



The possibilities of outreach work in supported housing

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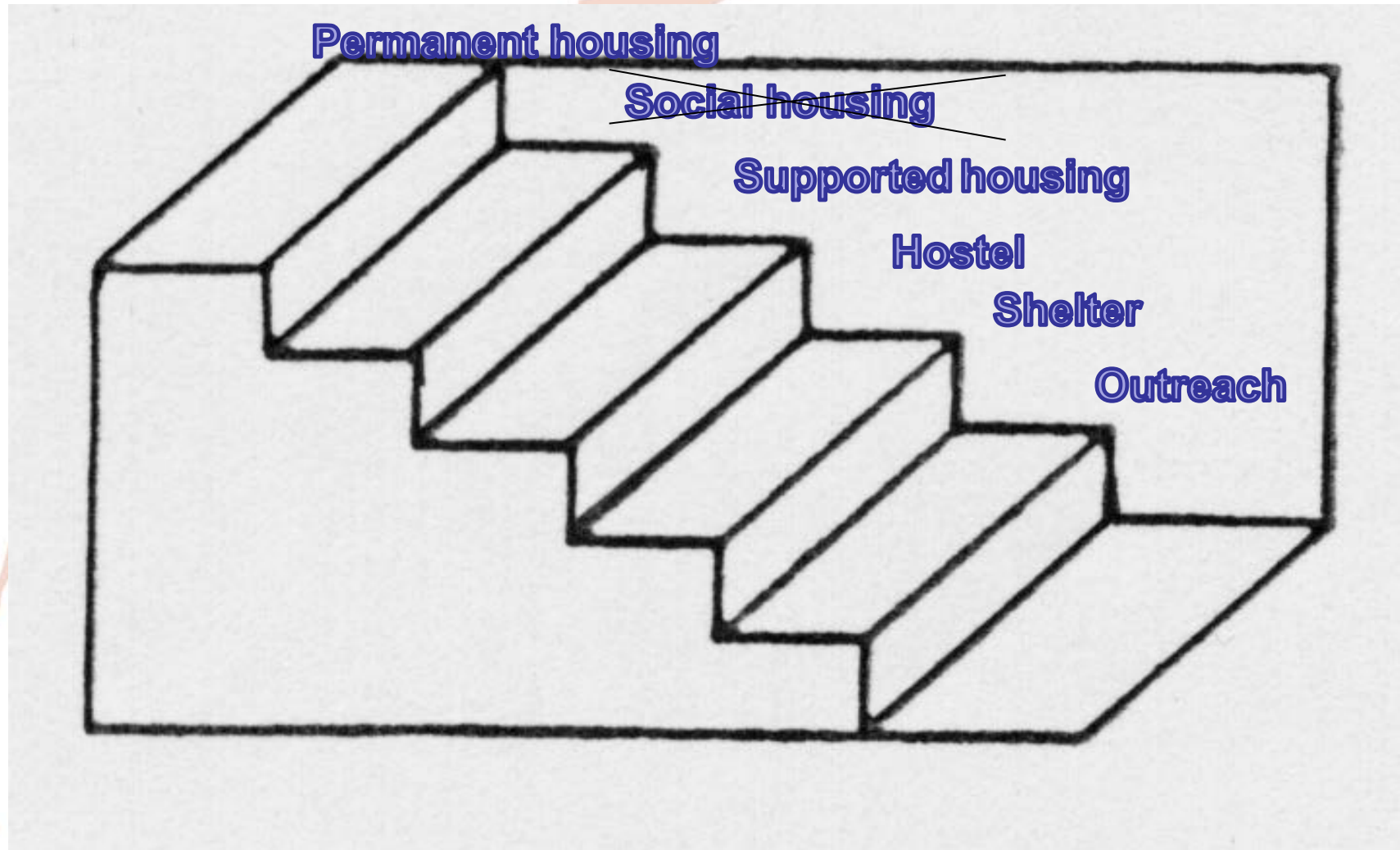
Outline

- What is the goal of social work?
 - Micro, mezzo, macro level
- A comparison of social work at various steps of the staircase model
- Can the housing first attitude be adapted by non-housing first project staff?

What is the goal of the homeless person?

- Live in peace
- Live in a home
- Have enough to eat (drink, etc)
- Find people who accept and support them
- Find a job, hobbies, etc

Hungarian staircase



Staircase in Central Europe

Ways out of homelessness project

with partners from:

- Czech Republic (SAD)
- Hungary (BMSZKI and Habitat for Humanity Hungary)
- Poland (IUS Medicinae)
- Romania (Casa Ioana)
- FEANTSA

Long term housing

Supported housing

Hostel

Shelter

Outreach



<http://www.bmszki.hu/en/erasmus/erasmus-project>

What is the goal of the service?

Depends on the type of service...

- Outreach service (1/2000 SZCSM (I.7.) decree)
 - Seek out homeless people and organize their transport to a shelter *if needed*,
 - Inform, counseling
 - Administrative help
 - Service (?)
 - Social work with individuals, groups and communities

What is the goal of the service?

- Shelter: offer a place for homeless people to rest and figure out what next
 - A shower and a bed
 - Cooking and washing facility
 - TV, newspapers
 - Counseling, information
 - For those interested...

What is the goal of the service?

■ Hostel

- Individual case work, social group work, community work
- Personalized support *to help leave the shelter*
- Community life within the service
- Sociotherapy
- Help in maintaining family and social relationship
- Help in administrative duties

No specific service offering housing support

Support work usually provided by outreach team/staff from shelter/hostel

What is the goal of the service?

- Family Help Centers (Social Act + Child Welfare Act)

Community public social service

„a service offering support to persons or families with social or mental problems or in some other form of crisis, offering prevention, crisis intervention and helping in preserving life skills”

What is the goal of „Society”?

~Macro level expectations dictate funding of services

- Outreach – at least weekly meetings during winter
- Hostel – 12 month cooperation agreement, often 4+4+4 months
- Family Help Center – at least three meetings a month

Possible conflicts of interest

Outreach work

- too much expectation
 - From user (f. ex. In-kind donations)
 - From service
 - Move towards a goal
 - Paperwork, appointments, etc
 - From society
 - Move homeless person

Possible conflicts of interest

Shelter/Hostel

- Between users and staff
 - Need to move people on – need to „perform”
 - Rent payment/savings account
- Between users
 - Issues of behaviour/”neighborhood conflicts”

Possible conflicts of interest

Family Help Center

- 3 meetings a month required – appointment based work
- Lots of paperwork
- One of the many clients living in exclusion and (housing) poverty
- Different work system (appointments, registered letters...)
- Deserving/non-deserving conflict

Core Principles of Housing First

1. Housing is a Human Right
2. Choice and Control for Service Users
3. Separation of Housing and Treatment
4. Recovery Orientation
5. Harm Reduction
6. Active Engagement without Coercion
7. Person Centred Planning
8. Flexible Support for as Long as is Required



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Copenhagen, 23rd September 2016



homelessness

Compatibility with Housing First

	Outreach	Shelter/Hostel	Family Help Center
Housing is a Human Right	0	0	0
Choice and Control for Service Users	✓	☒	☒
Separation of Housing and Treatment	✓	☒	✓
Recovery Orientation	✓	✓	✓
Harm Reduction	✓	☒	✓
Active Engagement Without Coercion	✓	☒	✓
Person-Centred Planning	✓	☒	✓
Flexible Support for as Long as is Required	☒	☒	✓



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European
Observatory on
Homelessness

The Global Definition of Social Work

“Social work is a practice-based profession and an academic discipline that promotes social change and development, social cohesion, and the **empowerment and liberation of people.**”



Way forward

- Outreach workers as „Professional friends”
- Allow them to (keep on) work(ing) with people once housed
 - Train them to work with people in housing
 - Organize cooperation with Family Help Centers

Way forward 2

Community Public Social Services

- Adapted to cater for people with
 - High support needs
 - Little experience in the work culture of the service
- Allow for more flexible ways of working – offer intense support if needed
- Organize cooperation with homeless services

Way forward 3

Supported housing/housing support for people with complex needs as an independent service included in Social Act (and funding)

- Offering intense and flexible support (as long as is required)
- Could adapt the philosophy (if not structure) of housing first – for those needed
- Offer less intense care for those who do not need it
- Networking - Staff shared with other (homelessness and social) services?
- Pooling of knowledge/training

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Thank you for your attention!

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