

2. HOMELESSNESS AND MENTAL HEALTH

Single Point Of Access, Bologna, Italy

Theme:	Homeless and mental disturbance
Country:	Italy
Name of Project:	Social and opportunities Single Point Of Access
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What is innovative about this project?	The possibility to access to the Social Point of Access (SPA) represents a the first step to other social services for the majority of the users living on the streets. Although the users access this service to appease basic and primary needs, this steps is often the beginning of a more complex route toward the social reinsertion via public and private social services.
Project History & Aims:	The service was initially geared toward those users with drug addiction problems living on the streets. Later the service was provided to all homeless users but still today it is particularly effective in case of addicted users and for double diagnosis ones.
Target Group(s):	The service is targeted for all those users characterised by an high level of social exclusion living on the streets.
Main approaches to work:	The service is based on direct access: people willing to access the services should visit the Unit during opening time (mon, tue, thu, fri, sat from 9.30 to 16.30 – wed from 9.30 to 12.00) and get an appointment. Initially the service foresee an interview between the social operator and the user. In a second moment the outcome of the interview are analysed by the operator who redirect the user toward the most appropriate services.
Funds, staffing & other resources (inputs)	The service is financed via the funding deriving from the National Law 45/99.

Main activities (outputs)	<ul style="list-style-type: none"> • Opening from 9.30 to 16.30, 5 days a week • Investigation on primary needs (eg/ night shelter, meals, personal hygiene, etc) • Enrolment into night shelters; • Enrolment in daily centres; • Easy procedures for activate the therapeutic processes for users with addiction problems or with mental disorders; • Social Secretariat; • Easy procedures to access the First Aid centre for user with drug addictions; • Support to users living on the street via mutual-self-aid teams; • Evaluation of tailored therapeutic path based also on the deployment of work fellowship.
Impact on people who are homeless:	So far the service Gli anni di sperimentazione hanno dimostrato un alta fruizione del servizio, dovuta anche al fatto che sia ubicato in prossimità della stazione ferroviaria.
Any other comments:	Il servizio è di competenza del Comune di Bologna ma è stato dato in gestione al privato sociale.

The Access Point, Edinburgh, UK

Theme:	Homelessness and Mental Health
Country:	Edinburgh, Scotland
Name of Project:	Edinburgh Homeless Practice (The Access Point)
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What is innovative about this project?	<ul style="list-style-type: none"> • Housing, Social Work, Health and Mental Health services housed under one roof and working together. • Homeless people have direct access to mental health services via a Community Psychiatric Nurse (CPN) if they identify this as a need • Drop-in service – no appointment needed • Recognised as unique service in Scotland – ongoing project.
Project History & Aims:	Established by City of Edinburgh Council in response to difficulties homeless people had accessing mainstream mental health services. Homeless people can access 'one-stop-shop' for housing, social work, health and mental health issues, without the need for lengthy referral times and moving between different organisations.

Target Group(s):	Any homeless person who identifies themselves as in need of mental health support: particularly homeless people with complex needs (dual diagnosis)
Main approaches to work:	<ul style="list-style-type: none"> • Multi-disciplinary – CPN works alongside housing support staff, social workers, doctors involved with client to help provide best solutions to homelessness issues • CPN can visit client in accommodation (e.g. B&B, hostel) if they want. • CPN provides counselling and emotional and practical support • CPN can help ensure client has access to mainstream mental health support when they move on from homelessness
Funds, staffing & other resources (inputs)	Funded by City of Edinburgh Council in line with recommendations outlined in Council Homelessness Strategy regarding homeless individuals with mental health issues.
Main activities (outputs)	<ul style="list-style-type: none"> • One-to-one counselling • Inter-disciplinary approach taking into account work being carried out by doctors, housing support staff and social workers to offer appropriate housing options to client taking into account mental health needs
Impact on people who are homeless:	<ul style="list-style-type: none"> • Direct access to personalised mental health service. • Mental health support integrated with other housing and addiction support. • Support is continued if individuals move on from homelessness

Social – Sanitary Ambulatory, Torino, Italy

Theme:	Multi-disciplinary approach to homelessness
Country:	Italy
Name of Project:	Social-sanitary Ambulatory
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Project History & Aims:	<p>The Social-sanitary First Aid centre – Direct Access Ambulatory started during the so-called “Cold emergency 1999-2000” in via Sacchi 49, as an experimental first aid point located into a dormitory in the perimeter of Turin central station.</p> <p>The Socio-sanitary ambulatory was born as a first-aid response to the risk of a dermatitis epidemic (mostly scabies) within the rough-sleepers (mostly aged ones) who addressed themselves in the main station and its surroundings.</p> <p>The aims was to stop the diffusion of dermatitis and to address through specific resettlement projects homeless people, especially those aged which were not able to move to the dormitories (mostly out of the city centre). Still as a sanitary level, there was the aim of prevention of all the pathologies connected with the drug use and abuse.</p> <p>After the winter and the experimental period, the optimistic results lead to a prologue, which saw the constitution of an integrated and multi-levelled team.</p> <p>The service became then stable from April 2001, and from July 2001 it was transferred into its actual location, a small but structured one in via Sacchi 47/bis. Because of its location in the very centre of the city, the service saw a continuing increase of clients, whose demands of social services grew both in terms of number and of different quality.</p> <p>This growing of the demand of social services lead the Ambulatory to become a service of city relevance, instead of its local, temporary and emergency targeting.</p> <p>The evolution of the service lead to an increase of the cooperation within all the social services of the city, contributing to built of a new culture of networking, in which the services move to where their demands is higher. At the same time, the constant evolution see now the definition of a multi-disciplinary and multi-levelled team.</p>
Target Group(s):	Homeless people with or without mental diseases, health problems, drug addiction, needs of information and addresses, rough-sleepers, illegal immigrants.
Main approaches to work:	It’s a multidisciplinary service run by an integrated team (doctors, psychiatrists, psychologists, pedagogies, social workers, peer-to-peer operators), whose approach to the daily intervention is basically mutated by the open method of cooperation, translated into operative and pragmatically terms.
Funds, staffing & other resources (inputs)	The service is basically funded by the Turin City Municipality, “Grown-up in difficulty Office”, with the cooperation of the Local Health Service ASL 1, Cooperative Parella and Italian Red Crox.
Main activities (outputs)	The integrated team works as an integration of al the different professional figures, which congregate and confront each other during periodical meeting, in order to guarantee every specific professional independence while the whole service-body keeps on dialogue and spread of communication and information in between its parts. For a more definition of the activities, please see the appropriate template shown below with the list of the intervention for the year 2003.

Impact on people who are homeless:	<ul style="list-style-type: none"> • The emergency on dermatitis (specially scabies) disappeared within the first one year of activity; • The number of aged rough-sleepers in the Station area disappeared; • The number of young rough-sleepers diminished.
Any other comments:	It is an integrated social and sanitary ambulatory addressed to homeless of San Salvario Parrish and Porta Nuova Central Station: it's the first service of such complexity that has been put straight in the place where the problems are most evident. This fact signs a well-considered new approach in the Italian social service panorama, which is usually structured on the idea that the users must search for and go to the service. In this very innovative case, a multi-levelled service is straight on the problematic area at users disposable.

Support House, Malmö, Sweden

Theme:	Homeless people with dual diagnose (drug abuse/addiction and psychiatric disease, preferably schizophrenia)
Country:	Sweden
Name of Project:	Stödhuset – Support House
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What is innovative about this project?	<ul style="list-style-type: none"> • Multidisciplinary approach; cooperation between social service and psychiatry. • Psychiatric service and living accommodations within the same building
Project History & Aims:	<ul style="list-style-type: none"> • This is a cooperation between the City of Malmö, City District of Kirseberg and the Psychiatric Clinic in Malmö • It started in December 2003 (the Social services and supported housing) and in August 2004 (the Psychiatric reception). • It is a project for three years.
Target Group(s):	Homeless people, men and women, with dual diagnose.
Main approaches to work:	<ul style="list-style-type: none"> • multidisciplinary service • psychiatric treatment and rehabilitation, counselling • good housing conditions with high tolerance for drug abuse (“Wet house”)
Funds, staffing & other resources (inputs)	<ul style="list-style-type: none"> • Funded by the City of Malmö and the Psychiatric Clinic (the Drug abuse centre)

Main activities (outputs)	<ul style="list-style-type: none"> • offering homeless people good and stable housing • interdisciplinary and individual help and support, psychiatric and drug abuse treatment and rehabilitation
Impact on people who are homeless:	<ul style="list-style-type: none"> • the supply of psychiatric treatment within the same building keeps the barrier of seeking help as low as possible • reintegration of long-term psychiatric patients to live in their own flat with increasing independency.
Any other comments:	The group home has 10 rooms and each client has their own tenancy agreement. The psychiatric open reception handles about 30 patients (including the tenants in the group home)

Salztorzentrum, Vienna, Austria

Theme:	Homeless men with mental diseases
Country:	Austria
Name of Project:	Salztorzentrum
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What is innovative about this project?	<ul style="list-style-type: none"> • Multidisciplinary approach; cooperation between social-work, psychiatry and counselling • Psychiatric service within the shelter
Project History & Aims:	<ul style="list-style-type: none"> • Our house has been an emergency shelter for homeless men since 1958 • 1998 it has been rehabilitated • in December 1999 we reopened as an transitory shelter with a new conception as the first shelter in Vienna with special service for homeless men with mental diseases
Target Group(s):	Homeless men with or without mental diseases
Main approaches to work:	<ul style="list-style-type: none"> • multidisciplinary service • aim is the placement into a stable dwelling situation
Funds, staffing & other resources (inputs)	<ul style="list-style-type: none"> • funded by the City of Vienna - they pay a fixed monthly amount of money for each homeless living in the shelter • staffed by the salvationarmy (NGO) • bounties

Main activities (outputs)	<ul style="list-style-type: none"> • casework • offering homeless men a place of protection and reorientation • interdisciplinary and individual support for homeless men • reintegration in a stable dwelling situation
Impact on people who are homeless:	<ul style="list-style-type: none"> • the provision of psychiatric treatment within the building keeps the barrier of seeking help among service users as low as possible • reintegration even of long-term psychiatric patients to live in their own flats independently.
Any other comments:	“The achievement lies in the courage to commit oneself to each other.” (part of the model of the Salztorzentrum)

Telecem and Everyone a Winner, Manchester, UK

Theme:	Strategies of working with mentally diseased persons
Country:	England
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What is innovative about this project?	<ul style="list-style-type: none"> • Multidisciplinary approach to developing social enterprise with persons suffering with mental health issues.
Project History & Aims:	<ul style="list-style-type: none"> • Toucan Europe Ltd has been working with homeless people since 1994. • 2004 has seen Toucan Europe working with our target clients, helping them develop their ICT skills and social enterprise ideas • The aim is to help our target group develop a web based business in which they can operate their social enterprise business or • Develop the skills to allow them to use ICT skills to gain other forms of employment
Target Group(s):	<ul style="list-style-type: none"> • Homeless men with or without mental diseases
Main approaches to work:	<ul style="list-style-type: none"> • Delivering ICT training enabling our clients to operate in many areas, such as web design, teaching and other small social enterprise business ideas
Funds, staffing & other resources (inputs)	<ul style="list-style-type: none"> • The project is funded via the relevant bodies. • Staff and trainers are supplied by Toucan Europe • Toucan training provides training facilities and equipment.

Main activities (outputs)	<ul style="list-style-type: none"> • ICT training • Personal development of both business plans and key skills to deliver said plan • Business development mapping • Incubators for said development
Impact on people who are homeless:	<ul style="list-style-type: none"> • The current impact is the barriers that are being removed in the re education and personal development of our clients. • Developing our clients skills to facilitate them to take an active role in their future employment and give them the skills needed to enable them to become financially self efficient. Thus, enabling a more independent life style
Any other comments:	<ul style="list-style-type: none"> • The project is still at an early stage but the current results reflect a promising outcome, with clients moving into the social enterprise section and onto possibly teaching in further education