

19th SEPTEMBER, FRIDAY

14h00 – 15h20

SEMINAR SESSION 4 - Participants will be asked to select one of these 6 parallel seminars

Seminar 24: Trauma Informed Care in Service Provision (Room: X) - Chair: Lia van Doorn, NL

Tessa Hagen, Kim Nieuwburg, NL: The Effects of Implementing Trauma-Informed Care: A New Integrated Approach within De Regenboog Groep

Research has shown that individuals who are homeless are likely to have experienced some form of previous trauma; homelessness itself can be viewed as a traumatic experience and being homeless increases the risk of further victimization and retraumatization. The same is true for refugees and displaced people. For both groups, services have provided care to traumatized people without directly acknowledging or addressing the impact of trauma. Therefore three pilot locations of De Regenboog Groep are making the shift towards Trauma-Informed Care (TIC). TIC offers a framework for providing services to traumatized individuals within a variety of service settings.

The pilot locations serve different target groups. First location is a walk-in center for homeless EU workers who face challenges like aggression and mental health deterioration. Second location is a temporary housing project to prevent long-term homelessness, combining housing with support services. Third location is a semi-permanent shelter for Ukrainian refugees, providing shared living spaces and daily support to buffer the effects of war and assist with practical issues.

This research monitors the effects of the implementation of TIC through qualitative research. This qualitative research is performed through surveys on the items of (I) Supporting staff development, (II) Creating a safe and supportive environment, (III) Assessing and planning services, (IV) Involving consumers and (V) Adapting policies. Additionally focus groups are held with professionals and consumers of the services.

As we know trauma is omnipresent in the lives of the people that we seek to support, we see this project and research as a chance to improve the quality of our services and the overall wellbeing



Tessa Hagen is the Program Coordinator for social work at De Regenboog Groep. With over 20 years of experience in the social domain, she has worked with a wide range of client groups, including those facing trauma, addiction, and mental health challenges. For the past three years, she has been dedicated to supporting people experiencing economic homelessness, focusing on access to housing and social support. Tessa is committed to implementing trauma-informed practices, ensuring that staff and services are equipped to respond effectively to trauma-related challenges. Her expertise lies in bridging policy and practice to create sustainable support structures.



Kim Nieuwburg is the Program Coordinator for refugee shelters at De Regenboog Groep. From the start she has been involved in creating a safe environment for Ukrainian refugees. First as a shelter manager and now in a more coordinating role. In this key role in coordinating the shelter locations, she is involved in both policy and operational issues. Therefore being able to identify needs and potential improvements. Next to initiating this transition to a more trauma informed approach, she advocates for diversity, equity and inclusion.

Eszter Somogyi, Nóra Teller, Alena Vachnova, Noémi Vajdovich and Elena Zagorova, HU/SK: Integrated Health and Social Service Delivery: A Needs Assessment Among Clients of Homeless Services in Central and Eastern Europe

The SOLACE-CEE project seeks to enhance access to health services for vulnerable populations across five Central and Eastern European (CEE) countries—Slovakia, Bulgaria, Hungary, Romania, and Poland. As part of the project's impact assessment framework, data collection and analysis activities have been designed to evaluate the effectiveness of local pilot initiatives and their contribution to integrated service delivery. This study presents the preliminary findings from the project's needs assessment phase, examining the conditions under which local initiatives are being implemented and their alignment with client needs. The project is funded by the European Commission through the call focusing on Social innovation practices to combat homelessness (ESF-2023-HOMELESS).

Research Objectives and Methodology

The monitoring and evaluation strategy within the SOLACE-CEE project has been co-developed to achieve multiple objectives: to provide an empirical foundation for understanding the contextual landscape in which integrated services are designed and implemented, to assess and adapt service provision to better address client needs in local integrated hubs, to facilitate a systematic and meaningful evaluation of project processes and progress, and last but not least, to align needs assessment findings with a tailored evaluation framework that informs service development strategies.

The needs assessment phase, conducted from April to June, is based on a sample of 205 persons experiencing homelessness (PEH), comprising both households and single individuals across Slovakia, Romania, Bulgaria, Poland, and Hungary. The study employs a mixed-methods approach, incorporating quantitative data collection on demographics, housing trajectories, homelessness experiences, health literacy, and service access needs.

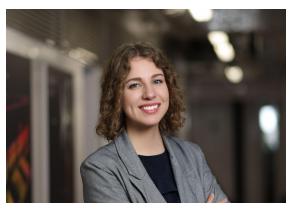
These data are further contextualized through qualitative research engaging institutional stakeholders such as organizations offering social service and healthcare providers. This component of the study explores stakeholder perspectives on service gaps, barriers to access, and potential areas for methodological and structural improvements. Specific themes include:

- Client characteristics and service needs.
- Availability and accessibility of services, including the territorial context of service use.
- Collaboration patterns among service providers.
- Institutional challenges, including funding structures, administrative hurdles, and workforce development needs.
- Innovations in service delivery, such as inter-agency collaboration, shared service spaces, telemedicine solutions.
-

This presentation will summarize the key insights derived from the assessment phase, shedding light on the critical factors that influence the successful integration of health and social services for homeless populations. The findings contribute to broader discussions on policy innovation and the practical implications of transitioning towards integrated service models in the CEE region.



Alena Vachnová (VPR and DEDO Foundation, Košice) – Lead Partner, Advocate for Ending Homelessness, and Program Designer, she leads strategy and innovation at the DEDO Foundation, advocating for systemic change to end homelessness through integrated housing, social support, healthcare, and employment services in Košice and Prešov, Slovakia. She holds degrees in law and social work and a Master of Public Administration from Harvard Kennedy School.



Elena Zagorová (VPR and DEDO Foundation, Košice) – Research Partner, Graduated with a Master's degree in Business Informatics from the Technical University of Košice, specializing in data analysis. Experienced in working with diverse datasets, including medical data. She participated in the Needs assessment of people experiencing homelessness concerning integrated health and social care.

Nóra Teller, Eszter Somogyi, Noémi Vajdovich (Metropolitan Research Institute, Budapest) – Project Monitoring and Evaluation Team



Nóra Teller (PhD, Sociology) works at the Metropolitan Research Institute. She is member of the European Observatory on Homelessness and has co-edited the *European Journal of Homelessness* for 16 years. She has 24 years of research and consultancy experience in social inclusion and housing inclusion measures, homelessness research, and housing desegregation in the urban and rural context.



Eszter Somogyi (MA in Sociology) works at Metropolitan Research Institute, a Hungarian think-tank, has more than twenty years of experience in research and policy consultancy related to urban regeneration, housing policy and complex policy making targeting vulnerable people. She took part in several research and consultation activities targeted to the most marginalized social groups, such as homeless people and Roma communities. Her expertise also includes national and local strategy development aiming to secure affordable housing and linking housing policies with employment and education policies.



Noémi Vajdovich finished her Master's degree in Geography at the Eötvös Loránd University in 2024. She was a member of Eötvös József Collegium and also spent a Semestre in Spain with Erasmus. She won a competition with her paper about regional differences of energy poverty in 2021 in the national scientific student conference (OTDK) on the regional differences. She started her PhD studies in September 2024 at ELTE on geographical health dimensions of homelessness and she is employed at the Metropolitan Research Institute where she is involved in various research projects on regional processes, homelessness, integrated health and social care, housing exclusion and also sustainable urban markets.