

Social and Economic Integration of Homeless Mobile EU Citizens through specific Services

Fabrizio Vittoria
Mauro Striano

13th European Research Conference on Homelessness – Budapest 21/09/2018



Focus of the research

- Context: homelessness among mobile EU citizens
- Comparison of 5 services that address mobile EU citizens:
 - Crossroads - CRS (Gothenburg City Mission) - 2012
 - Europa Brucke Muenster – EBM (Herman Bischof Stiftung) - 2016
 - Frostschutzengel – FS (GEBEWO and Caritas Ambulanz) - 2013
 - Kompasset – KMP (Kirkens Korshaer) - 2013
 - Routeshome – RH (St Mungo’s) - 2016
- 4 countries, 5 cities: Gothenburg, Muenster, Berlin, Copenhagen, Berlin
- 4 out of 5 mainly provide counselling service, 1 focuses on reconnections
- Are these services the right way forward?

Services provided: counselling

- EBM, FS, KMP and CRS main objectives are to guide mobile EU citizens through administrative procedures, help them find a job and hold a health insurance
- Counselling also about registering a postal address, obtaining a tax number, opening a bank account, enrolling children in school, appealing a decision
- FS is a mobile service that works in homelessness and health services
- KMP is also a day shelter
- CRS also supports people to send formal complaints to Solvit as well as to the EU institutions
- None of these services run reconnection programmes

Services provided: reconnections

- RH way of working:
 - receives referrals of verified rough sleepers from outreach teams, No Second Night Out service, hospital discharge teams, day centres, local authorities and everyone who has access to the CHAIN database
 - assesses whether the referral meets the criteria
 - if the referral meets the criteria, one of the workers will arrange a meeting with the beneficiary at the sleeping site, at the hospital or in RH
 - an assessment worker is allocated to her/him and gathers evidence of person eligibility. RH evaluates whether the person can claim benefits, and at the same time, in parallel, liaises with services in the country of nationality
 - the final aim is to create a platform of options for the beneficiary to make a decision

Services provided: outreach work

- All services are connected to outreach work
- FS is an outreach service but does not do street work
- KMP has 3 staff members that are part of the outreach team
- EBM relies on outreach work done by Herman Stiftung Foundation; RH relies on St. Mungo's and other services outreach work
- CRS relies on outreach work carried out by the Municipality or other NGOs

Setting up of the service

- Clear demand from the homelessness sector
- Services developed replied to a gap in terms of needs of mobile EU citizens and of homelessness services that were overwhelmed
- For 4 out of 5 services, the initiative was taken by low threshold homelessness services
- RH was set up following a call for tenders by the local authority

Funding and conditions attached to it

	European Union	Member State	Local authority	Private
Crossroads	-	-	75%	25%
Europa Brucke	85%	10%		5%
Frostschutzengel	85%	10%		5%
Kompasset	40%		10%	50%
Routeshome			100%	

Funding and conditions attached to it

- The two services mainly or entirely funded by public authorities – CRS and RH – are the ones that do not have any specific condition imposed:
 - RH works only with rough sleepers who have a high level of support needs
 - CRS works with all destitute mobile EU citizens and TCNs with a residence permit from another MS
- The two German services – FS and EBM – face the same conditions attached to FEAD in Germany: not allowed to offer any consultation towards access to social benefits, nor linked to the labour market
- KMP has even more stringent conditions since the share of public money they receive can be used only for foreigners regularly registered

Collection of data

- Only RH can rely on a comprehensive and regularly updated database, the Combined Homelessness and Information Network (CHAIN):
 - Funded by GLA and managed by St Mungo's - the system allows users to share information about work done with rough sleepers and about their needs
 - Services that record information on CHAIN include outreach teams, accommodation projects, day centres and specialist projects such as No Second Night Out
 - Quarterly and annual CHAIN reports are available online but not full access
- The other 4 services mostly dispose of data they collect themselves
- A few initiatives were carried-out by public authorities but are incomplete or unprecise

Profile of beneficiaries

- Common points to all 5 services:
 - gender, with a majority of men among the beneficiaries (between 63% and 91%)
 - age, with a majority of young people between 18 and 50 years old
- All services, except EBM, have Romanian as the most represented nationality. No specific data about RH but rather about London. For FS: Romanian became the most represented nationality only in 2017 when a Romanian staff member was hired

	1 st	2 nd	3 rd
Crossroads	Romanian	Bulgarian	Italian
Europa Brucke	Bulgarian	Romanian	Slovak
Frostschutzengel	Romanian	Polish	Bulgarian
Kompasset	Romanian	Spanish	Polish
Chain database	Romanian	Polish	Lithuanian

Profile of beneficiaries

- In terms of likelihood to find a job:
 - FS, KMP and particularly EBM and CRS provide counselling to people who are 'employable'
 - RH instead works specifically with those who have high level of mental health and substance abuse problems
- In terms of education:
 - EBM mainly works with beneficiaries who have a low level of education
 - Crossroads beneficiaries are mainly people who have good professional experience but lack of a formal education background
 - FS reported a relatively high percentage (25%) of people having completed education, particularly among Polish nationals (50%)

Monitoring of the outcomes

- Monitoring is very challenging
 - Particularly in the long-term
 - Very difficult in the framework of reconnections
 - Almost impossible to keep track of people once they stop using the services they were referred to
- EBM and FS have to report every year to FEAD national authority about number of beneficiaries successfully referred to other services. However they cannot report about number of beneficiaries who found a job.
 - ❖ Nonetheless, EBM reported that, in 2017, 20% of beneficiaries found a job
- RH has established a partnership with a Polish homelessness service provider, MONAR, that facilitates the follow-up

Effectiveness of the services

- Challenging to adequately assess the added value:
 - Lack of a proper mechanism of monitoring
 - Services are relatively young
- Work is more structured and quicker
- More attention from a political level
- More options for destitute mobile EU citizens
- Knowledge of EU law somewhat improved
- FS reported no improvement in access to long-term solutions to homelessness for mobile EU citizens
- RH pointed out that the political context make progress very difficult

Possible improvements – capacity level

- Need to provide additional services such as education of children, language courses, organisation of everyday life
- More human resources for administrative coordination, a pedagogical expert who could work with children, a legal expert in charge of writing complaints and of finding lawyers, cultural mediators
- More space: for lockers and to organise trainings or other activities.

Possible improvements – strategic level

- Need for strategic coordination since to tackle homelessness you need to find solutions for everything that did not work in other fields
- More proactiveness of local authorities and more skills among their teams: *“to better do your job you need others to better do their job too”*
- Better collaboration with landlords in order to offer housing solutions
- Need for changes in national law because at the moment the legal framework is excluding homeless mobile EU citizens
- Development of a pan-European service, which would coordinate at EU level existing services and financing for the target group
- Longer cycles of funding and criteria of funding more adapted to the circumstances

Thanks for you attention!

- Fabrizio Vittoria fabrizio.vittoria@stadsmissionen.org
- Mauro Striano mauro.striano@feantsa.org

