periods.

M: 'Certainly our target group, who is very care avoiding, has gone through a lot in life and is used to take care of everything themselves. It's good that you can offer those people a safe place.'

E: 'I wonder whether it is really necessary. We have so many shelter options. In principle, everyone can have a shelter place.'

In sum with regard to the sheltersuit, professionals found the sheltersuit a useful product for homeless who refuse or are not able to sleep in the streets. It should not be a solution for homelessness, which is in line with their preference to seek shelter for homeless. Professionals with (direct or indirect) experience with the sheltersuit were more positive about the sheltersuit than the professionals without this experience, which was an interesting finding.

Handing out

Personal solution and emergency aid

Most professionals (6) were very positive about handing out the suit and also see this as a task for the shelter organizations. According to the professionals the suit should only be handed out to homeless who really need the suit, judged by the opinion of professionals. The sheltersuit should not be a solution for all homeless, because getting homeless in the shelter should always be the first task of relief organizations. One professional who handed out the suit mentioned that the sheltersuit should be emergency aid and should not be handed out to random homeless; it should be a personal solution for the homeless who are not able or willing to stay in the night shelter.

S: 'It is emergency aid so I do not see what could be against it.'

Responsibility

Handing out the sheltersuit brings certain responsibility with it, because when a professional would hand out the suit, this ensures that the homeless will sleep outside. According to one professional without any experience with handing out the suit, this is a disadvantage and a risk of the distribution of the sheltersuits. The other professionals mentioned nothing about this factor.

W: 'When you distribute the suit, you are also partly responsible when someone is sleeping outside. What we want to do, is bring someone into shelter. If we distribute the suits, this becomes more difficult.'

Quality of life

A professional who handed out the suit stated that the sheltersuit contributes to the quality of life of homeless. Also five other professionals, two who handed out the suit and three whose colleagues handed out the suit, found the distribution of the sheltersuit a task for them as relief organization. One of the professionals from this last group even stated that the handing out of the sheltersuit has taken away worries for them as caregivers.

M: 'Because of the sheltersuit we know that people have a safe place to sleep. That also gives rest to us as caregivers, it has taken away worries from us.'

G: 'Handing out the suits is certainly our task, especially for the day care.'

Facilitating sleeping in the streets

One professional who handed out the suit stated that (night) shelter should always be the first task for organizations in order to counteract the possible negative opposite effects of the sheltersuit, namely facilitate sleeping outside. Also one other professional feared to encourage homeless to sleep in the streets when handing out a suit to them; this professional thought that people with a suit would more often stay in the streets instead of in the night shelter. Because of this, the relief organizations should decide which homeless should receive a suit. Three other professionals (from all groups) thought the opposite about facilitating sleeping in the streets with a sheltersuit; they stated that homeless will still look for shelter, even with a sheltersuit. The other professionals (5) had no opinion about the possible effect of the sheltersuit on sleeping in the streets.

B: 'If you are going to hand out the suits too often to random people, then it could be that those people no longer go to the shelter. You have to look critical when deciding to whom you distribute the suit.'

S: 'No, these are people who prefer to sleep in the night shelter. I do not think they would sleep outside if you give them a sheltersuit. I do not believe that sleeping outside is a side effect of the sheltersuit.'

Reciprocity

Some professionals (3) stated that the sheltersuit could function as a means to persuade homeless into care or to come back to that relief organization and as a mean for reciprocity. When a professional would hand out the sheltersuit, the homeless might be more willing to come back more often and be willing to do something back for the professional, for instance come to an appointment with a psychiatrist or explain why he or she won't sleep in the shelter.

R: 'If you give people who live in the street a meal, then that does a lot. That is something that makes these people come back the next day and because of that we as a care organization are able to get a better picture of this homeless.'

In sum with regard to handing out the sheltersuit, professionals were positive about handing out the suit to homeless, but only to the ones who really need a suit. This should be indicated by the professionals themselves. This to counteract possible negative effects as trading the suits or facilitating sleeping in the streets, which in turn brings responsibility to the professionals. These factors could be seen as reasons why some professionals or locations have not distributed the sheltersuit themselves. Positive mentioned aspects of handing out the suit were improving the quality of life of homeless, enlarge the feeling of rest for caregivers and a means of persuading homeless into care and reciprocity. These findings could offer important practical handles for Sheltersuit and Tactus for handing out the suit.

Influence/effect of the sheltersuit

Attitude towards homeless?

With and without experience handing out (10):

All three groups of professionals mentioned nothing about an effect of the sheltersuit on the attitude they have towards homeless.

Helping to establish (first) contact?

With experience handing out (3):

These professionals all agreed that the sheltersuit could be used as a way to make contact with a homeless and that distributing the suit could possibly ensure some further contact, especially with the professionals who handed out the suit to the homeless.

H: 'These are really the 'alarming care avoiders', so people that we have great worries about, but who we do not come into contact with. They keep off every possible care. So what the suit yields is the little extra contact you get with them.'

Without experience handing out, at location with sheltersuits (4):

These professionals were more divided on this effect. Two thought there is almost no effect, although one experienced that the colleague who handed out the suit communicates more easily with the homeless who received the sheltersuit. And one other professional also thought that homeless with a sheltersuit speak more and more easy to the professionals.

C: 'I think that she (the professionals who handed out the suit) can eventually make better contact. I assume that it works that way. She makes contact to a homeless to issue the sheltersuit. She also explains why we are handing out the suit and therefor you get a good conversation. We (the other professionals) did not have this conversation with the homeless.'

Without experience handing out, at location without suits (3):

Two of the professionals thought that there is no possible effect on the amount of contact between homeless and professionals because this contact already exists. One other professional from the last group believed the sheltersuit does ensure contact because it will make the homeless come back to a certain relief organization, which in turn helps the caring organization to look after that homeless.

Impact on trust?***With and without experience handing out (10):***

Professionals from all the three groups mentioned that handing out the suit effects the amount of trust the homeless feel for the professionals. This could be because the homeless feels that he is taken seriously by the professionals when suits are handed out or because of the contact the suit creates between homeless and professionals. Also the creation of change (money) the sheltersuit offers the homeless could create feelings of trust. One professional without experience with the sheltersuit added that the sheltersuit is not necessary in order to create or enlarge trust of homeless because relief organizations have other means to encourage this.

H: 'He (the homeless) was extremely grateful for the sheltersuit.'

W: 'I think we have other means to enlarge trust as well. A sheltersuit could be one of these means, but I do not miss it. I do not necessarily need the suit.'

Influence on perspective taking/cooperation?***With experience handing out (3):***

Only professionals who handed out the suit had an opinion about the effect of the sheltersuit on the amount of perspective taking of professionals and the cooperation of homeless. One stated that the sheltersuit could help young caregivers to understand that some homeless want to sleep in the streets instead of in the shelter, out of their own will. Another professional thought that some homeless will find the sheltersuit a welcome addition of care and other homeless will find it very normal that relief organizations hand out the suit. The amount of cooperation will therefore also differ in this professionals' opinion.

B: 'I think that some (homeless) people find the sheltersuit a welcome addition and some will find it the most normal thing in the world.'

Quality relationship (the combination of attitude, contact, trust and perspective taking)?***With experience handing out (3):***

The largest effects of the sheltersuit on the quality of the relationship between professionals and homeless were mentioned by the group who handed out the sheltersuit. Two of them agreed that homeless who received the sheltersuit accept boundaries more easily and get angry less quickly. Added to this is that the suit creates a feeling for the homeless that he or she is not in care to be teased but to be helped.

H: 'Before he received a sheltersuit he was often angry with everything and everyone. I noticed that after I had given him the sheltersuit, he became much less angry with me and that I could show boundary more easy. That he better accepted boundaries.'

G: 'He now accepts it more easy that there are some boundaries. And to show him that we're not here to bully him.'

Without experience handing out, at location with sheltersuits (4):

Two of these professionals mentioned no effect. Two others mentioned that there is hardly any effect but they did state that the homeless with a sheltersuit were very grateful for the suit and happy with the fact that their wishes were met with the receiving of the sheltersuit.

M: 'I think that they are happy that they are being looked after for and that their wishes are being met because of the sheltersuit. For the rest there are no effects.'

Without experience handing out, at location without suits (3):

One professional mentioned a little effect of the sheltersuit on the quality of the relationship, but added that the sheltersuit is not necessarily needed for a good relationship with clients. One other professional mentioned a positive effect of the sheltersuit that is relatively small because the target group, homeless, is very toughened which makes a good relationship hard in any case.

R: 'It certainly does something, of course, something positive. But it is not such a crowbar that things start working immediately. Because it is a very toughened target group. It is a sign of 'I care about you' when you hand out a sheltersuit to homeless people.'

Concluding, professionals were divided in their opinion about the effect of the sheltersuit on the constructs contact, trust and perspective taking. It was striking and interesting that the professionals who handed out the suit stated more effects of the suit on the several constructs than the other two groups of professionals and the professionals with no experience with the suit at all (direct or indirect) stated the less amounts of effect.

Some professionals did not have an opinion or mentioned no opinion about the several constructs. Attitude seemed not to be effected by the sheltersuit. The results taken together showed a little effect of the sheltersuit on the quality of the relationship between Tactus professionals and homeless; most clearly that homeless accept boundaries more easy and become angry less quickly. These rather small effects were surprising and not completely in line with our expectations.

Cross case analysis

Below a cross case analysis shows the differences and similarities between the two groups, homeless and professionals.

Homelessness

Homeless emphasized their own uniqueness, also compared to other homeless. They would therefore also like to be treated with personal care. Next to this, most homeless felt that it should be their free choice to sleep outside, in the streets, instead of in the night shelter. Two third of the interviewed homeless with a sheltersuit are street sleepers out of voluntary choice. Most professionals (7) agreed with the fact that there are homeless who cannot or will not sleep in the shelter and agreed that street sleeping should be their free choice. Although all the ten professionals preferred to accommodate homeless in a shelter instead of letting them sleep outside in the streets, most (8) professionals also stated that sometimes this is not possible.

Homeless mentioned the negative aspects of being homeless. Professionals supported the hardship of being a homeless, mentioning that no one wants to be a homeless, nor in a shelter, nor outside in the streets. There was one professional who felt that no one has to be homeless with the existence of all social services. Two homeless stated that homelessness can happen to everyone and that they never could have thought it would happen to them. Next to this they stated that no person becomes a homeless without a reason.

Night shelter

There was a big discrepancy in opinion between both groups according to the night shelter. Professionals found the existence of the night shelter very important. Meanwhile homeless did not mention any positive aspects about the night shelter. While two homeless did state to feel somewhat positive about the night shelter, all of the nine homeless only mentioned concrete negative aspects of the night shelter, like unrest, lack of privacy and aggression.

Comparable rules about the night shelter were mentioned by homeless and professionals. Both groups mentioned that it occurs that the night shelter is completely full and that homeless are sometimes refused from the shelter because of this, or because of wrong past behavior.

Sheltersuit

Both the homeless and the professionals found the sheltersuit a useful product and had positive opinions about the suit. Professionals added to this that the sheltersuit is not useful for all the homeless, but only for the ones who do not want to stay in the night shelter. Next to this, the sheltersuit could be used to find out why some homeless refuse to stay in the night shelter. Some homeless agreed with professionals' opinion that the suit is not useful for all homeless but only for the ones who look after their belongings and who do not trade the suit. The trading of the sheltersuit was mentioned by three homeless and by three professionals. Homeless mostly found that the sheltersuit is needed by more or even all the homeless. Also homeless without a suit (who sleep in the night shelter) found the suit a welcome addition to care. Professionals were more critical about this point; they found the suit only needed by homeless who want to stay outside during the night or during warmer periods when the night shelter closes. One professional stated that all homeless could use the coat-part of the suit, one professional wondered whether homeless need the suit (with the presence of all the shelter possibilities), also during daytime. Homeless with the sheltersuit, on the other hand, do all wear the coat-part of the sheltersuit during daytime, especially during the winter.

Handing out

Most professionals and homeless agreed on the fact that the sheltersuit should be handed out by relief organizations. According to professionals this should only be done to homeless who really need the suit, so homeless who refuse to sleep in the night shelter. This should be judged by professionals. Handing out sheltersuits should thus only be a personal solution, it should be emergency aid, because accommodating homeless in a shelter should always be the first task according to professionals. Some homeless agreed with the personal solution statement of professionals by mentioning that the suit should only be handed out to homeless who look after their possessions and who do not trade the suit. Half of the homeless, though, also found that more homeless, or even all homeless, need a sheltersuit.

Influence/effect

Sleeping in the streets

Homeless were divided about the influence of the handing out of the sheltersuit on street sleeping. While some thought homeless will still look for shelter, even with a sheltersuit, others thought this would depend on factors as having money. A part of the homeless had no opinion about the possible effect. Also professionals had divided opinions about the effect of the sheltersuit on street sleeping; three professionals thought there would be no effect, two professionals feared an effect and the others had no opinion about this. One professional added that the handing out of the

sheltersuit brings some responsibility with it because homeless might sleep in the streets because of you providing them with a suit. A mentioned advantage of handing out the suit is that it could function as a means to persuade homeless into care or make them come back at that relief organization. Homeless did not mention these possible advantages.

Attitude

None of the professionals mentioned a possible effect of the sheltersuit on the attitude they would have towards homeless. Most homeless also had no opinion about the effect of the suit on their attitude towards professionals. Only one homeless thought there would be no effect and two homeless did speak about a positive effect; they would see professionals as more friendly and helpful when handing out sheltersuits to the homeless.

Contact

Both homeless and professionals had divided opinions about the effects of the handing out of the sheltersuit on the amount of contact between both groups. Approximately four professionals and two homeless stated that the sheltersuit could be a first step to make contact or to ensure further contact. Others, approximately four professionals and two homeless, believed the opposite; there would be (almost) no effect of the sheltersuit on the amount of contact between the two groups.

Trust

While homeless mentioned nothing about a possible effect of the sheltersuit on the amount of trust they would have in professionals of a relief organization, half of these professionals did state a certain effect. They stated the amount of trust would possibly enlarge when a suit is handed out to homeless because homeless then would feel to be taken seriously by the professionals and because of the extra contact the suit ensures between homeless and professionals. Also the creation of change the sheltersuit offers to the homeless could create feelings of trust. Nothing was mentioned about the possible effect of the suit on the amount of trust professionals have in homeless.

Perspective taking/cooperation

Homeless mentioned nothing about a possible effect of the sheltersuit on perspective taking or cooperation. Only two professionals mentioned a possible certain effect; the sheltersuit could help young caregivers to understand the perspective of street sleepers and the amount of cooperation will differ between homeless.

Quality relationship

Four of the nine homeless mentioned that there is no effect of the sheltersuit on the quality of the relationship between homeless and professionals of relief organizations. The other five homeless had no opinion about this possible effect, just as three of the ten professionals. Five of the ten professionals believed that there is hardly an effect or only a small effect; homeless were happy and grateful with the suit but because of the toughened target group and the fact that the suit is not necessary for a good relationship, this effect was rather small. Two professionals did believe that there is an effect of the sheltersuit on the quality of the relationship; homeless who received a sheltersuit accept boundaries from professionals more easily and homeless with a suit get angry less quickly.

Discussion

In this research we investigated which effects the provision and usage of the sheltersuit could have on the quality of the relationship between the homeless and professionals of a relief organization, such as Tactus in the Netherlands. Next to this we wanted to investigate what the considerations of Tactus professionals are about whether or not handing out the suit and what the different effects are between professionals with and without experience with handing out the suit. Furthermore, we conducted this study with the end goal to give advice to Sheltersuit and Tactus about the (potential) consequences of a larger distribution of the sheltersuit. The research question was formulated as follows: 'Which effects can the provision and usage of the sheltersuit have on the quality of the relationship between the homeless and professionals of a relief organization, such as Tactus?' The quality of the relationship between homeless and professional was researched with the use of the following constructs: attitude, contact, trust and perspective taking. Next to this we included the four topics homelessness, night shelter, the sheltersuit and the handing out of the suit to receive more in depth information and to put the sheltersuit in its right perspective. This scientific study was the first to investigate the effects of the distribution of the sheltersuit on the relationship between the distributors and the homeless. This research therefore offers first and unique insights into how a client focused product in the domain of homelessness, in this case the sheltersuit, could possibly help to strengthen or improve the relationship between parties.

Homeless and professionals

We found some minor differences in opinion about the effects of the sheltersuit between the two groups of homeless; the ones with and the ones without a sheltersuit. The two groups are most divided about the effects of the sheltersuit on sleeping in the streets and on the attitude towards professionals. One homeless with a sheltersuit thinks there is no influence of the sheltersuit on sleeping in the streets, while two homeless without a suit feel that this depends on the amount of money homeless have (sleeping in the streets with a sheltersuit saves money for the shelter) or that homeless would worry less about sleeping in the streets with a sheltersuit. And while a homeless with a sheltersuit states that there is no effect of the sheltersuit on the attitude towards the professionals who hand out the suits, two homeless without a sheltersuit state that they would see professionals as more friendly and helpful when handing out a suit to the homeless and the organization would be seen as more helpful as well. These differences in effects of the suit on sleeping in the streets and attitude towards professionals could possibly be explained by the differences in experiences with the sheltersuit and knowledge about the suit between the two groups. The homeless with a sheltersuit, who has been sleeping outside in the suit, feels that other homeless would rather look for shelter, even when owning a sheltersuit. The homeless without a sheltersuit see this differently, possibly because of the lack of experience with the sheltersuit. This could mean that, besides the experienced usefulness of the sheltersuit, shelter could still be seen as an important and necessary aspect for homeless. Another explanation for these results could be that the homeless without a sheltersuit hope to receive a suit when stating that there would be a positive effect of the suit on, for example, the attitude towards professionals. This explanation is also based on the experience of the interviewer with the several homeless and professionals, finding out that most homeless like to receive free and useful products. This seems to be a logical finding, when realizing the limited amount of belongings of the homeless.

We found some larger differences between the three separate groups of professionals. The groups are divided in their opinion about the need of the sheltersuit for the homeless, the effect of the sheltersuit on facilitating sleeping in the streets and on contact between homeless and professionals. Homeless trading the sheltersuits, facilitating sleeping in the streets and the responsibility this brings to professionals could be seen as the reasons why some professionals or locations have not distributed the sheltersuit themselves. We could perhaps explain the occurred differences by the fact that the professionals with experience with handing out the sheltersuit probably have more information about the sheltersuit and therefore have different insights in its effects for the homeless. The professionals who work at locations where no sheltersuits were handed out show the most divergent opinions, which is explainable by them having less experience with the sheltersuit. There also is a difference in the amount of contact professionals have with homeless and a difference in experience with the night shelter, due to differences in professional functions they hold for Tactus. This could cause discrepancies in the several professionals' view on homelessness in general and the (night) shelter in specific. And in turn, these differences could and are likely to ensure some discrepancies in their opinion about the sheltersuit, such as the divided opinions about the need of the sheltersuit, the effect of the suit on sleeping in the streets and on contact with homeless. This matches with the existing literature about the influence of contact with homeless; interaction with homeless people, such as volunteering or working at a homeless shelter, is related to more positive attitudes towards the homeless and more situational attributions (instead of more dispositional) for homelessness (Lee et al., 2004). And also Pettigrew (1998) stated that individual differences and societal norms shape intergroup contact effects. Our research substantiates these statements with our findings about professionals having the least contact with homeless show more deviant opinions about homelessness and the (night) shelter. To overcome these differences and to ensure a more general opinion and worldview of professionals towards homelessness and the sheltersuit, contact between Tactus, Sheltersuit, homeless and other (night) shelter organizations are of importance.

Contact

Contact is one of the most influential predictors of improving out-group evaluations and attitudes (Aberson & McVean, 2008). We found that handing out the sheltersuit could be used as a means to make - and stay in- contact with homeless. A homeless with a sheltersuit, as well as the professionals who handed out the suit agree on this. Literature states that people with higher levels of trust in health care providers are more likely to seek care when needed and they are more likely to adhere to and return for follow-up treatment (Thom, Hall, & Pawlson, 2004). And also according to Van Straaten et al. (2012), as we mentioned in the Introduction, a good assistance relationship and a respectful approach by care providers is essential for a good start of a project in order to help the homeless. We found, related to these literature findings, that the sheltersuit could be used as a tool for a certain respectful approach in order to start a project well and as a means to make homeless possibly return for follow-up treatment, which requires a certain level of trust in the professionals. Furthermore, at least two of the four conditions for optimal intergroup contact, namely, intergroup cooperation, authority support, equal group status and common goals (Pettigrew, 1998), are likely to be influenced by the handing out of the sheltersuit: the cooperation of both parties could be positively influenced and authority support and the acceptance of other homeless to ask for help or accept help from Tactus professionals (such as accepting follow-up

treatments) are expected to increase. Next to this, the effects of the sheltersuit on ensuring some change for homeless and the suit as a means for reciprocity would be likely to have influence on the equality of the group status of both parties. And as well could the distribution of the sheltersuit by professionals has as an effect to fulfill a common goal of homeless and professionals, namely offering a safe place to sleep. These processes could facilitate beneficial contact between both parties, which may then help to improve their attitudes towards the other group. The results show that two of the professionals without experience with handing out the suit agree with the above mentioned effect but the rest of this group of professionals does not agree with it or has no opinion about the possible effect of the suit on contact with homeless. This relates to our findings about the deviant opinion of some professionals, as mentioned in the paragraph above. And this corresponds with Pettigrew (1998), who emphasized the time dimension with different outcomes predicted for different stages of intergroup contact. So the several professionals and homeless differ in the period of time they already have spent with the other group, which could influence their stages of intergroup contact. The original idea of Sheltersuit about providing homeless the opportunity to deposit the sheltersuit back at the relief organizations for washing when needed to increase contact moments did not arise by Tactus. Some locations do offer the possibility of storage for the personal belongings as the suit and four homeless with a sheltersuit do leave (parts of) their sheltersuits at the relief organization during daytime. But this did not show to increase the amount of contact between professionals and homeless with a sheltersuit, due to these homeless visiting the location of Tactus also without the opportunity of storage.

Attitude

The amount of contact the sheltersuit shows to produce between homeless and professionals does surprisingly and against literature findings not influence the attitude professionals have towards homeless; no effect was mentioned by this group. Homeless with a sheltersuit agree with this lack of impact or have no opinion about it. Striking is that two homeless without a sheltersuit do mention an effect; they would see professionals who would hand out a suit to them as more friendly and these organizations as more helpful. A possible explanation for this is that these homeless would like to receive a sheltersuit and are able to empathize with this possible situation of them receiving a sheltersuit. This could cause positive pre-feeling towards those professionals and organizations. The homeless who already received a sheltersuit do not feel the need to empathize with the situation because they already received a sheltersuit. They mention that there is no effect, for instance because it is just the job of these organizations to help the homeless. Professionals might not change their attitude towards homeless due to the professionals function they hold, which requires a certain distance to the other and to be treated group. Another possible explanation for the lack of effect of contact on attitude could be the implicit way in which the effect occurs. Without being aware of it, the two groups could possibly be effected by the sheltersuit as regard of attitude, which could explain the lack of results on this matter. While self-reported (explicit) evaluations reflect conscious attitudes, indirect assessed (implicit) evaluations reflect unconscious attitudes (Gawronski, Hofmann, & Wilbur, 2006). This means that, due to indirect, implicit, assessed evaluations, homeless and professionals could possibly not be aware of a change in attitude towards the other group. Because attitude is, as we mentioned before, a fairly stable evaluation which makes a person think, or behave positively or negatively about some person or issue (Gleitman et al., 2010), the positive (or negative) attitude one had of the other party before the receiving or handing out of the sheltersuit, did not

change due to the sheltersuit. The stableness of attitude could thus also possibly play a part in the lack of effect of the sheltersuit concerning this construct. Our results could therefore substantiate the definition of attitude of Gleitman et al. (2010).

Trust

We found no effect of the sheltersuit on the amount of trust homeless have in professionals. We expected an effect because the sheltersuit offered moments of contacts between professionals and homeless and by showing the will to help the homeless by offering them a sheltersuit there would be an increase in the factor trust. It is striking that homeless are not influenced by the sheltersuit when it comes to the amount of trust they feel toward the professionals who handed out the suit to them. We did find an effect according to the professionals themselves. Professionals from all the three groups mentioned that the sheltersuit does influence the factor trust within homeless, by making them feel to be taken seriously and creating some change for them as homeless. This could then give the professional-homeless relationship more meaning, as Van den Berk-Clark and McGuire (2014) found. The discrepancy between homeless and professionals according the factor trust is notable. Possibly professionals overestimate the effect of the sheltersuit on this point or homeless find it, as mentioned before with the construct attitude, just the jobs of these organizations to hand out the suits. The lack of effect of the sheltersuit on trust and the discrepancy of opinions of homeless and professionals about this factor could possibly also be explained by the difference levels on the hierarchy of needs of Maslow (Maslow, 1968). The hierarchy of needs includes several motivational needs, often depicted as hierarchical levels within a pyramid (McLeod, 2007). The theory explains that people will strive for higher-order needs (such as self-esteem) only when lower-order needs (such as hunger, shelter and security) are satisfied (Gleitman, et al., 2010). Homeless often struggle to achieve their lower-order needs as warmth, sleep, hunger and protection which keeps them from achieving higher-order needs such as acceptance, friendship (which both acquire a certain amount of trust) or a relationship in general. And because professionals most likely reached a higher level in hierarchy on the pyramid of Maslow, they are able to work on needs such as acceptance, friendship or knowledge and understanding. This difference in hierarchy could cause a discrepancy in the factor trust between both groups. We know that trust is important in health care utilization because it offers a motivational underpinning to patients' willingness to seek out care (Van den Berk-Clark & McGuire, 2014). Because the homeless we spoke for this research were all already connected to a relief organization in a certain degree, it is possible that all of them already felt sufficient trust towards these organizations and their professionals. It could also be that the sheltersuit did not add enough extra care or help in order to enlarge this factor trust. Another explanation could be the 'toughened' target group homeless people are, which is substantiated by professionals' opinions. Their previous life experiences, which presumable were not easy, could have impact on their ability to trust other people and therefore could have caused the lack of effect of the sheltersuit on trust in professionals. Professionals also mentioned no effects of them handing out the sheltersuit on the amount of trust they have in homeless. This could possibly be explained by their professional status and function or the lack of self-interest in the sheltersuit.

Perspective taking

We expected that when homeless people have more interactions, like face-to-face contact, with Tactus professionals, this might influence the way they are able to take each other's perspective and in turn have influence on the way they work together. The effects of perspective taking, the glue that binds people together, can change dramatically depending on the relational context (cooperation versus competition) (Pierce et al., 2013). While we did find a lead in the direction of the existence of a cooperative context, by homeless feeling to be taken seriously by professionals with the provision of the sheltersuit, the creation of a feeling for homeless that he or she is not in care to be teased and meeting the wishes of homeless which enlarges gratefulness, we did not find the effects of perspective taking according to homeless and only small effects according to professionals. This could be explained by the lack of effect of the sheltersuit on trust; when no greater amounts of trust are indicated, it seems somewhat logical that there is also no greater amount of perspective taking or cooperation. It could also be the case that homeless do not feel the urge to enlarge the amount of perspective taking in professionals. The findings according to professionals about perspective taking are very important for professional caregivers: professionals seem to be able, due to the sheltersuit to understand more about homeless and their voluntary will to sleep in the streets. Possibly the differences in finding regarding homeless and professionals could be explained by a difference in expectations of the other group. Professionals might look at homeless with the expectations of a fellow man, while homeless might look at professionals as a body or tool to help them to survive. This could be linked with the levels on which both groups stand in the pyramid of Maslow (1968), as mentioned above. While homeless stand lower in this hierarchy of needs, and therefore might see it as logical to receive a sheltersuit in order to help them to survive, professionals stand higher in this hierarchy and are thus able to create needs as accomplishments and understanding. This discrepancy could also create differences in the opinions of both groups regarding the effects of the sheltersuit.

Quality of relationship

The effects of the sheltersuit on the quality of the relationship between homeless and professionals is based on the factors described above; contact, attitude, trust and perspective taking. We found that homeless see no effect of the sheltersuit on the quality of the relationship, or have no opinion about this. Only indirect small effects, such as making (first contact) and seeing professionals as more friendly and helpful are found in this research. Professionals often believe there is hardly any or only a small effect of the suit on the quality of the relationship between them and homeless; because of the toughened target group and the fact that the suit is not necessary for a good relationship. The largest effect, according to a part of the professionals, of the suit on the quality of the relationship is that homeless who received a sheltersuit accept boundaries from professionals more easily and homeless with a suit get angry less quickly. And homeless' feeling to be taken seriously by professionals with the provision of the sheltersuit, the creation of a feeling for homeless that he or she is not in care to be teased and meeting the wishes of homeless which enlarges gratefulness are side effects of the provision of the sheltersuit. This indicates a positive effect of the suit on the relationship between the two groups; when boundaries are accepted more easily by homeless and their temper is positively affected by the receiving of the sheltersuit, professionals are better able to do their job and help the homeless with underlying problems, such as addiction problems. These findings are connected with relational attributions, those

explanations made by a focal individual that locate the cause of an event within the relationship the individual has with another person (Eberly et al., 2011), as we expected. The sheltersuit shows to produce some relational attributions for homeless and professionals and could therefore explain how their relationship plays a role in, for instance, how both groups work together. These relational attributions, the attributions which are not reducible to the actions of either partner alone (Eberly et al., 2011) could have influence on the found results about the effect of the sheltersuit on homeless getting angry less quickly and accepting boundaries more easily from the professionals with whom they have built a relationship due to the handing out of the sheltersuit. With this our research substantiates literature about the existence and influence of relational attributions, such as work from Eberly et al. (2011). Next to the positive influences of the sheltersuit, we found almost no negative effects of the sheltersuit on the quality of the relationship; besides trading and selling the suit in some cases, no negative effects were found. With these results, this scientific study offered insights into the effects of the sheltersuit on the mutual relationship between homeless and professionals of Tactus and showed that the sheltersuit does not have negative implications on the relationship between the two parties. It also gave insight, more generally, into how and the situations when a client focused product in the domain of homelessness, in this case the sheltersuit, could possibly help to strengthen the relationship between homeless and caregivers.

Street sleeping and the shelter

We found that there is a group of homeless that refuses to sleep in the night shelter and prefers to sleep in the streets. This does not completely match with the current literature, stating that almost 74 per cent of the interviewed adults (with an age between 23 and older, 409 in total) stayed at a shelter (Van Straaten et al., 2012). This in contrast to the amount of homeless staying in the streets during the mentioned research: 2,7 per cent of the adults stayed in the streets at the time of the study (Van Straaten et al., 2012). In our case, around 66,6 per cent of the interviewed homeless with a sheltersuit are or were street sleepers out of their own desire and about 44,4 per cent of the total group of interviewed homeless belongs to this group. 22,2 per cent of the remaining amount of homeless does or did sleep in the streets sometimes, for reasons as a full shelter or negative feelings towards the shelter. In this research some homeless thus do flee from the shelters, opposite to Grunberg & Eagle (1990) who state that despite the dangers of shelter living, many residents do not flee.

Professionals do agree with the fact that there are people who do not want of are not able to sleep in the night shelter. But professionals are unanimous about preferring to accommodate homeless in the night shelter instead of in the streets. The discrepancy between homeless' and professionals' opinion of the night shelter is striking; professionals find the night shelter an important and positive place while homeless feel very negative about the night shelter. The negative aspects of the night shelter, mentioned by homeless, correspond with the aspects found in the literature; possible crowdedness during cold times, prevalence of crime within the shelters (Grunberg & Eagle, 1990), restlessness and a lack of privacy (Van Straaten et al., 2012). Homeless claim that they sometimes are refused from the night shelter because there is no place left, or they can only stay in the shelter for a limited amount of nights. Some professionals agree with these statements, adding that homeless can be refused because of exceeding alcohol limits or previous misbehavior. These statements indicate the importance of shelters being able to offer an alternative

to rejected homeless, preventing them to sleep in the streets without save devices, such as the sheltersuit.

Professionals emphasize the importance of them judging who should receive a sheltersuit, instead of handing the suits out to homeless in general. This in order to counteract negative effects of the sheltersuit such as trading or selling the suit. Professionals are able to judge which homeless really need a sheltersuit and who treats the suit with care. Homeless who are able to stay in the night shelter, and according to professionals this concerns most homeless, should therefore not receive a sheltersuit. Homeless do somewhat agree with only handing out the sheltersuit to those who are able to look after their sheltersuit but homeless also mention that most homeless want and need a sheltersuit. We found that a positive side effect of handing out the sheltersuit by professionals to homeless who do not want to be accommodated in the shelter is the possibility to make contact and being able to keep an eye on these homeless. Literature states that, despite growing awareness of the need for mental health services for homeless, it is generally acknowledged that homeless people continue to have inadequate access to these services (Gallagher, Andersen, Koegel, & Gelberg, 1997). Homeless with, for instance, mental disorders face numerous barriers to receiving appropriate health care (Bonin, Fournier, & Blais, 2007) because for instance distrust of homeless about the providers and the authorities (Breakey, Fischer, Nestadt & Romanoski, 1992). This again shows the importance of professionals being able to get and stay in contact with homeless, keep a professional's eye on them and to win their trust, in order to ensure appropriate (health services) help for this group of people.

Several professionals find the coat-part of the sheltersuit a useful product on its own, stating that everyone needs a coat and because homeless mostly spend a lot of time outside. Other professionals do not see the need of this because of the existence of many day shelters. It could possibly be the case that the professionals who are more reserved about handing out the entire suit, or even only the coat-part, are afraid of losing contact with homeless who are otherwise visiting the day (and night) shelter. We did not find such an effect in this research though.

Missing expected effects

It is striking that some expected effects did not appear in the results of this research. We expected that the sheltersuit would affect the amount of contact, trust and perspective taking between homeless and professionals and would change attitudes between both groups. It is notable that homeless mentioned no opinion about the effect of the sheltersuit on trust and perspective taking. Next to this, professionals mentioned no effect of the sheltersuit on the attitude they have towards homeless.

Logically, not all the interviews proceeded exactly in the same way. It could be the case that some interviews followed a different sequence, depending on the course of the conversation or the rush of the interviewees, which resulted in some questions staying unanswered by some professionals or homeless. When no opinion was given about a certain question or factor, we had to fill into the coding scheme that nothing was mentioned by that participant about that certain factor. This partly could explain the lack of mentioned opinion about the above mentioned factors. Furthermore, sometimes the interviewees simply had no opinion about a construct. This could possibly be explained by the participants of the interviews themselves; they could accidentally all have no opinion about the same factors, for instance because they had no information or experience with a certain construct. A note that has to be made is that many homeless did not easily provide

much information without asking for some specific information. The amount of given information during the interviews differed a lot between the different homeless, and in a smaller extend between the professionals. Some interviewees had less trouble providing information, which resulted in more and in depth information. Another important factor was the drug use or addiction of some of the homeless; some homeless has been using or wanted to use drugs or alcohol before or after the interview, so some were under the influence of it. This influenced the mood of these homeless, which made it harder to get information from them. This is, of course, an interfering but logical result of researching this difficult and interesting group of people. It makes it harder to state whether our expectations of the research did not come true in general concerning homelessness or were only not shown within the chosen (addicted) participants. In further research the 'missing' or not shown information should be demonstrated by responding to the above mentioned defects. First of all, more homeless should be included in the interviews to be able to generalize the information in a greater extent. This also makes it less important to miss some information from some other homeless, who might have more trouble with providing straight or clear answers. Secondly it is important that the researcher is aware of and prepared well for the difficulties of interviewing a certain group, in this case homeless.

Implications

The results of this research are important for their use in practice. Homeless could be helped with the sheltersuit during cold times, next to being accommodated in the night shelter. The results of this research could therefore be important for many more organizations who focus on homeless, next to Tactus. These organizations could, based on this research, decide to start using the sheltersuit or incorporating the sheltersuit more often in their strategy. For an overview of a list of the practical implications and recommendations, see below under 'Practical implications'.

Limitations

One of the limitations in this research is the limited amount of interviewed homeless. Six homeless who use or had been using a sheltersuit and three homeless without experiences with the use of the suit were included in this research. This last group had different levels of knowledge about the suit, ranging from never heard of it to trying to receive one in the past or knowing others with experience with the sheltersuit. Furthermore, the distribution of homeless over several relief organizations, while we preferred to only include homeless connected to Tactus, is a limitation. Next to this, only homeless from four different cities in the Netherlands were included in the interviews, and their mean age was relative high (48 years old). Their age, the low amount of homeless included in the interview and this lack of homeless only connected to Tactus made it harder to generalize the information and data to our research question and in general. As already stated before the small number of homeless and professionals meeting the inclusion criteria for this study and the several rejections from homeless to cooperate in this research had its effect on the final number of participants. Also the fleeting lifestyle of homeless, mostly without any known contact details or permanent city made it hard, despite the persistent efforts of the researcher, to find and contact homeless.

Recommendations

Since there is not much known yet about the influence of the (distribution of) the sheltersuit, this research could be used as a basis for further research. For further research it is important to be aware and overcome the limitations from this research. It is important to include sufficient homeless, from many cities and with different knowledge about the sheltersuit and Tactus, to be able to generalize the data in a greater extent.

It would be very interesting to investigate the effects of the sheltersuit abroad, in countries outside The Netherlands, where there also occur large problems around homelessness, for example Canada. A survey conducted by the City of Toronto in 2006 estimated a minimum of 5052 individuals to be homeless on a single night and each year about 27 000 individuals staying at shelters in Toronto (Khandor et al., 2011). It would be interesting to study the differences in the use, need and effects of the sheltersuit in such a large country, where extreme cold weather conditions occur regularly. This would make the need of the sheltersuit very plausible in a country like Canada. And also by including foreign relief organizations and their professionals we would receive more insights into the effect of the sheltersuit in general and on the relationship between homeless and several relief organizations. By researching this, more advice could be given to Sheltersuit and shelter organizations abroad about the larger distribution of the sheltersuit, all around the world.

The large discrepancies between homeless and professionals about their opinion of the (night) shelter, should be further investigated. In order to help the homeless and offering them a safe place to stay during the night, it is important to know exactly what should be improved about the shelter; both homeless and relief organizations would profit of these improvements. We therefore recommend further researchers to investigate this area in more detail to be able to understand and reduce the differences in opinion between both investigated groups.

Practical recommendations

To give advice to Sheltersuit and Tactus about the (potential) consequences of a larger distribution of the sheltersuit some recommendations can be made. Based on the results we can make the following recommendations to Sheltersuit and Tactus about the distribution of the sheltersuit:

- There should be communication between Tactus and Sheltersuit about the homeless who need a sheltersuit.
- Professionals should judge which homeless should receive a sheltersuit. This in order to prevent negative side effects such as trading the suit and because these professionals are able to judge which homeless really need a sheltersuit. Professionals find this point of importance and also some homeless substantiate this opinion by stating that some homeless are not able to look after their possessions.
- Sheltersuit as well as Tactus should register and date which homeless received a sheltersuit. This in order to prevent homeless from picking up more suits at several organizations and possibly trading these suits. Homeless emphasize the importance of this point.
- It is important for relief organizations to know about the existence of the sheltersuit and the possibility of offering one to homeless. Sheltersuit should therefore keep informing relief organizations about the possibilities of the suit.
- To overcome differences in opinions and views of professionals and to ensure a more general (world)view of these professionals concerning homelessness and the sheltersuit

there should be sufficient contact between Tactus, Sheltersuit, homeless and other (night) shelter organizations.

- Relief organizations could help the homeless by owning some sheltersuits and offering these to homeless when those homeless have to be refused from the night shelter, for instance when it occurs that the shelter is full or due to previous misbehavior.

We found that more homeless would probably be helped with a sheltersuit. Both Sheltersuit, relief organizations and homeless could profit of the cooperation between all parties. These practical recommendations could ensure that the sheltersuits are used in an optimal way and as they are intended, with as many positive effects as possible.

Unique information

For this research the researcher spoke to homeless herself. This could be described as a very intense and enriching experience. Not many times before was homelessness researched through interviews with homeless themselves, which makes this research distinct from others. The chosen research method caused more insight in the struggles of the homeless lifestyle, their view and opinion of the sheltersuit and the shelter. It took some effort to find homeless with a sheltersuit in the first place and homeless who were also willing to cooperate with the research in the second place. Their past live experiences and toughened personalities played a role during the interviews. The researcher had to show a lot of empathy to win the trust of some homeless and making them to cooperate and to answer some questions. In the end, all the interviews were hard-warming and full of useful in depth information. This research would not have been possible without the cooperation of these homeless, and of course the cooperation of the Tactus professionals.

Conclusion

All together we found small positive effects of the provision and usage of the sheltersuit on the factors attitude, contact, trust and perspective taking and on the quality of the relationship between the homeless and professionals of a relief organization such as Tactus. No negative effects were mentioned, besides trading and selling the suit and the responsibility which comes with handing out the suit. The showed positive effects are seeing professionals as more friendly and helpful, creating (first) contact and ensuring further contact between both parties. Furthermore, we found that homeless who received a sheltersuit accept boundaries from professionals more easily and homeless with a suit get angry less quickly. Professionals and homeless are positive about the suit and its handing out. Positive mentioned aspects of (handing out) the suit are improving the quality of life of homeless, enlarging the feeling of rest for caregivers, persuading homeless into care due to the suit and offering reciprocity, next to staying dry and warm while sleeping in the streets.

The discrepancy between homeless and professionals in their opinion about the night shelter is striking. Homeless feel very negative about the night shelter, while professionals find the opposite. Both groups find the sheltersuit a useful product for most homeless, which should be handed out to homeless who really need a suit and refuse to or cannot sleep in the shelter. Both groups are divided about the effect of the sheltersuit on street sleeping. Some think more homeless will sleep in the streets with a sheltersuit and some think homeless will still look for shelter. We can

conclude that homeless could be helped with the sheltersuit, especially during cold times or when it occurs that shelters are full or homeless are refused from it for other reasons. By offering the sheltersuit to those homeless, relief organizations are able to still make sure that homeless have a warm, dry and save place to sleep which takes away some worries for caregivers. Based on this, we can advise to Sheltersuit and Tactus to decide to start distributing the sheltersuit more often and in a larger extend, while keeping the made practical recommendations in mind.

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Appendix

Appendix A. An overview of the interview questions for homeless with a sheltersuit.

Achtergrondinformatie deelnemers

1. Wat is uw leeftijd?
2. Hoe lang bent u al dakloos?
3. Wat is de reden voor uw dakloosheid?
4. Bent u tevreden over uw levensstijl of zou u liever een vaste verblijfplaats hebben?
5. Hoe lang maakt u al gebruik van een sheltersuit?
6. Hoe(vaak) maakt u gebruik van de sheltersuit?
7. Hoe vaak komt u gemiddeld ongeveer bij Tactus of een (nacht)opvang via een andere organisatie?

Ik wil u vragen ons vrijuit iets te vertellen over de volgende onderwerpen

Open deel

1. Kunt u me iets vertellen over hoe het is om dakloos te zijn?
2. Kunt u me iets vertellen over de sheltersuit? (Gevoelens en gedachten)
3. Kunt u me iets vertellen over de (nacht)opvang van Tactus?
4. Wat is er voor u veranderd sinds Tactus de sheltersuit is gaan uitdelen (wat betreft uw beeld van Tactus professionals, het contact met Tactus, jullie samenwerking, relatie en uw vertrouwen in Tactus professionals?)

Sheltersuit

1. Kunt u me iets vertellen over uw ervaringen met de sheltersuit?
2. Kunt u me iets vertellen over de mogelijkheden die de sheltersuit u biedt (affords)?
3. Heeft u de sheltersuit weleens gebruikt voor iets anders dan waarvoor bedoelt?
4. Waarom zou u de sheltersuit wel of niet gebruiken? Wat zijn of waren hierbij de overwegingen?
5. Houdt u de sheltersuit zowel in de winter als zomer bij u?

Tactus

6. Wat is uw ervaring met Tactus en haar professionals?
7. Wat betekent Tactus voor u? /Op welke manier helpt Tactus u?
8. Wat vindt u ervan als Tactus de sheltersuit uitdeelt aan mensen (op sommige locaties)?

Contact

9. Hoeveel contact heeft u gemiddeld met medewerkers of vrijwilligers van Tactus?
10. Hoe is de kwaliteit van dit contact volgens u?
11. Verandert er door de sheltersuit iets in de kwaliteit of mate van dit contact?
12. In hoeverre vindt u dat er sprake is van samenwerking tussen u als dakloze en Tactus professionals wat betreft het behalen van gezamenlijke doelen?

Attitude

13. Wat is uw attitude/houding ten opzichte van Tactus en haar professionals?
14. In hoeverre heeft de sheltersuit (die u via Tactus heeft ontvangen?) iets veranderd met betrekking tot uw attitude/houding ten opzichte van Tactus professionals?

Vertrouwen

15. In hoeverre heeft u vertrouwen in Tactus en haar professionals?
16. Denkt u dat de sheltersuit iets verandert in de mate van vertrouwen tussen beide partijen, zo ja wat en op welke manier?

Perspectief nemen

17. Wat heeft de sheltersuit bijgedragen of veranderd aan het begrip tussen u en Tactus professionals?

Kwaliteit relatie

18. Wat is er volgens u veranderd sinds Tactus de sheltersuit is gaan uitdelen?
19. Komt deze verandering door de sheltersuit?
20. Heeft het uitdelen van de sheltersuit door Tactus invloed gehad op uw beeld van Tactus en haar professionals in het algemeen, zo ja op welke manier?
21. Heeft het uitdelen van de sheltersuit door Tactus invloed gehad op de mate van hulp die u vraagt of krijgt bij Tactus, zo ja op welke manier?

Afsluiting

Hiermee zijn we bij het eind gekomen van dit interview.

- Heeft u zelf nog vragen of toevoegingen of tips (met betrekking tot de sheltersuit of Tactus)?

Appendix B. An overview of the interview questions for homeless without a sheltersuit.

Achtergrondinformatie deelnemers

1. Wat is uw leeftijd?
2. Hoe lang bent u al dakloos?
3. Wat is de reden voor uw dakloosheid?
4. Bent u tevreden over uw levensstijl of zou u liever een vaste verblijfplaats hebben?
5. Heeft u ooit gehoord van de sheltersuit? (zo niet: uitleggen)
6. Wat weet u van de sheltersuit?
7. Hoe lang maakt u al gebruik van de nacht/dagopvang van Tactus?
8. Hoe vaak komt u gemiddeld ongeveer bij Tactus of een (nacht)opvang via een andere organisatie?

Ik wil u vragen ons vrijuit iets te vertellen over de volgende onderwerpen

Open deel

1. Kunt u me iets vertellen over hoe het is om dakloos te zijn?
2. Kunt u me iets vertellen over de sheltersuit? (Gevoelens en gedachten)
3. Kunt u me iets vertellen over de (nacht)opvang van Tactus?
4. Wat zou er voor u veranderen als Tactus de sheltersuit zou gaan uitdelen (wat betreft uw beeld van Tactus professionals, het contact met Tactus, jullie samenwerking, relatie en uw vertrouwen in Tactus professionals?)

Sheltersuit

5. Kunt u me iets vertellen over uw mening over de sheltersuit?
6. Waarom zou u deze wel of niet gebruiken?
7. Kent u mensen die een sheltersuit hebben of hebben gehad? Zo ja, wat vindt u hiervan?
8. Wat zou het voor u betekenen als Tactus u een sheltersuit zou geven?

Tactus

9. Wat is uw ervaring met Tactus en haar professionals?
10. Wat betekent Tactus voor u? /Op welke manier helpt Tactus u?
11. Wat vindt u ervan als Tactus de sheltersuit zou uitdelen aan mensen (op sommige locaties)?

Contact

12. Hoeveel contact heeft u gemiddeld met medewerkers of vrijwilligers van Tactus?
13. Hoe is de kwaliteit van dit contact volgens u?
14. In hoeverre vindt u dat er sprake is van samenwerking tussen u als dakloze en Tactus professionals wat betreft het behalen van gezamenlijke doelen?
15. Zou een sheltersuit hier iets aan kunnen bijdragen of niet?

Attitude

16. Wat is uw attitude/houding ten opzichte van Tactus en haar professionals?
17. Zou een sheltersuit hier iets aan kunnen bijdragen of niet?

Vertrouwen

18. In hoeverre heeft u vertrouwen in Tactus en haar professionals?
19. Denkt u dat de sheltersuit iets kan veranderen in de mate van vertrouwen tussen beide partijen, zo ja wat en op welke manier?

Perspectief nemen

20. Zou de sheltersuit iets kunnen bijdragen of veranderen aan het begrip tussen u en Tactus professionals?

Kwaliteit relatie

21. Zou er iets veranderen voor u als Tactus de sheltersuit zou gaan uitdelen?
22. Bijvoorbeeld wat betreft uw beeld van Tactus of de mate van hulp die u zou vragen?

Afsluiting

Hiermee zijn we bij het eind gekomen van dit interview.

- Heeft u zelf nog vragen of toevoegingen of tips (met betrekking tot de sheltersuit of Tactus)?

Appendix C. An overview of the interview questions for the professionals with experience with handing out the sheltersuit.

Achtergrondinformatie deelnemers

1. Wat is uw leeftijd?
2. Hoe lang werkt u al bij Tactus?
3. Wat is uw taakomschrijving binnen de organisatie?
4. (Welke opleiding heeft u gehad?)
5. In hoeverre bent u bekend met de sheltersuit of de organisatie Sheltersuit?
6. Heeft u weleens een sheltersuit uitgedeeld en zo ja hoe vaak en wanneer? (=controlevraag)

Open deel

1. Kunt u me iets vertellen over de sheltersuit en wat u hiervan vindt?
2. Kunt u me iets vertellen over de (nacht)opvang van Tactus en wat u hiervan vindt?
3. Wat is er voor u veranderd sinds Tactus de sheltersuit is gaan uitdelen (wat betreft uw beeld van daklozen, van het contact met daklozen, jullie samenwerking, relatie en uw vertrouwen in daklozen?)

Tactus

4. Wat is uw ervaring met daklozen in de opvang?
5. Wat vindt u van de (mogelijkheden van de) nachtopvang voor daklozen van Tactus?
6. (Maakt Tactus gebruik van de mogelijkheid dat daklozen hun sheltersuit kunnen afgeven om gewassen te worden?)

Sheltersuit

7. Welke gevoelens of gedachten heeft u bij de sheltersuit
8. Heeft u weleens een sheltersuit uitgedeeld en zo ja, aan wie (omschrijving van de persoon) en waarom?
9. Hoe werkt het uitdelen van de Sheltersuit bij Tactus?
10. Wie delen de sheltersuit allemaal uit bij Tactus?
11. Waarom heeft u de sheltersuit uitgedeeld (welke overwegingen had u hierbij?)?
12. Wat vindt u ervan dat Tactus de sheltersuit uitdeelt?

Contact

13. Hoeveel contact heeft u gemiddeld met daklozen?
14. Hoe is de kwaliteit van dit contact volgens u?
15. Verandert er door de sheltersuit iets in de kwaliteit of mate van dit contact?
16. In hoeverre vindt u dat er sprake is van samenwerking tussen u en daklozen wat betreft het behalen van gezamenlijke doelen?

Attitude

17. Wat is uw attitude/houding ten opzichte van daklozen?
18. In hoeverre heeft de sheltersuit iets veranderd met betrekking tot uw attitude/houding ten opzichte van daklozen en andersom?

Vertrouwen

19. In hoeverre heeft u vertrouwen in daklozen? (Qua bijvoorbeeld hun gedrag en beloftes enz.)

20. Denkt u dat de sheltersuit iets verandert in de mate van vertrouwen tussen beide partijen, zo ja wat en op welke manier?

Perspectief nemen

21. Wat heeft de sheltersuit bijgedragen of veranderd aan het begrip tussen u en daklozen?

Kwaliteit relatie

22. Wat is er volgens u veranderd sinds Tactus de sheltersuit is gaan uitdelen?
23. In hoeverre komt deze verandering door de sheltersuit?

Afsluiting

Hiermee zijn we bij het eind gekomen van dit interview.

- Heeft u zelf nog vragen of toevoegingen?

Appendix D. An overview of the interview questions for the professionals without experience with handing out the sheltersuit.

Achtergrondinformatie deelnemers

1. Wat is uw leeftijd?
2. Hoe lang werkt u al bij Tactus?
3. Wat is uw taakomschrijving binnen de organisatie?
4. (Welke opleiding heeft u gehad?)
5. In hoeverre bent u bekend met de sheltersuit of de organisatie Sheltersuit?
6. Heeft u weleens een sheltersuit uitgedeeld en zo ja hoe vaak en wanneer? (=controlevraag)

Open deel

1. Kunt u me iets vertellen over de sheltersuit en wat u hiervan vindt?
2. Kunt u me iets vertellen over de (nacht)opvang van Tactus?
3. Wat is voor u de overweging dat u (of Tactus) de sheltersuit wel of juist niet zou moeten uitdelen aan daklozen?
4. Wat is er voor u veranderd sinds Tactus de sheltersuit is gaan uitdelen (wat betreft uw beeld van daklozen, van het contact met daklozen, jullie samenwerking, relatie en uw vertrouwen in daklozen?)

Tactus

5. Wat is uw ervaring met daklozen in de opvang?
6. Wat vindt u van de (mogelijkheden van de) nachtopvang voor daklozen van Tactus?

Sheltersuit

7. Welke gevoelens of gedachten heeft u bij de sheltersuit
8. Welke overweging heeft u of had u bij het niet uitdelen van de sheltersuit?
9. Wat vindt u ervan dat Tactus de sheltersuit uitdeelt op sommige locaties?

Contact

10. Hoeveel contact heeft u gemiddeld met daklozen?
11. Hoe is de kwaliteit van dit contact volgens u?
12. Wat zou er door de sheltersuit kunnen veranderen in de kwaliteit of mate van dit contact?
13. In hoeverre vindt u dat er sprake is van samenwerking tussen u en daklozen wat betreft het behalen van gezamenlijke doelen?

Attitude

14. Wat is uw attitude/houding ten opzichte van daklozen?
15. Wat zou de sheltersuit kunnen veranderen met betrekking tot uw attitude/houding ten opzichte van daklozen en andersom?

Vertrouwen

16. In hoeverre heeft u vertrouwen in daklozen? (Qua bijvoorbeeld hun gedrag en beloftes enz.)
17. Denkt u dat de sheltersuit iets zou kunnen veranderen in de mate van vertrouwen tussen beide partijen, zo ja wat en op welke manier?

Perspectief nemen

18. Wat zou de sheltersuit kunnen bijgedragen of veranderen aan het begrip tussen u en daklozen?

Kwaliteit relatie

19. Wat is er volgens u veranderd sinds Tactus de sheltersuit is gaan uitdelen op sommige locaties?
20. In hoeverre komt deze verandering door de sheltersuit?

Afsluiting

Hiermee zijn we bij het eind gekomen van dit interview.

- Heeft u zelf nog vragen of toevoegingen?