



Fellow Report 2024 - Creative Impact in Practice

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Designing Enablement: Solving Human Problems with Humane Technologies



Designing Enablement

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Contents

Summary of my Project	1
The Problem to be Solved	2
Why the Problem Prevails	2
Towards Enablement	3
The Project Journey	3
Beyond a Functioning Tool	3
My Understanding of Humane Design	4
Redesigning Lou&You	5
Creative Practices	7
Challenging Tech	7
The impact of redesigning Lou&You	10
Lou Growing up – Towards Quantitative Impact	10
At the Heart of the Project – Qualitative Impact on Victims	11
Potential for Impact on the System	12
Enabling Impact – Lou&You as a Proof-of-Concept	12
Learnings and contributions for CIRCE & the Wider CCE	14
Lou&You’s Way into the Future	15
Sources	
Acknowledgements & Notes	

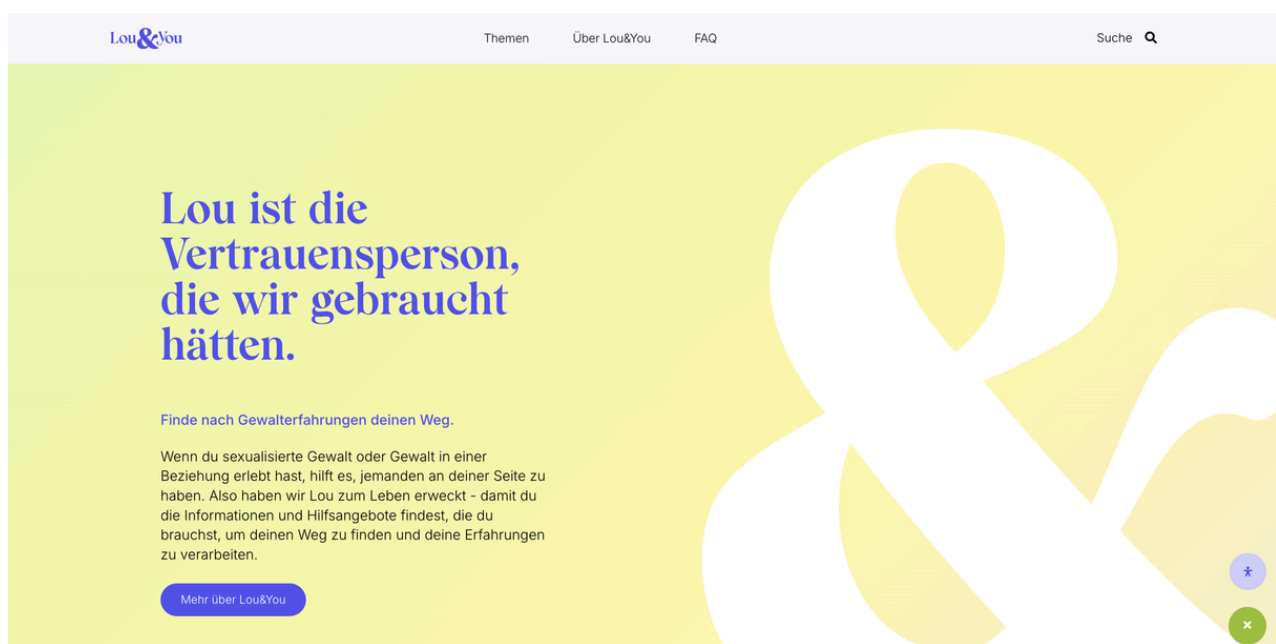


Summary of my Project

During my CIRCE fellowship, I redesigned the user experience of Lou&You, an informational website for victims of sexual and domestic violence. Victims trying to find information and help services encounter significant barriers (Kotlenga & Nägele, 2016, p. 8), and existing online resources are not appropriately designed for their needs. Driven by my thesis that the enablement of victims to engage with resources depends on their emotional experience, I explored how a website could appropriately support this engagement. This approach, which I refer to as “humane design”, emphasizes addressing users' emotional, personal, relational and cognitive needs. During the project, I developed a new information architecture, interface design, visual elements, and reworked and expanded the content of Lou&You to create an uplifting and more enabling resource for victims of violence.

In the later stages of the project, I collaborated with others to implement the new website technically. The new user experience now distinctly sets Lou&You apart from similar offers, both in Germany and beyond. The project revealed valuable insights into the interdependencies between the creative aspects of humanizing technologies and the technical implementation and underscored the importance of considering human needs when creating resources for impact.

By supporting victims of violence — an underserved group with complex needs — my project aligns with CIRCE’s topic of communities & care. Multiple domains belonging to the cultural and creative industries are interwoven in Lou&You, making interdisciplinary collaboration an essential part of realizing this project. While its impact remains to unfold in the time to come, initial feedback points towards noticeable impact on users through an emotionally uplifting user experience.



The new landing page of Lou&You.



The Problem to be Solved

Victims of sexual and domestic violence face a plethora of problems beyond their traumatic experiences, such as safety concerns, medical and psychological consequences, and legal matters. To start confronting them, they first require information on these various subjects, including the question of where to turn. Searching for information online could, in theory, be a good approach, as digital resources can provide a wealth of valuable information at any hour, anonymously, independent of location, and without cost.

In 2018, I attempted to support a friend in need and, unfortunately, realized that the resources victims encounter online were inadequate to meet their needs, which inspired me to create Lou&You. Since then, I have extensively reviewed well over 100 websites for victims of violence – most from Germany – and still find the same problems to prevail: online resources generally lack structure, appear outdated and cluttered. Written information for victims of violence is "mostly difficult to understand" (Kotlenga & Nägele 2016, p.7), which, in my opinion, can be attributed to the use of a rather institutional or political tone of voice and ample use of jargon. My conclusion is that, instead of encouraging victims to engage with the content, the resources available often create cognitive, visual and emotional overwhelm.

These findings have since then been supported by dozens of conversations I've had with victims about their experiences of trying to identify and access help services online: from the perspective of a traumatized individual, they are neither encouraging nor enabling. Rather, they create a sense of alienation, with some victims even reporting outright despair.

Why the Problem Prevails

Despite significant public attention on violence due to the #metoo movement and the COVID-19 pandemic, I wasn't able to observe corresponding improvements of digital resources over the last few years. This can be attributed to several factors. For one, numerous conversations over the years showed me that the non-profit support system, which creates these resources, is professionally hardly connected to the people who could contribute to better online presences: those working in the fields of technology and design. I have also observed a lack of awareness for the relevance and potential of applied design to enable victims of violence to confront their problems.

However, the by far most consequential reason is substantial underfunding of the support system, which renders its situation to be precarious (Arbeiterwohlfahrt, 2024). In turn, help services are rampantly understaffed (Bundesministerium für Familie, Senioren, Frauen und Jugend, 2023, p. 73). The significance of this became most palpable to me when I learned that waiting times victims have to endure for initial appointments can extend to several weeks, sometimes even months (GREVIO, 2022, pp. 47f, p. 57). In my opinion, it is understandable that organizations struggling to cover the bare necessity of supporting victims simply don't have the capacities to put effort into reconceptualizing their digital resources.

Another problem for the field of violence prevention in general is an insufficient availability of data, scientific insight and sources. Even highly relevant topics regarding violence have not yet been studied, with the only representative studies for Germany so far stemming from 2004 (Bundesministerium für Familie, Senioren, Frauen und Jugend, 2004) and 2014 (European Union Agency for Fundamental Rights, 2014), which only addressed women as victims. For instance, hardly anything can be found on digitization in this context, which is why I regularly have to refer to insights based on my own experience or that of other experts in this report. More generally, this lack of scientific insight contributes to insufficient political attention and in turn to the lack of funding – factors that are highly interdependent and can't be solved quickly.

However, this arguably underscores the relevance of digital resources, as they offer a comparatively cost-effective solution with the unique capacity to reach and support a large number of individuals seeking assistance.

Towards Enablement

To combat the lack of an enabling online resource, I created a new and innovative user experience for Lou&You, an informational website created by the non-profit association I had founded. On the site, users are guided through different topics along their healing journey by a digital persona called Lou, who provides them with information and points them towards available help services. In this project, Lou&You was redesigned to provide victims with a humane user experience conducive to enabling a confrontation with their problems: allowing them to feel emotionally safe, reassured and guided by Lou. To do so, I applied the knowledge on violence I gained over the last years, especially insights about the needs of victims and trauma-informed design, as well as my experience in creative work.



The Project Journey

Beyond a Functioning Tool

Lou&You was started with a simple value at its core: compassion. I believe that technologies built to help humans solve their problems can't be effective because of their factual or informational value alone; especially regarding deeply personal problems such as experiencing violence. Instead, technologies aiming to support victims need to be designed in a humane way to enable interaction, with humanity at its core.

The first version of the Lou&You website already considered many needs of victims, but it nonetheless fell short in some regards. My ambition for my CIRCE project was to create a user experience victims felt truly enabled by.

This meant considering the highly complex needs of victims when designing for them, falling into the realms of different design disciplines which build upon and interact with each other.

I began by analyzing our first website's user experience regarding our adherence of principles from UX (user experience) design, and its subfields of ethical design and trauma-informed design. In doing so, I gained the impression that adhering to these rather usability-oriented disciplines alone, which focus mostly on intuitive, practical, operational and accessibility aspects of design, didn't sufficiently take the emotional and personal needs of victims into view. This explained parts of what our first website was missing – and even more so, other resources. My approach for implementing the new user experience in this project was therefore to focus on addressing these emotional, personal, human needs of our users.

“Hey, I am Lou,
I'm by your side when you've experienced violence. I help you process
your experiences and guide you on your journey towards a self-defined
life. Because everything is easier when you're not alone.”

My Understanding of Humane Design

Over time, I came to refer to this approach, as “humane design”. As such, it is akin to many other design approaches that fall under the category of UX design and put human needs and specificities at the heart of their practice, such as user-centric design, designing for disability, or anthropomorphic design.

It is important to note that my use of the term “humane design” differs from the way it is used by others like Jon Yablonski, who focus on designing technologies in a responsible, non-exploitative way (Yablonski, n.d.). Likewise, I use the term “technology” not exclusively in the sense of websites, apps or other tech. Informed by my studies of ethnology, which has a much broader understanding of the term (Lemonnier, 1992, pp. 1 ff.), technology can include various things such as tools, cultural practices, resources or techniques.

Redesigning Lou&You

I thus embarked on a process, in which the website's existing components were redesigned and others newly created. The guiding principle was to provide functionality while striving to cater to victims's emotional needs. I had collected insights on these needs over time through different methods like a focus group, literature research, conversations and interviews with victims and survivors, activists, and experts from different relevant domains. These needs included, for example, requiring reassurance and guidance, feeling in control, countering feeling ashamed, overwhelmed, stressed and possibly scared, but also feeling personally related to. In short: users needed to implicitly feel personally understood through the new design.

I started out with the information architecture of the website and its content structure. Over the course of the project, the entire copy of the website was reworked, specifically the informational articles for victims and the guiding copy for the content categories, but this also included the "about"-sections, and writing smaller copy like naming buttons, phrasing headlines or deciding on page names. It became evident that wording needed to be sufficiently objective for UX-standards and to adhere to legal or other specific terms users would encounter elsewhere, while simultaneously being sufficiently empathetic, which at times proved to be a balancing act.

The content of the informational articles was restructured, rewritten and rephrased during the project. As it was the project's component most decisive for enabling victims of violence to address their problems, it was important to ensure their quality through an external perspective. This was done in four workshops that were part of a project partnership formed with KO - Kein Opfer e.V., a non-profit fighting for victims of sexual violence that acts



As part of the onboarding process, Lou introduces the topics users will be able to explore during their user journey:







Safety, medical care, awareness about violence, legal options, emotional processing and "your way into the future".

as a "link between politics, law enforcement and judiciary, society, victim support organizations, and those affected." (KO – Kein Opfer e.V., n.d.). Their founder, Nina Fuchs, was able to give especially valuable insights due her three-fold perspective as an expert in violence, with extensive experience in writing as a professional translator, and as a survivor of violence who is therefore intimately familiar with the needs of victims.

The visual elements that needed to be created were, among others, icons, images for the various articles, background images, and the website's technical components such as the menu, footer, or exit button.

On a higher level, it was also necessary to consider the general feeling the website was supposed to evoke. The feelings I attempted for were hopeful and uplifting. Besides colors and tone of voice, the design language of elements was most influential for this. Certain elements received a semitransparent glass-like look called "glassmorphism" and forms were chosen to be rounded.

Quick Links

-  Deine Sicherheit
-  Körperliche Unversehrtheit
-  Bewusstsein über Gewalt
-  Rechtliche Möglichkeiten
-  Emotionale Verarbeitung
-  Dein Weg in die Zukunft

Körperliche Gesundheit

Was du zu Spurensicherung, STIs, Schwangerschaft & Co. wissen solltest

Wenn du Gewalt erlebt hast, könnte dir eine schnelle, vertrauliche Spurensicherung und eine gute medizinische Versorgung helfen. Denn deine Gesundheit kann nicht nur durch Offensichtliches wie Verletzungen, sondern auch durch zuerst Unbemerktetes beeinträchtigt werden. Mir ist wichtig, dass du gut betreut wirst, um dich vor der Belastung gesundheitlicher Folgen so weit wie möglich zu schützen. Ich will dich deshalb ermutigen, dich so schnell wie möglich versorgen zu lassen.

Hier erkläre ich dir, was es zu wissen gibt und wo du direkt nach einer Gewalterfahrung aber auch in der Zeit darauf die Betreuung findest, die dir hilft.



Notfallmedizin

Lass dich medizinisch behandeln, wenn dir etwas passiert ist



KO-Tropfen

Was du tun kannst, wenn dir jemand "K.O.-Tropfen" verabreicht hat



Vertrauliche Spurensicherung

Lass anonym Spuren und Beweise sichern, um dir deine Optionen offen zu halten



STIs, Schwangerschaft & Co.

Medizinische Versorgung in der Zeit danach, um dich gesundheitlich zu entlasten

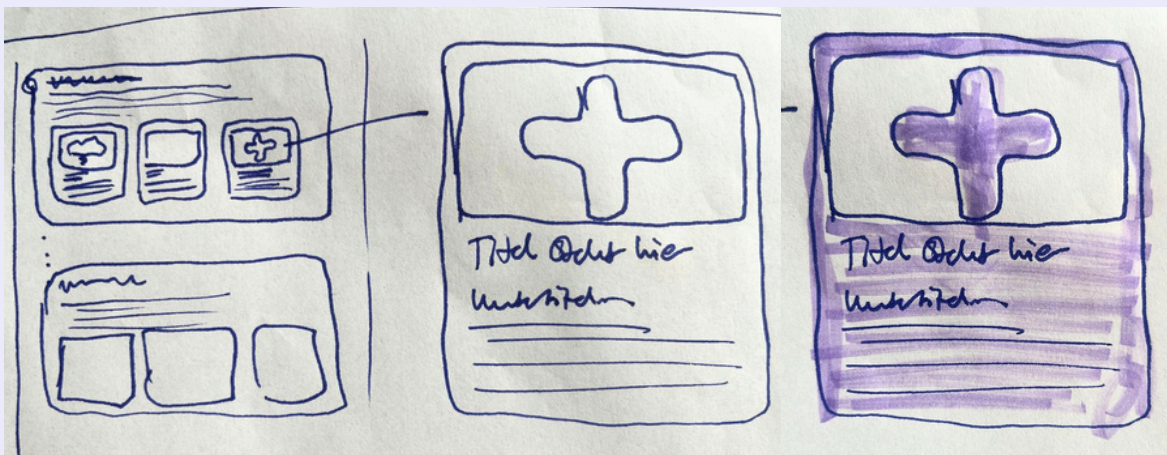


Overview of the category on medical care.

Creative Practices

During the design process, I engaged in various creative practices. Working almost exclusively digitally, I used a variety of software – both alone and with collaborators. Prototyping was by far the most relevant practice. From the information architecture to the development of visual elements, most components of the new website were developed iteratively with Figma. Journey mapping was crucial for the information architecture and the development of the content structure. Both needed several iterations to make work, especially regarding the consolidation of content from previously three categories into one.

I held recurring creative workshop sessions with collaborators to develop the content and interface, which also entailed brainstorming, and, at times, sketching what couldn't easily be expressed otherwise. For the visual elements, such as images and icons, mood boarding was crucial. Whenever I wasn't sure which direction to take or when a decision needed to be finalized, I used screen sharing or exported visuals to get feedback from others. Besides my collaborators, I showed different aspects of the new website to people who had themselves experienced violence and could therefore comment on their perception of the designs. Also, I received input on the designs from experts in violence who are working at organizations such as our partner organization *KO - Kein Opfer e.V.*, at *S.I.G.N.A.L. e.V.*, *SkF Koblenz e.V.*, or previously at *Terre des Femmes - Menschenrechte für die Frau e.V.*



The reality of creative collaboration: when something can't be explained in words or in a quick mock-up, a rough sketch held into the camera or sent via text works wonders.

Challenging Tech

When it came to the technical aspects and later the technical implementation of the new designs, I experienced various challenges. While the creative aspects came rather naturally to me, my limited understanding of technology proved more challenging than anticipated.

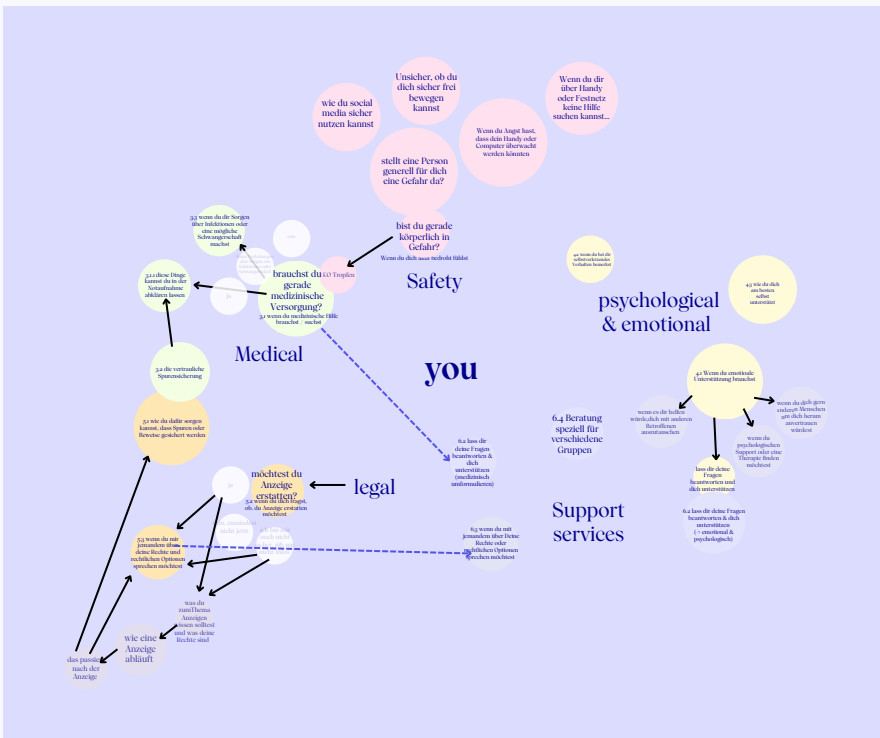
The information architecture I had originally intended to create was modeled after a skill tree, a visual representation of progression that is commonly used in video games, somewhat resembling a mind-map. This turned out not to work for several reasons: I found out there was a lack of low-code solutions we could adapt, meaning we would have to build the entire system using custom code. This initial building effort would exceed the capabilities of our association and the project's scope. Likewise, it would be too technically complex for our small non-profit to reliably keep up and manage this system in the future without programmers at hand. I also found out that the skill tree would be challenging to add new content to in the future when content wouldn't fit into the initial taxonomy, requiring further interface adaptations.

Sharing these problems with my mentors, they encouraged me to focus on the content and the personability of the user's interaction with Lou instead of the technical solution itself. Thus, I reworked the information architecture – twice – until I finally found a solution that worked. This solution was an adaptation of what I had originally intended as an interim step towards the skill tree: creating a single page with different content categories, with blog article-like cards working as a layer between overview and content. This would sufficiently reduce the length of the new content page and allow users to get an overview quickly.

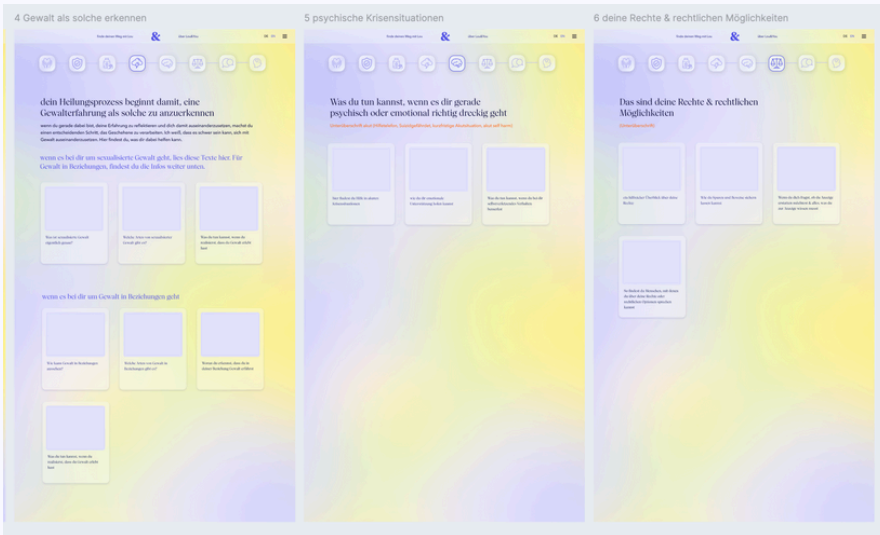
Up to the point in the project where feedback proved that this information architecture would work, I had lost valuable time, which placed constraints on the remainder of the project. This was further exacerbated by the fact that the content needed to be restructured and partially re-written to fit the new architecture.

Opportunely, when researching the technical requirements, it became clear that the new website would not have to be custom coded from the ground up but could instead be implemented with a website builder as long as it allowed for custom code. This was necessary for accessibility, safety and other website features important for victims. Not only could the website be implemented much faster this way, it also meant that future maintenance and product improvements could be simpler and more cost-effective for our small non-profit, while reducing GDPR overhead that our previous website had created.

The complexity of the project and the interdependencies between the components meant that one change often entailed multiple others. This became most evident towards the end of the project, when the website was technically implemented. For example, since the new website would have a new technical base, the data protection concept had to be completely overhauled and new solutions to previously existing functionalities of our website had to be developed. As with most digital projects, we found ourselves having to prioritize amongst our features to ensure we met timeline and budget constraints. For example, accessibility needs were prioritized over SEO (search engine optimization) and with content having been substantially altered and expanded, a translation from German into English had to be relegated to a later point in time. Towards the end of the project, we focused on testing and adjusting the interdependent website components, especially regarding the responsive nature of modern web design across multiple browsers and software systems.

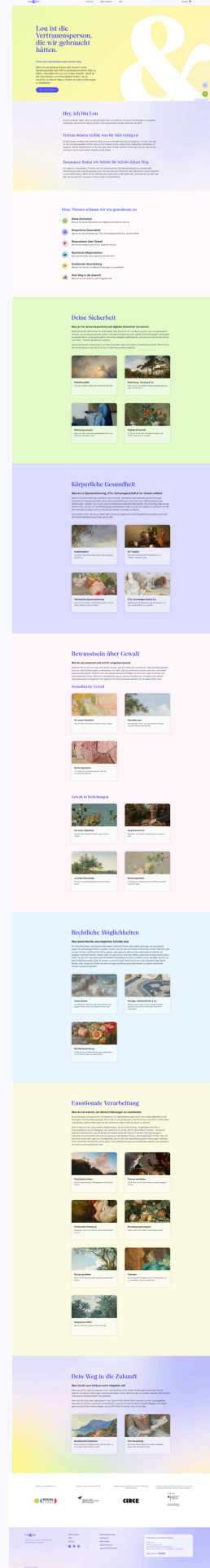


Conceptual sketch of the originally intended information architecture showing an overview of the content's topics.



Partial mockup of the second approach to our information architecture in which the user would have progressed through the categories sequentially.

The information architecture finally chosen contains one main page in which the user explores the content categories in order of urgency. This overview provides descriptive texts and headlines which helps users to quickly assess if an article is relevant to their personal situation.





The Impact of Redesigning Lou&You

With the launch of the new website taking place in unison with writing this report, the impact of this project will unfold after this project's conclusion. The various aspects of impact can nonetheless already be examined or to a certain extent extrapolated upon.

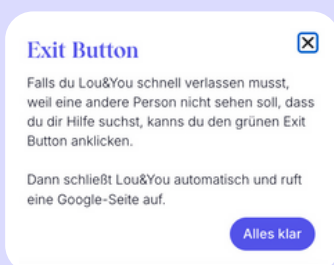
Lou Growing up – Towards Quantitative Impact

The most tangible metric for measuring a website's impact is commonly considered to be the quantity of users it serves. The new website itself acts as the foundation to serve victims of violence in a truly enabling way and the changes we made to the technical implementation will allow us to measure user numbers going forward.

For a growing number of victims and supporters to find and use the site, search engine optimization (SEO) will be the most important component. In contrast to the former website, the new information architecture fulfills an important condition for successful SEO: content specificity. Instead of three longer pages without content separation, the new architecture provides a larger number of sub-pages for individual topics. Also, the new structure allows us to expand content further in the future. This not only enables us to increase direct impact on users but will further benefit SEO. Translating the new website into English will likewise enable an increase in people using the site since not all victims of violence in Germany speak German (and notably, not speaking a national language increases the risk to be victimized in the first place).

We plan to expand our user numbers through a combination of social media efforts, public outreach, and engaging with other organizations whose work is aligned with ours. For instance, as the other part of the partnership with *KO - Kein Opfer e.V.*, one of the next opportunities to spread the word and grow our network will take place in the end of November this year, where I will be able to present Lou&You at an event in Munich, alongside organizations such as *SafeNow*, *AMYNA e.V.*, *IMMA e.V.* and *Frauen*notruf*.

Establishing a growing quantitative impact in these ways will unfold over time, but the implementation of this project has provided our association with a unique and innovative approach that can be leveraged as a strong factor of differentiation.



One of the most crucial features for users is the exit button, which is explained to users in a pop-up when they enter the site:

"In case you need to leave Lou&You quickly because someone else shouldn't see that you're looking for help, you can click the green button. Lou&You will then close automatically and opens a Google-Page."

At the Heart of the Project – Qualitative Impact on Victims

With the aim of creating a humane user experience, the most significant measure of this project's impact lies in its qualitative effects on individual users. Although a detailed evaluation will be possible only after launch, the initial feedback I received during the project implementation has been highly encouraging. This came from nine people I spoke to – two in person and the rest via screen sharing – with five reviewing the composite site. Of the nine, six had previously experienced different forms of violence themselves. The group also included two experts in violence and a psychologist.

Most of the people giving feedback began by commenting on feelings, frequently describing the experience as “warm”, “positive” and “uplifting”. Such reactions signal a meaningful distinction from the prior website and from similar resources.

One person who was familiar with other online resources highlighted that the site felt like it was “pointing towards a hopeful future rather than an instance in the past” that “confines [her] to negative associations – being a victim rather than a survivor.” This feedback highlights the website's potential to foster positive emotions and self-perception, which are essential for enablement. In general, the new website was described in human rather than functional terms, suggesting that the effects of humane design implemented in this project can be felt.

Notably, a psychologist affiliated with the project commented on being able to perceive that the website's design was “intentionally created to safeguard” her as a user, describing the website as needs-oriented and as providing quick, straightforward help. Others highlighted the tone of voice, with one person summarizing that the value of the website to her was “how information is contextualized by Lou.”

Besides what was explicitly commented on, what was left unsaid likewise was insightful. Whereas the navigation on our former website was unclear, regularly leading to questions and keeping users from the content, none of the people I showed the website to now mentioned its structure. This indicates that despite consolidating various topics in one page, the new website structure will be conducive to users' ability to engage with the content. These initial reactions to the new user experience suggest that the redesign has had a notably positive impact, particularly on users' emotional engagement, offering a promising outlook for measurable qualitative impact in future user testing.

This testing will primarily involve in-depth user interviews and other qualitative methods, including observational usability testing. Additionally, some usage metrics, such as the percentage of returning users and visit duration, can be analyzed over time, as both may indicate users' perceived value of the website.

Potential for Impact on the System

Beyond the realm of individual victims of violence, this project holds potential for impact on the wider support systems for victims of violence. While many victims require in-depth professional support from help organizations, a digital resource like Lou&You can alleviate the load of inquiries on the underfunded support system by digitizing general information in an accessible, user-centric way. This is especially relevant given that many victims can't yet find the support they need, with waiting times for initial appointments already often extending to weeks, sometimes months (GREVIO, 2022, pp. 47f, p. 57) and funding insecurities for support services even increasing (Bundesministerium für Familie, Senioren, Frauen und Jugend, 2023, p. 66). This wider impact can begin to manifest with a growing user base and further increase with expanding content over time.

Another indicator for the impact potential of Lou&You's approach in the field of violence prevention and aftercare is the recent interest from a non-profit startup developing an AI chatbot for victims of violence. They reached out to our association, inquiring about the possibility of training their language model on Lou's content, particularly to capture Lou's personable and empathetic tone of voice. We are now in discussions about a potential collaboration, aiming to support more victims of violence in a compassionate way. This potential partnership underscores the value of humanely designed support and its potential to be applied beyond our project.

Enabling Impact – Lou&You as a Proof-of-Concept

The CIRCE fellowship stands out as a unique environment for innovation as it explicitly welcomes prototyping creative approaches to achieving impact. Over the course of this project, my understanding of impact has broadened significantly; I now recognize that impact can be broader, more long-term, and more elusive than immediate quantitative or qualitative results.

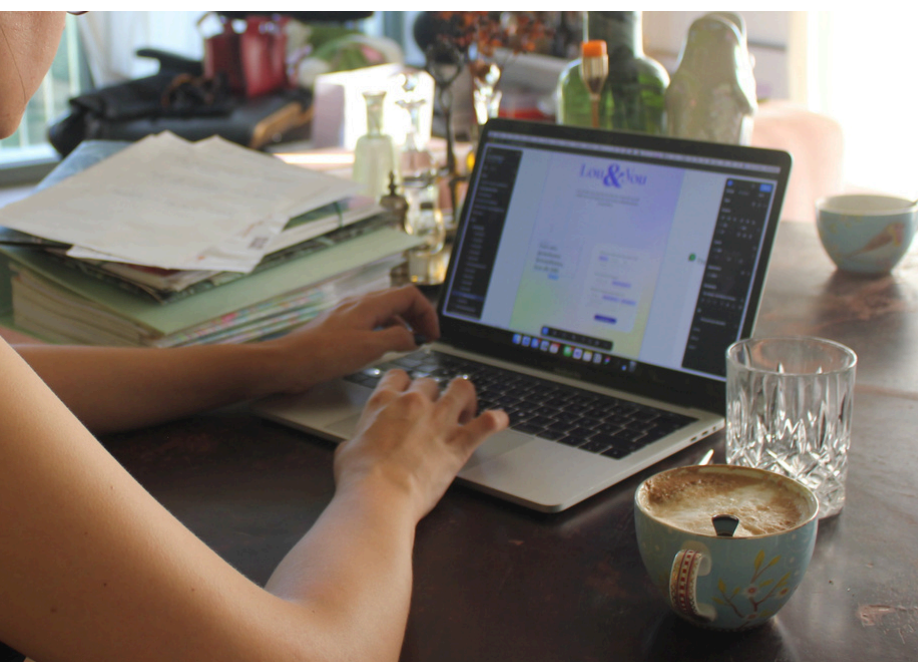
While I was aware of the distinctiveness of Lou&You's approach to supporting victims of violence from the outset, it was through this project that I was able to explore its cultural situatedness and reflect on it as a pioneering approach in a broader context. Informed by my insights, I can now propose Lou&You's humane redesign as a proof-of-concept for other organizations seeking to create impact for their various communities. Like many resources, Lou&You remains an ever-evolving project, one that will always have room for growth. As a proof-of-concept however, it already demonstrates that resources can be designed around the human needs of their beneficiaries and that this approach creates value for users that encourages engagement and enablement.

As the title of my report suggests, I believe that human problems in general can be better solved by designing technologies in a humane way. To date, I have encountered few projects in our field that strive for enablement by explicitly centering design around beneficiaries'

human needs. A notable exception is *Margo*, a pioneering prototype for a sexual assault evidence kit accompanied by an app that guides victims through each step of evidence collection, thereby creating a more reassuring experience. An example from the health industry is *Alike* – a platform enabling individuals to gain insights into their health by linking them with others sharing their conditions based on quantitative data. Projects like these highlight the potential for humane design to enhance their users' enablement to solve major personal problems – and in turn create societal impact. My hope is that, in the years to come, other support services may draw from Lou&You's approach to humanizing their resources. Naturally, humane design could also be applied well beyond violence prevention and aftercare, offering intuitive, low-barrier access to resources for a wide range of communities confronting societal challenges.

It would mean a lot if the insights, learnings, and design principles implemented in this project could serve other organizations striving to maximize their impact. Given the limited funding across many non-profit sectors, I hope that sharing Lou&You's development journey could help other organizations build enablement for their beneficiaries while saving time and money.

As the effort and costs associated with developing digital solutions continue to decrease – thanks to advancements like low-code website builders – redesigning websites with a humane approach is becoming increasingly accessible. Even for organizations unable to fully redesign their sites due to time, financial or legal constraints, seemingly minor steps such as rewriting content, updating color schemes, or selecting new imagery can already create a significantly more humane user experience. It is for these reasons that I perceive part of my project's impact in its potential to serve other organizations as a proof-of-concept for designing more humane resources.



Most work on the project happened virtually - in Figma, Zoom Calls, Miro or on the phone.



Learnings and Contributions for CIRCE & the Wider CCE

During the project, I deepened my understanding of the relevance of designing solutions in a humane way and about how to do so for victims of violence. With every component, I learned to consciously consider the functional and human needs it had to serve in unison. The most important factors for achieving my goal to create a humane user experience were a clear focus on the perception of victims, the willingness to try various approaches and not least the dedicated collaborators who shared my values and vision. Working collaboratively with others also made me realize that input from people unfamiliar with a certain domain or task can be used in favor of a project's outcome as they are not yet affected by domain blindness and thus often propose the most innovative ideas. Also, I learned that striving for users' enablement to use a given solution – be it by feeling safe, hopeful or simply not alone – foremost requires empathy and creativity.

Reflecting on the project, there were aspects I would adapt in retrospect. For instance, solving the roadblocks related to the technical implementation earlier in the project could have saved valuable time. I would therefore recommend others specifically implementing technological projects to be aware that the technical implementation will bring up changes to how you previously assumed components would work and interact. These changes require time and attention and need to be planned for accordingly.

Developing a new user experience for Lou&You closely ties in with CIRCE's work for creative impact, both as an innovative, creative approach to the societal problem of victims lacking information and empathetic support and as a potential proof-of-concept for other projects who develop resources for their communities.

The multidisciplinary scope of the project was addressed in collaboration with creatives from various domains, who enabled the emerging solution to vastly differ from other resources previously developed for victims of violence.

Given that other resources addressing victims of violence online have quite similar approaches to one another, and that the approach we have developed in this project is distinctly different from them, I am convinced that the same would be possible for other societal challenges as well. I would thus encourage policy makers and other institutions to strategically fund collaborative projects aimed at finding new approaches to which creatives can contribute their perspectives. While the outcomes of such investigative projects may be less predictable than those of more established methods, investments in novel solutions can foster innovative approaches that have the potential to create previously unforeseen societal impact.

Lou&You's Way into the Future

The new website created in this project lays an invaluable foundation for Lou&You's long-term sustainability as we can leverage it to pursue an independent funding model through sponsoring. Over the next months, with funding through a grant secured until April 2025, our association will focus on establishing the conditions for sponsoring – such as its legal setup, public outreach, and creating different sponsorship proposals – and reach out to potential sponsors whose values align with ours. This is an important aspect to us, as we are aware of the ethical considerations necessary to pursue sponsoring as a model. One at a time, however, finding the right partner organizations sponsoring us will allow our non-profit to become independent of the funding insecurities common in the realm of violence support. In this way, we aim to grow our association's capacities going forward and, most importantly, expand Lou's impact for victims of violence.

Dein Weg in die Zukunft

Was ich dir zum Schluss noch mitgeben will

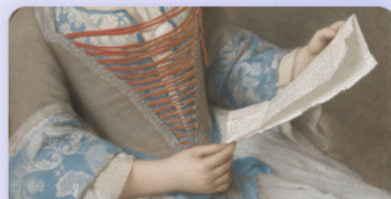
Wenn du spürst, dass du langsam zu dir zurückkehrst, es dir wieder besser geht und du dich immer seltener mit deinen Erfahrungen auseinandersetzen musst, darfst du das zum Anlass nehmen, dich auf das Ende deines Heilungsweges vorzubereiten.

Wenn du dich jetzt oder irgendwann in der Zukunft dafür bereit fühlst, bewusst von der Vergangenheit Abschied zu nehmen, kannst du dir durchlesen, was ich dir noch für deine Zukunft mitgeben will. Damit gehst du das Ende unseres Weges und schaffst Platz für all das, was vor dir liegt.



Bestärkende Gedanken

Woran du dich im Alltag erinnern kannst, wenn es dir wieder einigermaßen ok geht



Zum Neuanfang

Das Ende deines Weges mit Lou&You bedeutet einen neuen Anfang für dich

The user's way into the future: For the last category, I decided to emphasize hope and the success of the user to have healed by making the end of the journey with Lou an explicit part of the user experience. Here, Lou provides a few more thoughts for coping longer-term and suggests to create a conscious symbolic act for leaving the past behind.

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- While writing this report, I have worked with ChatGPT to help with wording, sorting, translating expressions and shortening passages where necessary.
- In English, I use the term “victim” of violence instead of “survivor” as most people looking for help on Lou&You are, by definition, still in need of support.
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