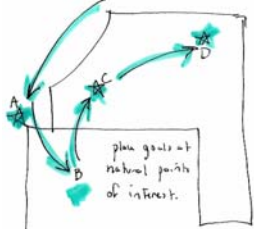
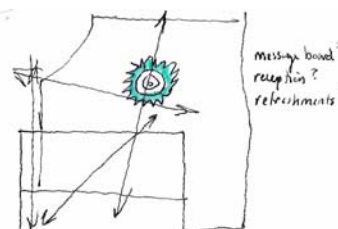
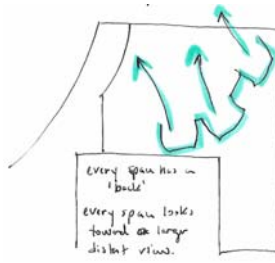
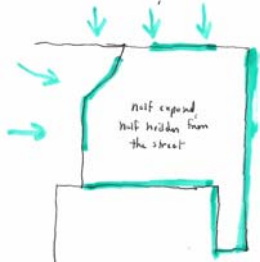
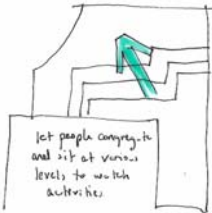
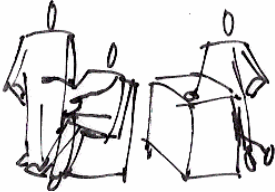
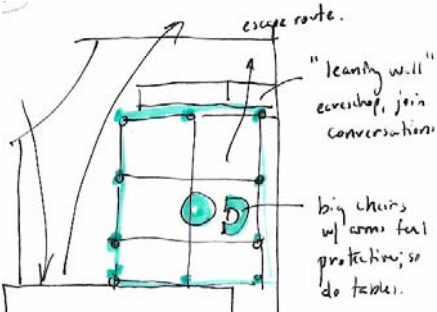


Figure 1. Excerpt from Maslow Theory-to-Practice Grid.

Maslow Self-Actualization characteristic	Explanation of the characteristic	Antithesis of this characteristic	Patterns response	CEPTD/Proxemics response	Patio design criteria
<p><b>An accurate perception of reality</b></p>	<p>Self-actualizers are free of pessimism and defensive distortions. Can judge real from phony in people, events, and ideas.</p>	<p>Pessimistic, defensive. May be unable to make accurate judgments concerning truth and fiction in others' intent or events.</p>	<p>Patterns that relate to clarity in spatial experience and procedure:                      #120: <i>Paths and Goals</i>. Place goals at natural points of architectural interest.</p>  <p>#126 <i>Something roughly in the middle</i>. Design space to draw people towards a natural center.</p> 	<p>Provide clear definition of controlled space so that people recognize differences between public/private.</p> <p>An organization should stake claim to a space by creating well defined border and edges that imply ownership and control.</p>	<p><i>Create a design that emphasizes clarity and legitimacy:</i></p> <p>Patio should send cues of separation from the problems of the street and a sense of security, stability and refuge. Forms and textures that evoke an enduring presence will be used. Overhead forms will appear to be well supported and overtly unsettling assemblies will be avoided.</p> <p>Provide up to date accurate information on digital boards and bulletin boards. Provide a way to queue up for check in that is fair and efficient.</p>
<p><b>Greater acceptance of self and others</b></p>	<p>Self-actualizers are tolerant of human frailty and less judgmental of others. Lack shame and anxiety.</p>	<p>Experience shame and anxiety. Intolerant and judgmental of others.</p>	<p>#114: <i>Hierarchy of Open Space</i>. Every space has a back and a view.</p> 	<p>Design and place furnishings to break up group size and avoid colonization/preemption.</p> <p>Provide multiple entrance points and passageways to increase sense of access and security.</p>	<p><i>Create a design solution that implies equality, fair treatment and respect:</i></p> <p>Seating locations: Avoid placement that puts arriving persons 'on parade'. Seating placement should be back-protective to avoid sense of vulnerability.</p>

Maslow Self-Actualization characteristic	Explanation of the characteristic	Antithesis of this characteristic	Patterns response	CEPTD/Proxemics response	Patio design criteria
			<p>#165: <i>Opening to the Street</i>. Balance exposure with enclosure and activate relationship with the sidewalk activity.</p> 		<p>Provide a system for waiting without physically standing in line: persons' order of admittance posted on digital boards.</p> <p>Provide amenities including a bathroom, water fountain, reading materials and a free cold drink with check in.</p> <p>Provide an area for parking of shopping carts and bicycles within sight lines to lessen stress.</p>
<b>Greater problem centering</b>	Self-actualizers are keenly interested in external problems and unconcerned with introspection. They do not worry over minor details, but maintain a devotion to excellence and accomplish their goals as best as possible.	Self-examination and self-incrimination are common, going hand in hand with guilt and resulting in anxiety.	<p>#125: <i>Stair seats</i>. Let people congregate to watch activities on the edges.</p>  <p>#123: <i>Pedestrian Density</i>. Avoid densities so low that the space will be perceived as neither too empty nor too dense to promote stress.</p>	Fear of rebuke increases need for individual distances (Sommer).	<p><i>Create a place that promotes introspection and also socialization:</i></p> <p>Provide sociopetal spaces to encourage socialization and care for others while also providing sociofugal/withdrawing spaces that allow reintegration to occur at a comfortable pace. Provide appropriate seating density and space for milling around without overcrowding.</p>
<b>Greater social interest</b>	Actualizers strongly identify with the human species and express sympathy for and desire to help.	Non-actualizers may feel animosity or frustration toward others, or a sense of distrust.	#69 <i>Outdoor room</i> . "Leaning wall" allows eavesdropping without committal to a people grouping.	Table sizes tell others the boundary of proxemics territory. (Sommer)  Provide perceived bulk/heft to furnishings to help	<p><i>Create a space that implies respect for all persons, animals and the environment:</i></p> <p>Provide seating opportunities that allow others to listen without active participation such as leaning walls for semi-</p>

Maslow Self-Actualization characteristic	Explanation of the characteristic	Antithesis of this characteristic	Patterns response	CEPTD/Proxemics response	Patio design criteria
				establish territory.	<p>committal to a grouping. Furnishings should be perceived as heavy to assist with territory establishment.</p> <p>Provide environmental cues and amenities that demonstrate respect—i.e. clock for telling time, newspapers, pet details including water dish and tie-up rings. Use evident sustainable materials and practices.</p>
<b>Greater discrimination between good and evil and between means and ends</b>	Self-actualized persons accept responsibility for their actions and do not rationalize or blame actions on others. They maintain strong moral and ethical standards and rarely vary from supporting them.	Non-actualizers may reject responsibility for their actions or displace blame on others. They may lack clarity in moral standards or may not adhere to them consistently.	<p>#69: <i>Outdoor room:</i> Provide escape routes.</p> 	<p>Place gathering areas in natural surveillance &amp; access areas. Place safe activities in unsafe areas; unsafe activities in safe areas.</p> <p>As fear is a powerful motivator for inappropriate behaviors, avoid creating situations for the ceding of turf or proxemics that prompt either challenging or avoidance behaviors. Minimize unassigned spaces.</p> <p>Specify vandal-resistant furnishings.</p>	<p><i>Create an environment where opportunities for negative moral/ethical choice making are minimized:</i></p> <p>Do not allow opportunities for items to be hidden or transferred. Choose plants that with open character that lack heavy foliage. Maintain open sight lines for real and perceived counselor monitoring.</p> <p>Place bathroom so close monitoring is perceived with access via counselor key. Place low-risk social activities (i.e. chess) in less safe areas. Play music that is perceived as non-confrontational such as jazz or classical music.</p> <p>Avoid spatial design that promotes the co-opting of an</p>

<b>Maslow Self-Actualization characteristic</b>	<b>Explanation of the characteristic</b>	<b>Antithesis of this characteristic</b>	<b>Patterns response</b>	<b>CEPTD/Proxemics response</b>	<b>Patio design criteria</b>
					area or prevents persons from entering because they must pass too close by other persons.



**Figure 1. Photograph of the existing shelter pre-admittance area**

Interviews with homeless clients of this shelter reveal various issues concerning this first-contact space.

- The single entrance to the area encourages co-opting of passageways and territorial behaviors that can make entering persons uncomfortable.
- Due to its location directly on the street and adjoining sidewalk, persons are subjected to uncomfortable comments and looks from passersby. This is particularly true for female homeless clients.
- The perceived quality of the space's design and materials is low, and by extension may communicate low regard for users.
- The current nature of the space repeats the context of its urban site outside of the fence, and may be unattractive or even repellent to persons seeking a solution from life on the streets.



**Figure 2. Bird's eye view from the street**

***Maslow Criteria: "Accurate perception of reality": the provision for order and clarity***

The proposed solution shows that the design's massing seeks to express clarity through its literal, physical outreach to the homeless from the existing building. The patio's site is challenging in its literal and abrupt adjacency to a busy street (street sidewalk is shown below in foreground).



**Figure 3. Eye level view from street entrance.**

***Details of the space are designed to exude a tacit sense of respect in various ways.***

Projected ceiling surfaces and color are selected to evoke a sense of shelter and protection reinforced through the use of clean, simple massing forms with walls that form obvious, ample roof support. Partial enclosure from the street coupled with multiple paths/openings implies a separate, yet permeable relationship to street life while helping the organization lay claim to the patio as protected, monitored space. Color and materials are neutral at the street and exhibit a gradient of growing color strength to subtly elicit a sense of life and optimism at the building interface.

Other details:

- The design places receptionist-counselors in the midst of the patio (instead of in a recessed room behind a small window) which also helps to curb negative behaviors through real and perceived surveillance. Homeless persons and counselors can both sit down for confidential counseling at the same seating height level (on the left), evoking a sense of equality.
- The stress of waiting is minimized by providing a digital message board indicating a person's admittance status without physically standing in line. Waiting for services and its accompanying uncertainty are among the most stressful aspects of homelessness.
- Other amenities are provided including a clock, access to books and newspapers, trash and recycle bins, a water fountain and monitored private bathroom—features usually taken for granted among most members of the public, but often absent in the harsh reality of street life.
- The intake patio conforms to the tenets of universal design. Countertops are lower to permit use by all and there are no ground level changes.



**Figure 4. View of primary seating area.**

**Maslow Criteria: "Greater social interest": promotion of social empathy and respect**

The solution provides multiple seating/waiting options that promote socialization with table groupings. Seating is intentionally immovable to prevent co-opting or territoriality. 'Leaning walls' (foreground) permit non-committed participation. Books, newspapers and games are made available, as boredom is a pervasive challenge for the homeless.



**Figure 5. View of rear seating area.**

The availability of several separate seating areas permits withdrawal for those who are not comfortable with others.

Women, particularly sensitive to the observations and comments from those on the sidewalk, can retreat to seating/table areas located at the rear of the patio. Most seating offers a 'protected back' orientation as homeless persons may be sensitive to physical confrontation or abuse.



**Figure 6. View of secondary seating area.**

***Maslow Criteria: "Greater social interest": promotion of social empathy and respect***

The form and location of the tiered seating area permits persons to withdraw while still observing others' activities. It is also a convenient place for homeless persons with pets to wait and provides the animals a water dish (in a niche underneath the water fountain) and wall rings for them to be temporarily tied up while the client checks in. Storage for bicycles and shopping carts (a near ubiquitous way the homeless carry their belongings) are within sightlines so persons can easily keep an eye on these items.

The patio is designed to be locked at night for use exclusively by those persons admitted to the shelter. These persons clean and maintain the patio and in return maintain exclusive use of this area at night, thus fostering a sense of responsibility and ownership, albeit transient in nature.



**Figure 7. Sightlines from counselor/reception desk.**

**Maslow Criteria: “Greater discrimination between good and evil”: minimize moral and ethical choice making**

The patio’s design takes into account the probability of inappropriate behaviors, such as harassment, drug dealing and theft. It seeks to mitigate these actions through passive design where possible and more active measures when necessary. For example, vegetation is avoided that would offer places to hide objects or conceal actions. Clear sightlines are maintained for counselors to observe activities (including the key-controlled restroom on the right) to dissuade inappropriate behaviors.

Roll down screens secure the counselor desk area against vandalism. Free cold drinks would likely be an attraction for homeless persons and this amenity accordingly forms a major design feature of the reception desk. If desired, glass partitions can be added to the counselor desk to provide further protection to staff members. Interestingly, the presence or absence of glass is among the most contentious design issues among homeless shelter administrators and staff, as both safety and accessibility are factors to consider.



**Figure 8.**

***Maslow Criteria:*** “Actualizers strongly identify with the human species and express sympathy for and desire to help.”

The pre-admittance area might not only exude respect for its homeless users, but also might promote respect for the environment. Solar panels are angled to direct water runoff into reservoirs for drip irrigation and also supply power to the shelter. Because the area is prone to flooding during winter rainstorms, permeable ground surfacing material is used that allows water to percolate into the clay soil. To counteract the hard urban context of the neighborhood, trees and other plants are introduced.



**Figure 9.**  
*Bird's eye view of the proposed pre-admittance area.*