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COLLECTIVE PROFESSIONAL AGENCY IN FINNISH HOUSING FIRST WORK: AN EDUCATIONAL PERSPECTIVE

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Introduction

The research project "Collective Professional Agency in Finnish Housing First Work" was funded by the Finnish Work Environment Fund (#190404) from January 2019 to February 2022 to develop and mobilize knowledge in support of homelessness work in the face of new acute challenges. The project was conducted at the Faculty of Education and Culture, Tampere University in collaboration with the City of Tampere, Y-Foundation, practictioners, administrators, scientists and policy makers in Finland and abroad. The Faculty's research group responsible for the project implementation was RESET (Research Engagement for Sustainable and Equitable Transformations), led by Professor Annalisa Sannino.

Throughout the duration of the project the research team consisted of Annalisa Sannino as Project PI, Docent and Senior Researcher Hannele Kerosuo, Post-doctoral Researcher Esa Jokinen and research assistants Lauren Stevens and Joona Moberg. A total number of 253 practictioners were directly involved in the project: 220 participated in the 10 workshops and the final conference of the project, 96 practictioners created user accounts to access the webforums, and 63 among those present in the workshops also became users of the webforums. These participants in the project came from 12 municipalities (Espoo, Helsinki, Hämeenlinna, Jyväskylä, Kangasala, Kirkkonummi, Kuopio, Nokia, Oulu, Pori, Tampere and Turku), the Raahe Region Welfare Association, and 56 organizations.

Since 2008, with three successive national programs, homelessness professionals in Finland have been retrained to carry out work informed by the Finnish Housing First principle (Kaakinen, 2018). As a consequence, homelessness workers have developed a strong set of values and commitment to the eradication of homelessness. The emphasis on housing has led to extraordinary results (Pleace et al, 2016), but in recent years new challenges have become apparent. For instance, a particularly demanding group of clients has emerged which requires

the heaviest and most diverse services and whose housing solutions have repeatedly failed. A sustained effort at generating collective professional agency among these workers is needed in circumstances such as these, in order to keep up the momentum stemming from previous years and to make the most of scattered innovations taking shape in response to the new challenges.

Using the perspective on transformative agency from Cultural-Historical Activity Theory (Sannino, 2015, 2020b), this project aimed at developing a rigorous and systematic approach to grasp the process of collective agency and to generate viable pedagogical instruments to support homelessness workers. Processes of collective agency are often neglected, with detrimental consequences in particular on areas of work in which frontline professionals experience loss of control over their work practices and thus become exposed to considerable risks. This project created the conditions for professionals around Finland to share and discuss scattered innovations and to generate advanced solutions with the help of workshops, an online videolibrary, and web forums.

Videorecorded and transcribed data were coded and analyzed by means of content analysis and using discourse analysis methods (e.g., Denzin and Lincoln, 2005). The qualitative content analysis was complemented by following the guidelines of using numerical data in explicitly interpretive and contextual inquiry (e.g., Yanchar, 2011). By these means the project created the conditions to trace how collective agency is formed among these professionals, by which means and with which results.

The present report is organized in nine sections. Section 1 presents the background and purpose of the research. Section 2 gives an overview of the theoretical framework of the study and introduces its research questions. Section 3 focuses on the research design and on the collected data. Section 4 covers the methods of data analyses. Sections 5 to 8 present the project findings and the answers to the research questions. More specifically, Section 5 addresses the question of how sharing and discussing scattered innovative solutions among homelessness practictioners can lead to initiatives of transformative agency. Section 6 focuses on how sharing and discussing scattered innovative solutions can enhance

community building across professions and sectors, including partnership with university. Section 7 discusses strengths and weaknesses of the exclusively digital and online format this project had to resort to, due to the COVID constraints to activities and events held face-to-face. Section 8 traces the evolution of the innovations as they unfolded throughout the project. Section 9 concludes the report with a discussion of the project findings and recommendations for practice, policy and further research.

Section 1. **Background and purpose of the research**

This project studied the formation of collective professional agency among homelessness practictioners. The dominant way of researching professional agency is to treat it as an individual property (Archer, 2000; Bandura, 1989; Emirbayer and Mische, 1998). In other words, the study of professionals' *collective* agency and its formation is still largely neglected. This knowledge gap has detrimental consequences in particular on areas of work in which frontline professionals experience loss of control over their work practices and thus become exposed to considerable risks (Cooper and Lousada, 2005).

Through national programs, Finland has succeeded in significantly reducing homelessness since 2008. The Housing First principle and the elimination of homelessness are also spelled out as a commitment in the current government's program. One of the biggest challenges is, however, represented by the homeless who need the heaviest and most diverse services and whose housing solutions have repeatedly failed. Despite the widely recognized success of the Finnish Housing First (FHF) model (Pleace et al, 2016; Kaakinen, 2018), homelessness practitioners in Finland are confronted with new acute challenges, concerning for instance, the demanding groups of clients mentioned above.

When striving to meet the needs of these vulnerable clients, homelessness workers may become themselves vulnerable to clients' unpredictable reactions or in the face of the complexities of the clients' condition (Savaya, Gardner and Stange, 2011). Yet, advanced innovative solutions are available for instance for dealing with aggressive clients, or for contributing to multi-professional mobile support teams (Sannino, 2018, 2020a). These solutions, however, often remain scattered and the majority of practitioners remain isolated with a strong sense of powerlessness. This research project aimed at creating conditions for homelessness practitioners nationwide to share and discuss scattered innovations concerning

their clients. By doing so the project aimed at creating also the conditions to trace how collective agency is formed among these practictioners, by which means and with which results.

More specifically, the project had three main aims:

Aim 1. "Tracing the process of collective agency formation among Finnish Housing First frontline workers to address in practice the most acute newly emerging problems in their field."

Aim 2. "Identifying the extent to which sharing and discussing currently scattered advanced innova.tive solutions may trigger collective agency."

Aim 3. "Analyzing the locally-developed implementations and adaptations as advancements or regressions from the initial innovative solutions presented in the workshops".

Using the perspective on transformative agency from Cultural-Historical Activity Theory (Sannino, 2015ab, 2020b; Sannino and Engeström, 2018), this project aimed at developing a rigorous and systematic approach to grasp processes of collective formation of transformative agency and to generate viable pedagogical instruments to support homelessness workers in Finland. Practictioners across the country identified and discussed the 11 social innovations depicted in the cover page of this report:

1. Building trust by engaging customers and supporting employees

2. Work as the "pumping heart" of the housing unit

3. From guard to a coach and fellow traveler

4. Creating a common space in a housing unit

5. Integration of the housing unit into the community and integration of the community into the housing unit

6. Empowering communities through preventive work

7. Multi-professional and mobile housing counseling

8. Personal housing advisors among immigrants

9. Bringing support to the street level and listening to those who have fallen into the cracks

10. The LIITU model of mobile multi-professional support for scattered housing

11. The Deerfoot model of mobile multi-professional support

These innovations were considered critically important to respond to the new challenges in homelessness work. Also it became clear during the project that there is a considerable collective momentum around these innovations. If suitably supported, such a momentum has potential to expand and sustain the vision of eradicating homelessness, as stated in the current government program. Presentations in Finnish of these innovations are accessible through the video library established by the project (TSR Project Webpage, 2022). This is a resource that will remain available as long as these innovations are relevant for developing homelessness work in Finland and beyond.

Section 2. **Theoretical framework and research questions**

Collective professional agency through the lenses of cultural-historical activity theory – the theoretical framework adopted here – is a process moving along two dimensions: from individual to collective (Sannino and Engeström, 2017; Virtaluoto, Sannino and Engeström, 2016) and from talk to action (Sannino, A. (2008a, 2008b, 2010). The precondition for this movement to take place is a conflict of motives that may paralyze professional practice. The literature on homelessness work is rich in examples of such conflicts (Banks, 2016; Mänttäri-van der Kuip, 2016; Savaya, Gardner and Stange, 2011). The process can be set in motion by means of artifacts that allow the practitioners to see that they are not alone in experiencing such conflicts and that practical action to overcome them is possible.

Transformative agency within the theoretical framework utilized in this project refers to the process by which practitioners intentionally break out of paralyzing circumstances by transforming them with the help of artifacts they develop, adopt or adapt and put into use. Figure 1 depicts the transformative agency process.
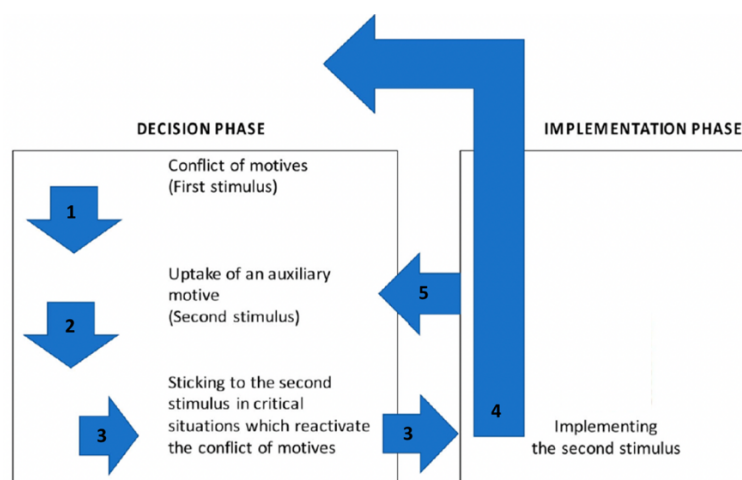

Figure 1. The process of transformative agency
(Sannino, Engeström & Jokinen, 2021; adapted from Sannino, 2015a)

The precondition and starting point for a transformative agency process is a conflict of motives (also referred to as first stimulus in Step 1 in Figure 1). Conflicts of motives may paralyze professional practice, for instance between wanting to work in a housing unit to help eradicate homelessness, but fearing to become an object of violent reaction by clients. The literature on homelessness work is rich in examples of such conflicts (e.g., Sannino & Engeström, 2018). Transformative agency is set in motion by means of artifacts that serve the function of an auxiliary motive (also referred to as second stimuli in Step 2 in Figure 1). A second stimulus serves as a fixed point or stable platform for transformative action. A wide range of artifacts, including digital ones (Aagaard & Lund, 2020; Lund & Vestöl, 2020) may be used as second stimuli depending on the problem situation and available resources.

In the early works of Vygotsky, priority has been given to language and discursive interactions as prime artifactual means (Vygotsky, 1987). Recent research shows, however, that verbal interactions must be of a particular kind and represent only one possible artifactual resource (Gollwitzer, 1999; Sannino, 2008b). Interactions that may lead to collective agency take the form of commitments to perform a certain action at a specific time and place (Sannino, 2015a). For instance, in a housing unit a practitioner said that when clients start fighting, she does something clumsy (e.g., dropping an object) and voices helplessness while doing so. This attracts the clients' attention toward her and changes the situation as they stop fighting and start helping her.

The repeated implementation of a procedure such as this (Steps 3 to 5 in Figure 1), presented in a peer learning context such as the project workshops and web forums can help practitioners to see that they are not alone in experiencing troubling conflicts of motives and that practical action to overcome them is possible. This strengthens the practitioners' understanding of the situation and their capacity to take further actions. Also, this in turn strengthens a collective agency process, i.e., turning more to one another to design, implement and consolidate novel solutions to problems in work.

In the project reported here, we hypothesized that video-recorded accounts of innovative solutions among peers could play a key role in supporting transformative agency within the workshops and the web forum discussions. Visually conveyed models of possible actions to

be performed at a specific point in time may set the process of collective agency in motion (Sannino, Engeström and Lemos, 2016; Sannino, 2016; Kerosuo, 2017). An account or a video-recording of such account by a practitioner of an innovative solution can play such a role among colleagues who commit to implement the given innovation within a specified time frame. This is the process this project attempted at setting in motion.

A prior study involving peers from this same field (Sannino, 2020a, b) showed strong features of newly undertaken steps toward consolidating transformative agency by means of face-to-face workshops which gathered 61 participants in total, distributed in different workshops, times and locations. By initiating the study presented here, we aimed at observing the extent to which also online workshops and web forums could further energize the field of homelessness work toward solutions to the new challenges it is facing.

The study addressed the following research questions: How is collective agency generated and how does it unfold by means of sharing and discussing scattered innovative solutions in the field of homelessness work? What are the strengths and limitations of an online video library of innovative solutions and an associated web discussion forum in terms of triggering collective transformative agency? In which ways are the locally developed implementations richer and more sophisticated, or shallower and more limited than the initial innovative solutions?

Section 3. **Research design and data**

This study was carried out in collaboration with practictioners in organizations and services targeting clients who have experienced homelessness or are at the risk of becoming homeless. At the beginning of the project, about 50 practitioners, selected by leading homelessness experts, were invited to an initial workshop to determine what were the most urgent themes to be addressed in the subsequent workshops. The discussion and selection of the themes was structured on the basis of information gathered in previous research by RESET at Tampere University on Finnish homelessness work at local and national levels (Sannino, 2020a, 2020b) and on the basis of pre-questionnaires answered and submitted to the project by the invited practitioners before the first workshop. As result of this preparatory work, the following were identified as key themes to be addressed in the project:

1. Working in challenging situations and with diverse groups of clients

2. Organizing low-threshold work activities for and with clients

3. Community building and ecosystems in homelessness work

4. Building forward-oriented housing pathways with clients and other actors

5. Organising mobile multiprofessional support for clients

After the preparatory phase, two series of five workshops and web forums were arranged for collecting the main data of the study. The workshops were open to all interested practictioners from around Finland. Practitioners specifically known for their innovative

practices were invited to give presentations in the workshops. In the first five workshops, these practitioners presented innovations they had developed or implemented related to the selected theme. The presentations in the workshops were video-recorded and placed in the video library. Also the discussions during the workshops were video-recorded and, together with the presentations, constituted part of the data set of the study. The web forums involved practitioners interested in discussing the innovations presented in the videos made available online. The texts posted in the web forums were also part of the data set of the study.

During each workshop and related web forum discussion, the participants were asked to consider implementing one or more of the discussed innovations in their own workplaces. The second set of five workshops were, when possible, devoted to implementation. This second set of five workshops were devoted to the same themes respectively as the first five workshops, approximately six to eight months later. After this second set of workshops, a final event took place in the form of the conference "Developing Homelessness Work 2021" marking the end of the project. By means of this conference, the results of the project were summarized and evaluated also in dialogue with other perspectives coming from outside Finland. Perspectives and next steps in the development of homelessness work were also discussed during this event.

The data collected during the workshops and web forums of the project consist of

(1) videotaped presentations in the two sets of workshops,

(2) videotaped discussions in the workshops,

(3) web forum discussions on the videos of the presentations.

The study includes also quantitative data on

(1) the evolution of the participation of the practitioners in the face-to-face and online discussions,

(2) the number of linguistic cues and speech acts (Sannino, 2008) indicating collective engagement in the workshops and then in the web forums,

(3) the initiatives and reported practical actions to implement the innovations and share them with all participants in the project at the end of both types of discussions.

This is an unusually rich set of qualitative and quantitative data that enabled the researchers to trace the process of formation of collective professional agency over a period of approximately 18 months.

The workshops and web forums were designed as a set of interconnected spaces for collaborative discussions among practitioners. The choice of an exclusively online format was primarily dictated by the COVID circumstances which prevented large events to be carried out face-to-face. The online format, however, made it possible from the start of the project and throughout it to bring together practitioners from different locations, some of them geographically very far from one another, by combining synchronous and asynchronous possibilities of access to the presented innovations and to colleagues.

This technological setup afforded flexible adaptation in work conditions which require readiness to respond to emergencies. The design was adapted from the Change Laboratory approach (Virkkunen & Newnham, 2013), usually used to trigger and support transformative agency and expansive learning (Engeström, 1987/2015) in face-to-face sessions. The adaptation for the online environment consisted of selecting Zoom as a platform conducive to discussions and debates among participants. Zoom effectively supported the interactions in the workshops. The web forums, instead, turned out to be less conducive to the agency formation process, most likely because this professional group favors hands-on activities with clients and colleagues and seldom has time for individual writing.

Figure 2 shows that the number of participants in the second set of workshops was consistently higher than in the first set.
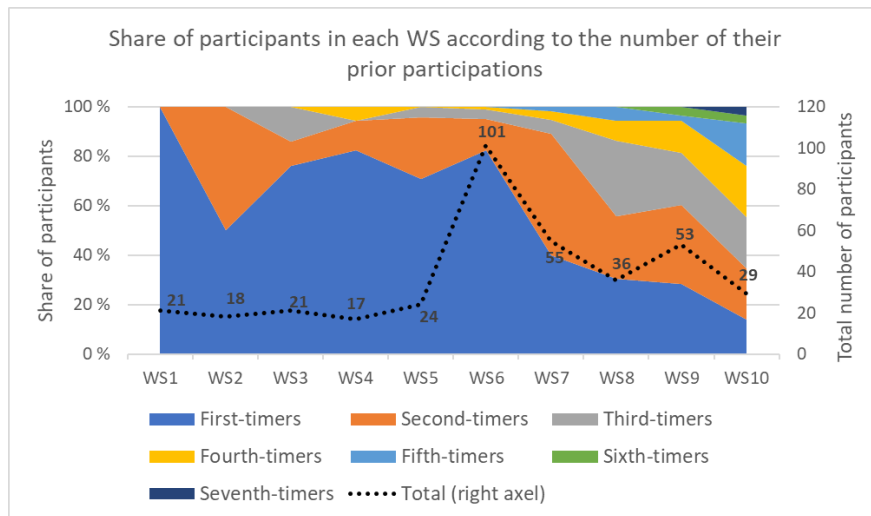
Figure 2. Numbers and evolution of the practictioners' attendance to the workshops

The topic which attracted most participants if we look at the sum total of the first and second series of Workshops was the theme of "Working in challenging situations and with diverse groups of clients" (Theme 1), followed by Themes 2 and 4 respectively: "Organizing low-threshold work activities for and with clients" (Theme 2) and "Building forward-oriented housing pathways with customers and other actors" (Theme 4).

The number of first-timers increased till Workshop 6, indicating that the project systematically and increasingly attracted new participants up to then. After Workshop 6 the new participants kept coming but in decreasing percentages. The maximum number of workshops that a participant attended was 7. The average number of workshops attended by the participants was 1,15. The number of participants in Workshop 1 who attended also Workshop 6, and so forth the numbers for all the workshop pairs on the same themes are:

WS1-WS6: 3; WS2-WS7: 4; WS3-WS8: 1; WS4-WS9: 3; WS5-WS10: 8

Section 4. **Methods of analysis**

The videorecorded presentations of the innovations and the corresponding discussions both in the workshops and in the web forums were transcribed, coded and analyzed by means of content analysis (Denzin and Lincoln, 2005) and by using discourse analysis methods specifically devised for conversations taking place in structured change-oriented workshops (Sannino, 2008a; Engeström and Sannino, 2011). The methods used in this study have been extensively adopted through successive generations of activity-theoretical research and in the work of the researchers forming the project team (e.g., Sannino, 2018, 2020a; Kerosuo, 2017).

The categories for the coding and analysis were derived from the practitioners' own verbalizations using as guiding principles the key conceptual components of the project's theoretical framework. For instance, categories were determined on the basis of transcribed verbalizations of conflicting motives, of envisioning new possibilities and of commitments to perform certain actions at a specific time and place.

The analysis of the quantitative data were conducted by counting

(1) the occurrence of linguistic cues and speech acts indicating collective transformative agency steps,

(2) the initiatives and reported practical actions.

The qualitative content analysis was complemented by following the guidelines of using numerical data in explicitly interpretive and contextual inquiry (Yanchar, 2011).

Our analysis proceeded in the following phases. First, we carefully read the entire transcripts of each set of five workshops with the aim of gaining an overview of key features of these data. In this overview phase we focused on five features of the discourse roughly corresponding to the transformative agency steps in Figure 1:

(1) verbalizations of conflicts of motives – Step 1;

(2) envisionings of possibilities to transform the practice – Step 2;

(3) commitments to undertake specific transformative actions – Step 2;

(4) references to previous or forthcoming speakers' utterances and presentations as well as to specific previous transformation efforts in the field of homelessness work – Step 2; and

(5) concrete innovative solutions and practices put forward by speakers and participants – Steps 3 to 5.

To identify occurrences of the five categories in the data, two members of the research group coded independently the transcripts. The codings were compared and disagreements were discussed. The disagreements were thoroughly examined and the team reached a consensus in each one of them. Table 1 presents the distribution of the categories across the dataset.

Table 1: Distribution of the categories across the dataset

Theme	Workshop 1 Dealing with violent situations	Workshop 2 Low threshold work activities	Workshop 3 Community building	Workshop 4 Supporting forward oriented pathways	Workshop 5 Mobile support	Workshop 6 Dealing with violent situations	Workshop 7 Low threshold work activities	Workshop 8 Community building	Workshop 9 Supporting forward oriented pathways	Workshop 10 Mobile support	Total
Conflict of motives	27	26	15	22	22	44	21	19	24	20	**240**
References to presentations	10	13	9	9	15	12	6	13	19	15	**121**
Envisioning new possibilities	8	2	14	8	4	8	8	2	4	5	**63**
Expressions of commitments	0	2	3	1	5	4	4	4	5	6	**34**
Features of innovations	25	32	45	28	9	20	15	16	15	19	**224**
Total	**70**	**75**	**86**	**68**	**55**	**88**	**54**	**54**	**67**	**65**	**682**

Conflict of motives and features of innovations are the two most frequent categories, with similar numbers of occurrences. This indicates that this field of work is as challenged as it is innovative. The references to presentations indicate that in each workshop the participants consistently built on each other's statements.

Envisioning of new possibilities was an integral part of almost all workshops, indicating future-oriented agency formation. However, there was a notable drop in envisioning between the third and fourth pairs of workshops. There are two factors to be taken into account when interpreting this. First, this was part of the wider shift of emphasis from presentation-driven workshops with up to three presentations which left limited space to discussions, towards more dialogical workshops with one or two presentations only and more time for discussion. The seemingly declining number of occurrences of envisioning should be interpreted against this background. Interestingly it is to be noted as well that the number of innovations declined, too, while the number of occurrences of conflicts of motives typically increased.

Second, another wider change took place regarding the contents of the presentations. In the workshops 6-10 the presented innovations were somewhat less holistic than those presented in the workshops 1-5. The later presentations consisted more of sub-innovations. Also, their labels conveyed a sense of more straightforwardly oriented approaches. This might be the reason why fewer envisioning elements are found in the latter presentations.

As to the expressions of commitments, in the first 5 workshops we had 12 commitments altogether, and in the second set of workshops we had 23. Interestingly the second workshop of each pair shows a doubled number of commitments compared to the fist workshop of the pair. This reflects the same increase of dialogue, as noted above, during the latter part of the workshop series. It might also indicate that the somewhat more straightforward innovations may have been easier to consider by the participants.

To conclude the presentation of Table 1, these systematic changes between different categories of codes imply that the workshops became somewhat more dialogic in the latter phase, and that the dialogue produced more conflicts of motives and discussion related to

them than to the envisioning of actual steps forward. As such, this is by no means indicates that agency was not formed. It rather reflects the needs of the practictioners in this phase in the history of this field. There is, however, also the possibility that the thematic nature of the workshops may have created an illusion that participants should be dealing with one aspect of homelessness work at a time.

In the coding of verbalizations of conflicts of motives, we used the method of analyzing discursive manifestations of contradictions (Engeström & Sannino, 2011) as a heuristic support device, although at this stage we aimed only at overall identification rather than systematic classification of the verbalizations of conflicts of motives. We wanted to keep the category sufficiently broad so that we would not miss verbalizations that might turn out to be important in closer qualitative analysis; thus, we included also relatively mild or ambiguous verbalizations of conflicts in the coding. In the identification of innovative solutions and practices, the analysis of employee-driven innovations by Haapasaari, Engeström & Kerosuo (2018) served as useful background for our coding.

In the second phase of the analysis, all workshop and web forum discussions were examined to find evidence of possible transformative agency steps as depicted in Figure 1. For each theme of the workshops and the web forums, we first re-read the entire transcripts and posts, looking for particularly salient verbalizations of conflicts of motives as well as proposed integrative ideas, artifacts, metaphors or concepts around which specific innovations might be clustered. This initial reading led to a tentative identification of a transformative agency process in each workshop. Each tentative agency process was analyzed in three steps, focusing on

(1) identification of a central *conflict of motives* in the discourse of the participants*,*

(2) identification of a potential *second stimulus* put forward by some participants*,* and

(3) identification of efforts to *envision new forms of practice* or *commit to actions of implementing them.*

This analytical procedure is based on the methodological guidelines developed by Sannino (2015a; 2020a; 2020b) and applied by Hopwood and Gottschalk (2017), Yang (2021) and others.

Section 5. **Sharing and discussing scattered innovative solutions can lead to initiatives of transformative agency**

The first research question of this study asked the following: How is collective agency generated and how does it unfold by means of sharing and discussing scattered innovative solutions in the field of homelessness work? During the project this research question was addressed in two parts. In this section the findings pertaining to the first part are summarized with the help of Table 2.

Table 2: Transformative agency initiatives taken during the project

	Conflict of motives	**Second Stimulus**	**Envisioning or committing to transformative actions**
Thread 1 Violent encounters	Conflict between fear and trust	Removing the plexiglass office box as it has been actually already experimented in xxx and by others	Changing the work culture away from the way of functioning in shelters toward building trust
Thread 2 Work activity	Conflict between the sobriety norm and low-threshold access to work activities	Work as "the pumping heart" of a housing unit as it has been actually already experimented in xy and xx transformations	Creating large space for multiple work activities in housing units
Thread 3 Community building	Conflict between belonging to "us" and belonging to "them"	Get out of your "dugouts": shared activity as "the pumping heart" of the community of a housing unit expanding outwards as in xxx transformation and in FHF 2.0 Change Laboratory's proposal (previous study) to expand the residents' choices for participation beyond a single service provider	Pathways opened from housing unit to studies and work
Thread 4 Housing pathways	Conflict between offering help from above and listening to the client	Those who "fall between the cracks" supported as in the Housing Sponsor System in Helsinki	Prevent falling between the cracks by recognizing potential for forward-oriented housing pathways
Thread 5 Multi-professional mobile support	Conflict between categorization and flexibility	Models such as LIITU, in use over multiple years, and the recently designed Deerfoot in the Tampere Change Laboratory (previous study)	Preparation of a Deerfoot model in the city of Jyväskylä, based on the Tampere model
Thread 6 Violent encounters	Conflict between attempting to deal with repeated deviant behavior along the HF principles and finding other solutions like temporary evictions	Aggre discussion as structured measure for dealing with deviant behavior	Prior mode of homelessness work should be replaced by a) emphasizing the value of each client and by b) emphasizing the need to tailored individual housing solutions following HF
Thread 7 Organization of work activities	Conflict between inducing work activities top down and promoting the agency of the clients by this means	Fair on-call work as concept and practice of providing opportunities for low threshold real work engagement	Expanding means of providing work activities outside the confines of housing units and geographically more widely
Thread 8 Community building	Need for continuing community support and integrated services vs. short-term disconnected services	Community panel (yhteisöraati) as means of influencing and gaining sense of belonging experimented also before	Linking with participatory budgeting and new means of engagement to restructuration of whole neighborhoods
Thread 9 Housing paths	1. Allowing permanent residency (HF principle) vs. moving the housing unit residents forward to produce an efficient client flow 2. A "conserving" work orientation vs. a dynamic and goal-oriented rehabilitation work orientation	1. Transition phase support model as means of extending support and social networks outside the housing unit 2. Bonus/sanction system for housing service providers	1. Linking with understanding clients, decreasing pressure towards them, providing meaningful activities, and listening to the clients 2. Linking with collaborative management of the selection bias and between different working orientations
Thread 10 Multi-professional mobile support	Conflict between the motive to provide longitudinal support (social work logic) and quick support (health service logic)	Continuously developing models such as Deerfoot	Engaging in further development process regarding Deerfoot model between two cities and a potential third sector organization, linking with ongoing social and health care reform

This first part explores whether sharing and discussing scattered innovative solutions among practitioners in the field of homelessness work may lead them to take transformative agency initiatives (see also, Sannino, Engeström and Jokinen, 2021, and Jokinen et al, 2022).

The first two steps of transformative agency as depicted in Table 2, were identified for all the themes of the workshops and web forums of the project: conflict of motives (Step 1) and uptake of an auxiliary motive or second stimulus with the prospect of future use in the form of envisioning or actual commitment (Step 2). Steps 3–5 consisting in holding on to the second stimulus when the foreseen critical situation (e.g., a violent episode) actually takes place, and implementing the second stimulus (e.g., a procedure acquired in the workshop), can typically be observed in contexts of actual practice. In the workshops and web forums, however, intentional moves toward implementation are signaled by means of envisioning patterns of transformed practice and committing to actions of implementing such transformations. A qualified affirmative answer can therefore be given as a first step in response to the first research question: transformative agency first two steps were observed for the themes of the workshops and web forums, but the third and fourth steps of the transformative agency model were only anticipated by means of envisioning and committing to actions. It is a task of further research to follow up and trace possible steps of actual implementation taken by the practitioners

In each one of the workshops, we could identify a conflict of motives. These conflicts were expressed both as disagreements between practitioners and as troublesome tensions brought up by singular practitioners. The conflicts of motives were taken up in multiple turns of talk in a stepwise and tentative manner rather than as predefined comprehensive statements or emotionally loaded outbursts. In other words, the conflicts were cultivated rather than proclaimed.

The suggested second stimuli were of three types. The first one, the plexiglass office box, was a palpable material artifact still found in housing units. The second, third and fourth ones were all strong metaphors: pumping heart, dugouts, and falling between the cracks. The fifth second stimulus consisted of two specific models of organizing multi-professional mobile support (LIITU and Deerfoot). All these three types of second stimulus

gained traction among the practitioners, manifested in questions, comments and commitments.

In each one of the transformative agency progressions we identified both references to well-known past experiences (indicated with the backward arrows in Table 2) and envisioning of or commitments to future actions to transform homelessness work. The relationship between envisioning and commitment to action is an important topic for future analysis (for an early attempt of such analysis, see Engeström et al., 2003).

In addition to these past- and future-oriented efforts, we found also references to parallel transformative agency progressions across the workshops and web forums (indicated with backward and forward curved arrows in Table 2) and horizontally across the organizations the practitioners represent. These are for instance references to issues discussed in previous workshops. Also, in the fifth workshop, a model designed by practitioners in one city was explicitly endorsed and adopted by representatives of another city. This was perhaps the strongest evidence of learning intertwined with transformative agency, when the practitioners actually committed to specific transformative actions. Importantly, this commitment included both a reference to a model that was initiated in face-to-face workshops in the previous study (Sannino, 2020a) and an explication of future actions to be taken to adopt the model elsewhere in the next few months. This indicates that the sharing and discussing of scattered innovations here involved a transformative agency process that could effectively bridge efforts started one year earlier (in a study with homelessness practitioners from the same organizations) and future developments in a different organization and location.

Section 6. **Distributed peer learning can enhance community building across professions and sectors, including partnership with university**

The second step in responding to the first research question of this study consisted in exploring whether sharing and discussing scattered innovative solutions among practitioners in the field of homelessness work may lead them to enhance community building across professions and sectors, including partnership with the university. In this section the findings in response to this second step are summarized with the help of examples from the data.

Several instances from the data sets depict building of collaboration initiatives between the practitioners and between the practitioners and the university as represented by the project team. These are instances in which the analysis shows consistent continuity between the workshops in terms of cultivation of innovations and expressions of commitments. The most interesting example pertains to workshops 5 and 10 where further developments of the Deerfoot model innovation, originally developed by practitioners from the City of Tampere in a previous project collaboration with the research team (Sannino, 2020 a, 2020b), became evident as part of the discussions with practitioners from the City of Jyväskylä during and across the workshops.

Example from Workshop 5 (852–896): Researcher and a practitioner from the City of Jyväskylä

Researcher: *If I dare to ask, there was here, if I remember correctly, Jyväskylä has these mobile support solutions already in progress. Do the representatives of Jyväskylä have any immediate comments from their own point of view? Are the models of Pori and Tampere close to what is being considered in Jyväskylä?*

Practitioner from the City of Jyväskylä: *They are. Here we have received some really good information and experience, and I suggested that we could continue to compare and "steal" from each other. And search for solutions together, for there will probably be a variety of issues before us when we launch the service. Of course, for example we have very few resources compared to what Tampere has. Sure, we're a little smaller town and because of that we have to be careful when starting to get this service up and running. There is now co-development with Deerfoot over there in Tampere, and we are training all the employees to do that. Also we are learning from Tampere's example from the times of the Aku-project. So, thanks for all. The name [Deerfoot] was also stolen from Tampere, with an obtained permission.*

Example from Workshop 10 (933–956): Practitioner from the City of Tampere, practitioners from the City of Jyväskylä and researcher

Practitioner from the City of Tampere: *I would like to convey to Jyväskylä that I would like on my behalf to co-operate in any form or fashion, share materials and share experiences, so we have nothing to hide or nothing to keep under our belts here, joint development work has been done and it would be nice at some point to share even more experiences. Also, suddenly one thought came to my mind when I heard that you have a Webropol survey, is there a possibility of seeing it? We still have some development to be done with regard to statistics, and despite my special background, we have not done it. If it were possible, I would take a look.*

Practitioner 2 from the City of Jyväskylä: *Yeah, it's possible. It is currently in the hands of the City, so I will have to check. Currently we do not have a final version to*

share. But this version, which has been developed in tandem with the team, I can share this via e-mail.

Researcher: *Hey, how about if you could put it in, if it's possible to put it on our web forum, where everyone can see it?*

Practitioner 1 from the City of Jyväskylä: *On my behalf it's fine. This is why we are cooperating here, to learn from each other.*

This Deerfoot model example highlights community building and collaboration among the practitioners participating in the project. The example indicates also that differences in the practical implementation of innovations do not challenge them, but rather point at the benefits of sharing and discussing scattered innovations. This has significant potential for involving also other cities and stakeholders in events such as the workshops in this project.

The project reached participants from very diverse sectors representing several Finnish municipalities. Development institutes like THL (The Finnish Institute for Health and Welfare) and MTKL (The Finnish Central Association for Mental Health) were represented by participants in workshops. Their participation contributed to the development of community building across professions and sectors by sharing documents and other resources.

Example from Workshop 9 (911–914, 916–921):

Practitioner: *THL has come forth with workpaper series no. 40/2020. Here is [name], who is still working at THL part time, and then there's [name], who is currently working at MTKL. So, they have come up with this paper. There's like 50 pages worth of text, from which you can get a good ideas of recovery orientation, which will soon be mainstream in mental health work here in Finland. This is already inevitable,*

so we should direct the orientations within social and health care towards people and meeting them, so good people please read and get to know this.

Researcher: *Yeah, well put this information forth as well.*

This section has aimed at illustrating that sharing and discussing scattered innovations can enhance community building across organizations and sectors. The observed innovation processes and expressions of commitments that took place during the project contributed to the formation of multi-professional community building. These communities hold a potential for the emergence of future partnerships between different professionals and municipalities. These are naturally potential partnerships, as only hints at their formation could be observed in this study. But as the following excerpt so adequately demonstrates, we believe our project was just a prelude for what might develop in a near future.

Example from Workshop 5 (1181–1192): Researcher and a practitioner from Tampere

Researcher: *We would gladly accept any feedback concerning these workshops. Of course, you don't have to present it here now, you can post it on the web forums or send it to us via e-mail. But here is now an opportunity if you want to say something more about our workshops.*

Practitioner: *In my opinion, the workshops have been really good, and I have come up with ideas for further development. I will send later via e-mail some thoughts, although I do not know if they are implementable.*

Section 7. **Strengths and weaknesses of the exclusively digital and online format**

The second research question of this study asked the following: What are the strengths and limitations of an online video library of innovative solutions and an associated web discussion forum in terms of triggering collective transformative agency? In this section we present the findings in response to this research question with the help of examples from the data.

Although the online format became a necessity due to the COVID restrictions, the practictioners did not find this a limiting mode of interacting, as shown in the following example.

> Practitioner commenting at the end of the first set of five workshops: *I've been around a couple of sessions. I have been like listening, in fact, I have looked at the recordings on the website. This is so good and easy. The only inconvenience here is whether the connections work or not. But this is such an effortless way to get to topics like this. Now there aren't too many of these opportunities concerning these topics, so I absolutely think it's worth continuing. I'm not sure what's the best way though, whether some other tools are easier than this Zoom, that everyone would be most familiar with. For here, too, there have been a few times in two hours issues of whether the microphone is on, whether the video is working, and so on. These are the more uncomfortable stuff. But still, this is such an easy way to get in, to get caught up in the subject, so absolutely I vote for this second round.*

Some of the online workshops were attended by a large audience, as for instance Workshop 6 with 101 participants. Using the digital and online formats also allowed practitioners who could not participate synchronously in the workshops to access the presentations and contribute to the discussions in the web forums. For instance, there were 21 participants in workshop 1, but 436 visits in the web forum for the theme of this workshop.

Using the asynchronous discussion format supported interaction and continuation of discussion between registered participants. Continuity between the workshops and the web forums contributed to the conceptualization of innovations and enabled reflection. That said, the number of posts in the web forums remained rather low throughout the project.
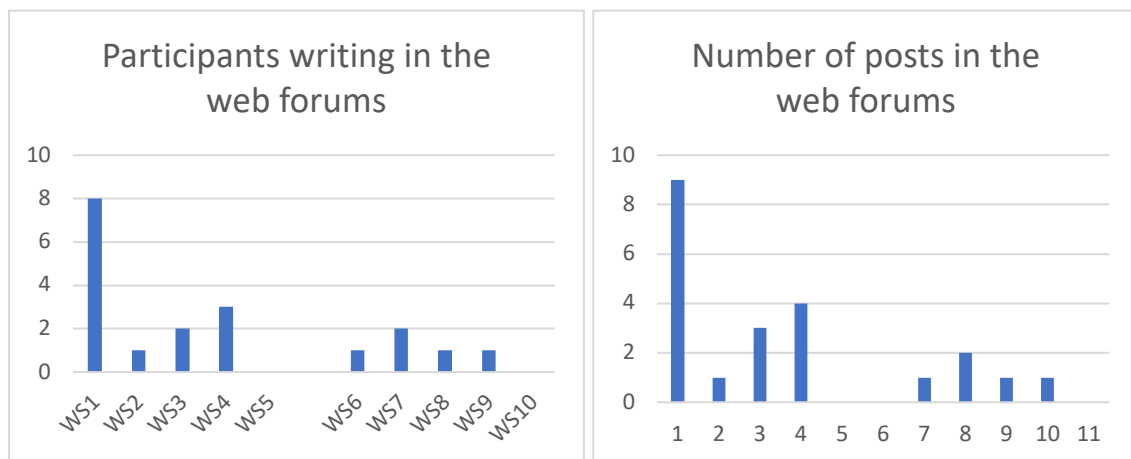

Figure 2: Numbers of participants and posts in the web forums

The continuity across the workshops can be explained by the fact that, when practitioners face a personally and professionally meaningful conflict of motives, their emotional involvement and potentially also their curiosity and cognitive engagement are evoked (Berlyne, 1960; Johnson & Johnson, 2009; Sannino, 2008), opening an avenue to transcend what we have called "the spectator stance" (Sannino, Engeström & Jokinen, 2021). To accomplish this, conflicts of motives need to be identified and cultivated in peer learning events. By cultivating conflicts we mean articulation and calling the practitioners' attention to, as well as elaboration and expansion of potential conflicts of motives. This can

be done both by the practitioners and by those acting as facilitators in workshops such as these in the present project. We found consistent evidence of practitioners' cultivation of conflicts of motives in this study. This way, our findings are consistent with those of Schaefer, Fabian and Klopp (2020) who point out that the participants online peer learning workshops can be involved in co-construction of new knowledge when the topic under discussion is highly relevant and controversial. In other words, the object and contents of these events are of decisive importance.

In line with the transformative agency framework adopted in this study, in a conflict of motives, practitioners typically seek for support that allows them to find a way out—an auxiliary motive or second stimulus. The experience and discursive elaboration of a conflict of motives directs them to focus on and crystallize the essential, thus providing an effective means for overcoming the risk of drowning in details. This can be facilitated by offering ideas, artifacts, metaphors or models which possibly can be taken up by the participants as support to engage in transformative initiatives. This kind of integrative and potentially liberating resource may or may not find traction among participants. Prior analyses have shown that second stimuli resonating with the conflicts of motives practitioners are experiencing can powerfully help developing homelessness practictioners' work activities (e.g., Sannino, 2020b). Our findings indicate that these supports can be offered as video-recorded presentations to be discussed in workshops as these organized in the project reported here.

Transformative agency typically takes the shape of a recurring progression that may be conceived of as depicted in Figure 1. To transcend discontinuity salient in many workshop initiatives which often do not directly translate into tangible change in the work practices, it is of particular importance to find ways to engage participants in long-term efforts. When topics and partly even participants change from one workshop to another, it is difficult to ensure recurring transformative agency progressions. For this it may be more realistic to see these processes as expansive learning threads that have continuity with past events and to actions to be taken in the future, as shown in Table 2. But we should not underestimate two continuity-building aspects, namely, the power of the shared object and purpose—in this case,

eradicating homelessness—and the power of professionals' quest for temporal reach and connectedness even in the absence of a context of strong continuity.

Our findings indicate that even relatively short workshops can gain significant and sustainable momentum when efforts are made to establish links between the past and the future. Despite turnover of practitioners across the workshops, some did participate in most of them and the web forums supported continuity. In other words, continuity can be fostered in a seemingly discontinuous format when the workshops are embedded in activities, challenges and transformations that are in themselves longitudinal and persistent. This is in line with the findings of Miquel and Duran (2017, p. 358) who found that a key factor in the success of a peer learning network among teachers was that it was shaped as "a 'slow' and continuous three-year cycle." In our case, the time span of the ten workshops and associated web forums discussions was eighteen months.

Our conclusion is that to gain impact, workshops attempting at fostering collective transformative agency should not be designed as a stand-alone arrangement. Greater impact will probably be gained when they become embedded in "interconnected networks of practice" (Mackey & Evans, 2011), that is, in distributed durable activities and longer-term efforts at transforming professional practice. Cultivating conflicts, offering potentially supportive resources (artifacts, metaphors or models) for overcoming the conflicts, and establishing links with the past and future are potentially powerful pedagogical instruments for developing homelessness work.

Section 8. **Evolution of the innovations**

The third research question of the project asked: In which ways are the locally developed implementations richer and more sophisticated, or shallower and more limited than the initially presented innovative solutions?

The analyses of the data led to the categorization of the innovation into three types as presented in Table 3:

(1) umbrella innovations,

(2) sub-innovations, and

(3) stand-alone innovations (see also Kerosuo and Jokinen, submitted).

Table 3. Numbers of umbrella innovation, sub-innovations and stand-alone innovations in the five workshops

Workshop theme	Umbrella innovations	Sub-innovations	Stand-alone innovations	Total
1) Working with challenging clients and violent situations	2	9	7	18
2) Organizing low-threshold work activities for and with clients	3	4	9	16
3) Community building in and around the housing unit	3	15	11	29
4) Building forward-looking housing paths together with clients and other actors	3	11	4	18
5) Arranging mobile multi-professional support for clients.	2	4	3	9
Total	13	43	35	91

Umbrella innovations offer solutions to major challenges faced by practitioners who have a purpose or a vision in common. Sub-innovations became apparent throughout the workshops within the broader framework of a specific umbrella innovation. Typically, these sub-innovations pertain to detailed procedures such as working out a new rule. Stand-alone innovations also became apparent throughout the workshops as representing often widely used tools created elsewhere and adopted (within or outside an umbrella innovation) to solve a problem or issue.

As pointed out earlier, we identified 11 social innovations of the umbrella type. A prime example of evolution of innovations in our data concerns the 'Deerfoot' umbrella innovation, a comprehensive model of organizing multi-professional mobile support for clients within welfare services. The transfer originated from a Change Laboratory conducted during a prior study (Sannino 2020a, 2020b) by the research group with the City of Tampere. During one of the project's workshops another mobile support model named LIITU was presented. LIITU shared similar ideas with the City of Jyväskylä and the representatives of a third city expressed their commitment to engage in transformative actions implementing this model in a near future. These experiences were extensively reported in a later workshop making the evolution of this innovation traceable during the project.

What seemed to fuel the interest in the "Deerfoot" model was its potential to increase flexibility and proactivity of the municipal well-fare services. The earlier experiences not only from implementing the 'Deerfoot' model but also those from LIITU, for instance, supported to reach a movement of innovations across the participants and their organizational settings:

> Practitioner from the City of Jyväskylä: *You have an excellent service. But you said something about kind of not too demanding clients and not too easy ones, and I started to think about the client plan and related documentation that you did. So, we have the impression that our Deerfoot will have exactly these clients who are defined as needing special support as its target. (…) This is partly why we are sitting here right now. How have you solved these issues there?*

It is important to note, as this excerpt indicates, that parallel models instead of providing ready-made answers are stepping stones that encourage the evolution of the innovations as these become contextualized in a different setting. The adoption of such innovative model requires a lengthy designing process. The trajectory of evolution of this innovation became visible via the very active participation and contribution of those who decided to adopt the innovation from the other city.

The Deerfoot model is illustrative of how the travelling of innovations can bring different kinds of expertise together under the same "umbrella". Existing working models from adjacent fields of social work are also being utilized to supplement the mobile working approach.

Example from Workshop 10 (587–588, 591-602)

> Practitioner: *We also have the Dearfoot model, a name that has been taken with the permission from the Tampere team. ... We are also developing good older practices in this project, we develop training for experts by experience and housing counselling.*

As this example shows, the name of the model, Deerfoot, is far from random. It crystallizes well the idea of the mobile support innovation in a way that is easily communicate. Deerfoot and other forms of mobile support aim specifically at fixing problematic housing situations before they start to escalate. This core feature of the model between the cities was also discussed in the workshops.

Example from Workshop 5 (386–390)

> Practitioner: *Home visits are really significant, but the speed and flexibility have been a challenge. When those situations arise here and now, the rhythms of our bureaucracy lead into situations where you look at these in a couple of months. So, that's a fact that's had to be tackled.*

The mobile support model is also exemplary of a situation in which the development process remains open and adaptive. The applications of the Deerfoot model are presently underway with the aid of the government's cooperation program for halving homelessness (2020-2022) in two of the mentioned cities. Despite sharing many ideas which are similar, there are also considerable differences between the applications of the model. These differences, however, make it all the more interesting to see how the model variates in the process of practical development.

Example from Workshop 10 (1134-1150)

> Researcher: *I thought it was interesting when [name] talked about it, in a way the challenge is whether a multi-professional team would operate under the same management or would it be better to see different professionals work together on their own. In other words, is it an integrated multi-professional team or a network that works together? Did I understand this challenge correctly?*
>
> Practitioner: *Yes, this is exactly the question. They both have their own sides of the coin. You know there are management problems if you run a scattered team. But then again, customer processes might proceed better into the follow-up services because of customer empowerment that takes place if the team wasn't decentralized. But we don't have experience with that yet. Only from different projects we know that when a team is scattered, then its functioning somehow becomes ineffective for it becomes more difficult to manage and the staff doesn't really know where to bow and where to turn.*

Section 9. **Discussion and recommendations for practice, policy and further research**

This study shows how the project design offered different interaction spaces and representational instruments that could boost collective transformative agency among homelessness practitioners and generate initiatives to experiment with and implement innovations in their work activities in collaboration with other colleagues. The analyses reveal how the different artifactual resources and discussion spaces (presentations and discussions in the workshops or the web forums) contributed to the process of formation of collective agency. On the basis of these results the development method fostered by means of the project shows great potential to be optimized for further use in the field of homelessness work and taken into consideration for possible adaptions in other fields of work. These results are presented in one international journal article (Sannino, Engeström and Jokinen, 2021), a published article in *Kasvatus* (Jokinen et al, 2022), a chapter in a forthcoming book by Cambridge University Press (Kerosuo and Jokinen, submitted), and two articles in the process of being finalized for submission (Jokinen and Sannino, in preparation).

Practitioners relied on the provided stimuli for transformative agency during the workshops in the form of presentations by other practitioners. These stimuli became means for the practitioners to deal with pressing conflicts of motives which too often run the risk of paralyzing work development. Beside engaging with a wide range of social innovations stemming from the presentations, a rich variety of innovations also emerged from the discussions. The analyses include several examples of how such stimuli can be planted the

design of workshops to support the overcoming of conflicts of motives, the development and spreading of valuable innovations at work.

The project facilitated the construction of a general space of meaning across the workshops and their themes. The presentations of innovations were adopted as stimuli for transformative agency also in the sense that they attracted increasing participation, the realization of the benefits to collectively bring into the open conflicts of motives and the value of innovations experimented by peers facing similar conflicts of motives.

While some of the presented innovations served as stimuli to expansion and further experimentation already developed models (such as Deerfoot), others provided "flashes of light" to further cultivate conflicts of motives with peers (an average 24 conflicts of motives were voiced in each of the 10 workshops). Some of the presentations helped particularly in the questioning of the inefficiency and at the time even the absurdity of dwelling in the paralyses of conflicts of motives. The presentation of the Aggre discussion method, for instance, served as a stimulus to start seeing ways out in difficult situations and with innovations which are handy to grasp and to put into use.

Also, the project offered to homelessness practitioners a repository for nationwide use and opportunities to generate advanced solutions to respond to the most acute new problems they are facing in their work activities. The repository has taken the form of a video library created with filmed presentations of innovative solutions by selected practitioners during the series of thematic workshops.

Among the innovations presented and discussed in the project workshops, the City of Tampere new working model Deerfoot was adopted by a team of practitioners in the City of Jyväskylä. The Nopsajalka innovation consists in establishing quickly reacting, competent and mobile multiprofessional teams for which specific examples for homelessness work cannot yet be found in the literature. The City of Jyväskylä is now currently testing Nopsajalka teams of multiprofessional mobile support as a new model of homelessness work. As so far no research has been following and analyzing these processes in Tampere and in

Jyväskylä funding opportunities are being pursued to collect and analyze the two cities' experiences of the Nopsajalka activities, and to cultivate on that basis a general model of multiprofessional mobile support for nationwide use in homelessness work. Nopsajalka teams having great potential to improve the continuity of housing and prevent evictions and other housing crises for difficult-to-house clients, this innovation plays a key role in advancing knowledge and practices toward the eradication of homelessness in Finland and beyond.

Recently the Ministry of Health and Welfare has accepted that some of the resources from the ASSI Housing First Project led by Ritva Anttonen at the City of Jyväskylä will be used for researching the ongoing work and perspectives of the Nopsajalka (Deerfoot) model. Such a study is also academically important for the analysis of the construction of collaborative and change-oriented expertise and the necessary support measures in work organizations. Homelessness work is not only multi-professional, but also cross-sectoral with, e.g., professionals in housing, financial and debt counseling and criminal sanctions. Thus, the Nopsajalka teams in homelessness work provide an opportunity to analyze the formation of collaborative and change-oriented expertise in a more multidisciplinary and networked context than has been possible in previous studies.

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The role of the City of Tampere and its experts in the project was to name and invite homelessness practictioners involved in the workshops and to create the necessary conditions for their active participation. The City of Tampere also committed to finance part of the costs for the workshops and provide assistance in carrying out the project.

The Y-Foundation's role in the project was to ensure that homelessness practictioners and their organizations got involved nationwide in the use of the videolibrary and online forums, and through them, in the development and dissemination of innovative solutions in the field of homelessness in Finland. The Y Foundation and the Network Developers project within it have strong expertise and long experience in training and involving homelessness practictioners in projects of the Finnish Housing First strategy. Sari Timonen, the representative of the Network Developers, was one of the experts in the research team of this Finnish Work Environment Fund project. The Y-Foundation covered the costs for creating and maintaining the videolibrary and online forums.

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Presenters in the workshops: Heli Alkila (Helsingin Diakonissalaitos); Jenna Mäkinen and Anna Mörsky (Nauha ry:n työryhmä Tampere); Antti Martikainen (Pelastusarmeija); Mija Alho ja Aki Terävä (Sininauhan Ruusulankadun asumisyksikkö); Arja Ruohonen ja asukasryhmä (Tampereen A-kilta); Juha Soivio (Y-Säätiö); Elina Liikanen (Sininauha Oy); Jarno Koskinen (Tampereen Me-talo); Maarit Lehtinen and Seinab Omar Mohamed (Helsinkin kaupunki); Sanna Tiivola, Heini Puurunen, Jarmo Eronen, and Ulla Pyyvaara (Vallila vakinaista asuntoa, Vva, Ry); Matti Järvinen (Porin perusturva), Pia Kallio and Martina Jalonen (Liikkuva Tuki); Anne Ovaska (Völjy/A-klinikkasäätiö) and Anna Pekkarinen (Tampereen kaupunki); Riina Lehtonen, Marko Haapala and Pekka Kiuru (Niittykoti/Kotiin vietävät palvelut, Turku); Paula Ahonen and Marina Stendahl (Asumispalveluyksikkö Pessi, Helsinki); Eero Untamala (Y-Säätiö); Heikki Rantala (Työvalmennussäätiö Luotsi); Kirsi-Marja Salminen (Tampereen A-Kilta ry); Tiia Lillstrang (Oulun kaupunki, asunnottomien sosiaali- ja terveyspalveluiden kehittämishanke ASTE); Jari Karppinen (Suomen Pelastusarmeijan säätiö) and Pauliina Voutilainen (Pitäjänmäen asumispalveluyksikkö, Suomen Pelastusarmeijan säätiö); Samuli Pietilä (Tampereen kaupunki, Asumisen tukea nopeasti, joustavasti ja lähelläsi -hanke); Ritva Anttonen and Heli Järvinen (Jyväskylän kaupunki, ASSI asunto ensin -hanke).

Presenters in the conference: Opening keynote speaker Maria Ohisalo (Ministry of Interior, Finland); Tiina Irjala (Nuorisoasuntoliitto ry, NAL); Samara Jones (Housing First Europe Hub); Lisa O'Brien (Focus Ireland); Jouni Sipiläinen (NAL Palvelut Oy); Elisabetta Leni and Saija Turunen (Y-Foundation); Stine Nielsen (University of Southern Denmark), Päivi Malmivaara (Sininauhasäätiö); Veera Vilkama (Moniheli ry); Maija Isaksson (Takuusäätiö); Mikko Ilmoniemi, Henna Takala, and Johanna Ranta (Tampere University); Keynote speaker Stephen Gaetz (York University, Canada); Alejandro Sánchez (DeLaSalle-Bajío University,

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Summary in Finnish

Tutkimushankkeen aiheena oli asunnottomuustyön tekijöiden yhteisen ammatillisen toimijuuden edistäminen kymmenen verkossa toteutetun työpajan avulla. Kaikkiaan 253 asunnottomuustyön käytännön toimijaa osallistui hankkeeseen sen eri vaiheissa. Työpajoissa esiteltiin eri puolilla maata kehitettyjä innovatiivisia ratkaisuja ja käytiin keskustelua niiden soveltamisesta erilaisissa toimintaympäristöissä. Työpajojen esitykset tallennettiin videokirjastoon ja innovaatioiden kehittelyä jatkettiin verkkofoorumilla. Työpajojen litteroidut keskustelut analysoitiin sisällönanalyysin ja diskurssianalyysin sekä rajattujen määrällisten analyysien avulla. Hanke jäljitti asunnottomuustyön tekijöiden yhteisen toimijuuden muodostumisen vaiheita, välineitä ja tuloksia. Hankkeessa tunnistettiin 11 laajakantoista sosiaalista innovaatiota, joilla on huomattavaa potentiaalia asunnottomuustyön kehittämisessä kohti hallitusohjelman mukaista asunnottomuuden poistamista. Hanke loi asunnottomuustyön ammattilaisille puitteet eri puolilla maata kehitettyjen innovaatioiden jakamiseen ja ratkaisujen tuottamiseen asunnottomuustyön käytännön haasteisiin.