

CREATE YOUR OWN EXPERIENCE MAP!

Describe your idea with one concise sentence:

Transition Home Program for young women in need to achieve their goal of independent adulthood.

This user experience map presents a real story of one of the two girls who went through our transition home program from late 2016 to early 2018. A “friend of Her Voice” who heard about our desire to create the transition home project kindly offered up a room in her home for the pilot project.

Describe the ideal user**Title 1:** Growing up in a shack

Name: Siya

Age: 22

Profession: student

Any Other Key characteristics:

Siya is a young lady who was born and raised in Kayamandi. She grew up with her mother and her sister in a small 2-room shack.

Concisely describe what is happening:

In 2011, when Siya was a week away from turning 18, she was studying grade 10 and her mother went into the hospital. After a few days she passed away, leaving Siya’s younger sister with family in Johannesburg and Siya to fend for herself.

Title 2: Living in a typical group home (2011-2014)**Concisely describe what is happening:**

Siya then moved into a group home (where the co-founder of Her Voice worked before starting the organization). Siya was one of those ladies who was ‘transitioned out’ without actually being ready for independent living, and falling pregnant soon after.

Title 3: Living with friends**Concisely describe what is happening:**

She joined Her Voice in January 2016. At that time she was still staying with different friends, moving from house to house while her child lived with her paternal grandmother. That year we did a portrait project of the Her Voice ladies in front of their homes with their children in their work or school attire. Her portrait was very representative of her living situation at that time.

Title 4: Moving into Her Voice's Transition Home in October 2016**Concisely describe what is happening:**

When we had the opportunity to move a girl into the home, Siya was one of the obvious choices. We had seen her miss so many opportunities and struggle to commit to plans and dreams and we believed that if she had that stability, there would be new space and capacity for such dreams

Soon after, she found out she was pregnant for the second time. Unfortunately that was against the rules, as it defeats the purpose of the house entirely. But we agreed that she could stay in the house until she gave birth, and we would help prepare her as best possible.

The photo is of her with the woman who hosted her through the program.

Title 5: Graduation in late 2017**Concisely describe what is happening:**

In the 9 months of pregnancy she attended a hospitality learnership every day, she met regularly with a counsellor, when the baby came she took maternity leave and was gifted with a week at the home of a doula (also a 'friend of Her Voice'). She returned to complete her learnership and graduated in November 2017.

This image is taken on her graduation day.

Title 6: Today**Concisely describe what is happening:**

She was called by one of the restaurants where she did part of her learnership and now works there full time, living on her own and supporting her children. The oldest does not live with her, but she dreams of the day she is at a place where she can have both of her daughters living with her, fully dependent on herself.

She recently sat up in front of a room full of 100 people at a Her Voice dinner and shared her story. She only agreed to do it if her small group friends would sit on stage with her. Before all of this support was given to her, not only by the transition home program, but by her new friends and sisters in Kayamandi, she would have never dreamed of having the confidence to do such a thing.

The transition home is not just a home. It is a piece of a bigger picture that is Her Voice - a sisterhood of mothers who have allowed their stories to make them different than the world they see around them.

The ladies do not just receive support from 'the management' or overseas donations. They do life together through all of the other programs that Her Voice has to offer. At the end of the day, when they have successfully transitioned into their own homes, they will be continuing to be a part of a family that is not dependent on a physical location.