



Co-funded by the  
Erasmus+ Programme  
of the European Union



# Mapping existing services

## Report on main findings

### Intellectual Output 1 | Profile Study

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<b>Project title</b>	<b>HOOD – Homeless’s Open Dialogue</b>
Grant Agreement No.	2020-1-IT02-KA204-079491
Project duration	September 2020-August 2023
Project website	<a href="http://www.hoodproject.org">www.hoodproject.org</a>
Project coordinator	Ufficio Pio della Compagnia di San Paolo - ONLUS
Project partners	UNITO (IT)   Ufficio Pio (IT)   Sant Joan de Déu (ES)   Projekt UDENFOR (DK)   KLIMAKA (GR)
Intellectual Output	IO1 - Profile Study
IO duration	November 2020-May 2023
Deliverable title	Mapping the system – report on main findings
IO Lead partner	CESIS (PT)
Dissemination level	Partnership

## Acknowledgements & Disclaimer

This document was produced within the framework of the HOOD project: Homeless’s Open Dialogue, and is funded by the Erasmus+ Programme of the European Union.

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## Introduction

The four operative partners involved in Project Hood, i.e. Ufficio Pio (IT), Sant Joan de Déu (ES), Projekt Udenfor (DK) and Klimaka (GR) replied to a specific questionnaire elaborated by CESIS – Centre for Studies and Social Intervention, with cooperation of the University of Turin - UNITO (IT). Operative partners were actively involved in the discussion and validation of the questionnaire.

The tool aimed at:

- Identifying the existing services of early approach/outreach in the different HOOD operative organisations;
- Identifying the partners' current networks (mapping the social services / doctors / organisations...) that get in contact with persons in homelessness for not more than a year and direct them to early approach services.
- Identifying entities potentiality relevant for widening partners' current networks and/or creating new networks with the aim of putting an early approach in place.

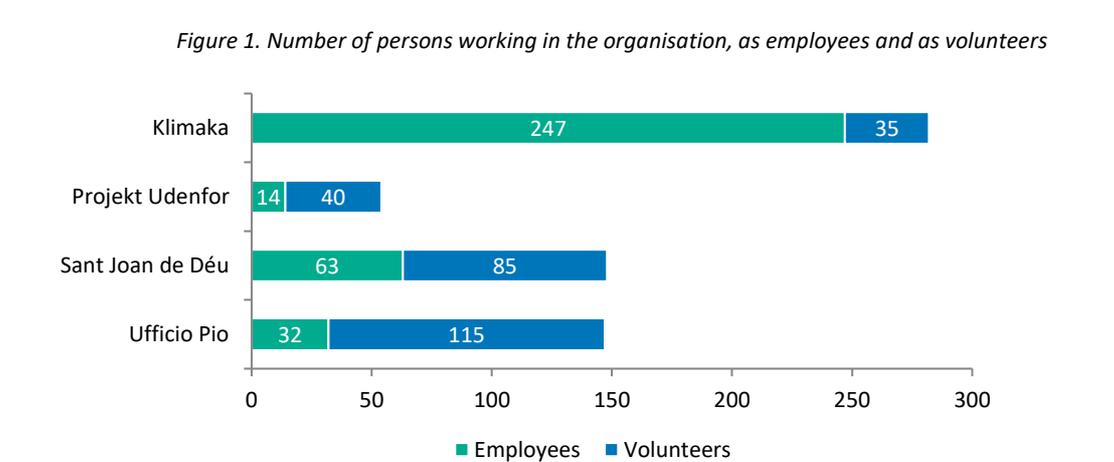
The questionnaire was divided into six sections: i) characterisation of the organisation; ii) characterisation of the intervention/programmes and/or services; iii) characterisation of the homeless people covered; iv) intervention characteristics; v) organisation's existing network and vi) organisation's potential network.

All operative partners have a long experience in providing programmes/services to the homeless population. In Spain, the Sant Joan de Déu, has accumulated 40 years of work; in Greece, Klimaka has been working with homeless over the last 21 years; Ufficio Pio, Italy, has an experience of 15 years and Projekt Udenfor, in Denmark, develops initiatives addressing the homeless for 24 years.

Both Klimaka and Projekt Udenfor have an intervention at national level, with also the implementation of specific initiatives at local level. The intervention of the partners from Spain and Italy is implemented on a regional basis.

Volunteers assume a very significant expression in almost all organisations, except for Klimaka. This entity has the highest number of employees and the lowest number of volunteers.

Figure 1. Number of persons working in the organisation, as employees and as volunteers



Social workers, psychologists, sociologists and educators are the type of professionals that are more often mentioned by the organisations to be involved in the projects/initiatives.

## The role of early approach / early intervention within organisations

The four operative partners reported differentiated experiences regarding early approach / early intervention. Two organisations mentioned no or little experience while two others mentioned specific experience in this field. This was the case of the Italian partner Ufficio Pio, that developed a specific project “Stop and Start” for people recently became homelessness or at risk of becoming specifically based on the early intervention approach. Underlying this type of approach is the need for a quick intervention, thus avoiding the risk of long-term homeless. All employees allocated to this project were mentioned as having specific training/experience on early intervention.

According to Klimaka, between 10% and 70% of its employees and volunteers, depending on the project/initiative have specific training / experience on early intervention. All six Klimaka’s projects /initiatives are focused on users at risk of homelessness.

The two remaining organisations (Projekt Udenfor and Sant Joan de Déu) indicated that none of its workers or volunteers has specific training or experience on early approach / early intervention.

However, Sant Joan de Déu, from Spain, mentioned that their six project/initiatives:

*“mission is to accompany homeless people to promote personal recovery processes. In order to fulfil our mission, community-based and person-centred care is provided through the management of services for homeless people”.*

Additionally, Projekt Udenfor underlines that the organisation is mostly concerned with addressing mentally ill rough sleepers who have been homeless for a long period of time and who have been experiencing some kind of vulnerability since childhood. Klimaka’s works is also adressed to homeless with mental ill.

Regardless of previous experience, all four organisations unanimously considered that early approach / early intervention will enable a more timely support, preventing the worsening of the situation of the homeless person, particularly regarding health, addictive behaviours, self-esteem, and social relationship. Ufficio Pio expects Project Hood to:

*“be the starting point for a discussion on Housing Led services and interventions at different levels: through the confrontation with the European partners we expect to experiment this new approach on different national contexts and then to share the results with other professional at a local level”.*

## The role of the open dialogue approach / enabling coplanning within organisations

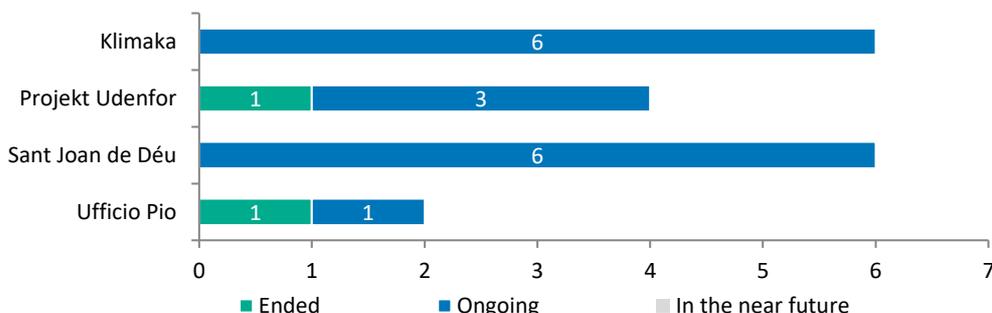
Only Klimaka mentioned specific experience on the open dialogue approach / enabling coplanning, mostly in projects in the field of mental health. Depending of the projects /initiatives, between 15% and 50% of both employees and volunteers at Klimaka were mentioned as having specific training / experience on the subjects.

The other three organisations did not mention any specific experience on open dialogue / capacitative co-design among their professionals. However, they expect that these approaches help strengthening their know-how, ultimately improving support to the homeless.

## HOOD operative partners' current intervention

The four organisations identified a total of 17 projects /initiatives addressing homeless: 16 are ongoing projects and one has already ended. The organisations did not expect any new project or initiative to start in the near future.

Figure 2. Number of programmes / projects / initiatives addressing homeless, by organisation



Sant Joan de Déu and Projekt Udenfor have the projects /initiatives running for a longer time. Two out of the three ongoing projects / initiatives of Projekt Udenfor, 'The mobile cafe' and 'Outreach', are running over the last 19 and 24 years, respectively. Sant Joan de Déu's 'Creu de Molers' is running over the last 40 years and the 'Housing Led' initiatives have been implemented over the last 10 years. This organisation has also two of the most recent projects, which are running for one year ('Folre' and 'La llavor'). The remaining projects have been running between 5 and 7 years, as 'Stop and Start', from Ufficio Pio; 'Locker room', from Projekt Udenfor and 'Hort de la Vila', from Sant Joan de Déu.

Table 1. Programme / project / initiative running in the organisations, by the time of existence

Organisation	Programme / project / initiative	For how long do they exist? (in years)
Ufficio Po	Stop & Start	5
	Gruppo Classe	13
Sant Joan de Déu	Creu de Molers	40
	Hort de la Vila	7
	La Llabor	1
	Housing led	10
	Housing First	5
	Folre	1
Projekt Udenfor	Outreach	24
	The mobile café	19
	Locker room	5
Klimaka	Street work	21
	Support Services	21
	Day Center refugees	10
	Day Center for the Roma	21
	Residential Care Units	21
	Klimax Plus Social Cooperative	16

Most projects / initiatives in place are developed at local level. Some projects are implemented at regional or national level, such as ‘housing led’ and ‘housing first’ from Sant Joan de Déu, implemented at regional level; and ‘Homeless’ support services’, ‘day center for refugees “lolaos”’, ‘day center for the roma’ and ‘residential care units’ implemented both at regional and national level by Klimaka.

The human resources allocated to the projects / initiatives targeting homeless vary between organisations and their type of intervention. The specific characteristics of some projects /initiatives seem to require greater allocation of human resources, particularly volunteers. This seems to be the case of ‘Creu de Molers’ and ‘Hort de la Vila’, from Sant Joan de Déu; the ‘Residential Care Units’and ‘Klimax Plus Social Cooperative’ from Klimaka. The ‘Mobile café’, from Projekt Udenfor and the ‘Folre’ from Sant Joan de Déu allocated especially volunteers.

Table 2. Human resources allocated to the project/initiatives, employees and volunteers (N)

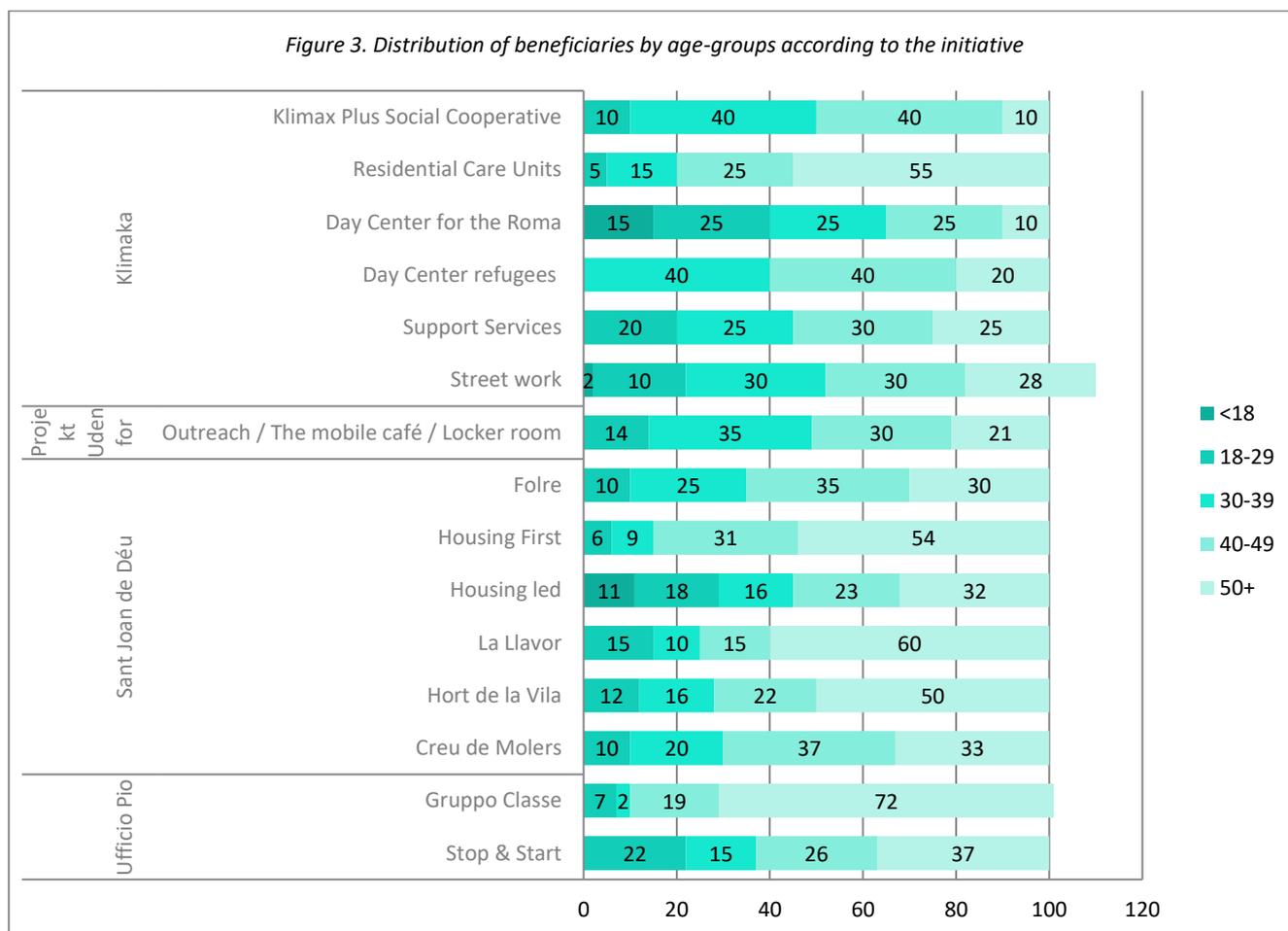
Organisation	Programme / project / initiative	Professionals	
		Employees	Volunteers
Ufficio Pio	Stop & Start	3	1
	Gruppo Classe	3	2
Sant Joan de Déu	Creu de Molers	14	28
	Hort de la Vila	19	26
	La Llavor	12	1
	Housing led	6	4
	Housing First	6	4
	Folre	6	22
Projekt Udenfor	Outreach	4	0
	The mobile café	2	40
	Locker room	1	0
Klimaka	Street work	7	3
	Support Services	12	2
	Day Center refugees	8	1
	Day Center for the Roma	8	3
	Residential Care Units	120	24
	Klimax Plus Social Cooperative	32	4

## Main characteristics of the homeless people supported

Altogether, the four Hood organisations deemed to cover a total of 5,598 homeless persons, most of which living alone. Most part of the homeless are men; however in some projects the percentage of women is significant, notably in ‘La llavor’ from Sant Joan de Déu, which covers only women or in three of Klimaka’s projects, where around 40% of recipients are women.

The projects developed by Hood partners cover a broad range of ages. In most projects, children are not covered, except for Klimaka (‘Day center for roma’ and ‘Street work’ projects) and Sant Joan de Déu (‘housing led’ project). The intermediary ages are the most frequent.

Figure 3. Distribution of beneficiaries by age-groups according to the initiative



The beneficiaries of the different projects show different characteristics: the ‘Stop&Start’ project works with people who recently lost their home, for less than six months. Three out of Klimaka’s six projects cover persons who have been homeless for between one and two years and the other three cover people who have been in homelessness for three or four years. Sant Joan de Déu’s recipients are in homelessness for up to one year and a half.

When considering the Ethos typology of homelessness to the analyses, it seems evident that most situations regard rooflessness and houselessness: a high rate of persons covered by the projects/initiatives is ‘people living rough’ and ‘people in an emergency accommodation’. ‘People in women’s shelter’ are intervened only by the Projekt Udenfor, in all its projects / initiatives.

While the intervention of Sant Joan de Déu and Projekt Udenfor seems more restricted, the intervention developed by Ufficio Pio and Klimaka seems broader, even if reaching a variable number of ETHOS categories, depending of the projects / initiatives.

At least one Klimaka’s projects / initiatives focus on the different ETHOS categories: i) rooflessness (without a shelter of any kind, sleeping rough), ii) houselessness (with a place to sleep but temporary in institutions or a shelter), iii) living in insecure housing (threatened with severe exclusion due to insecure tenancies, eviction, domestic violence), iv) living in inadequate housing (in caravans on illegal campsites, in unfit housing, in extreme overcrowding), with an evident difference in the number of beneficiaries of each situation.

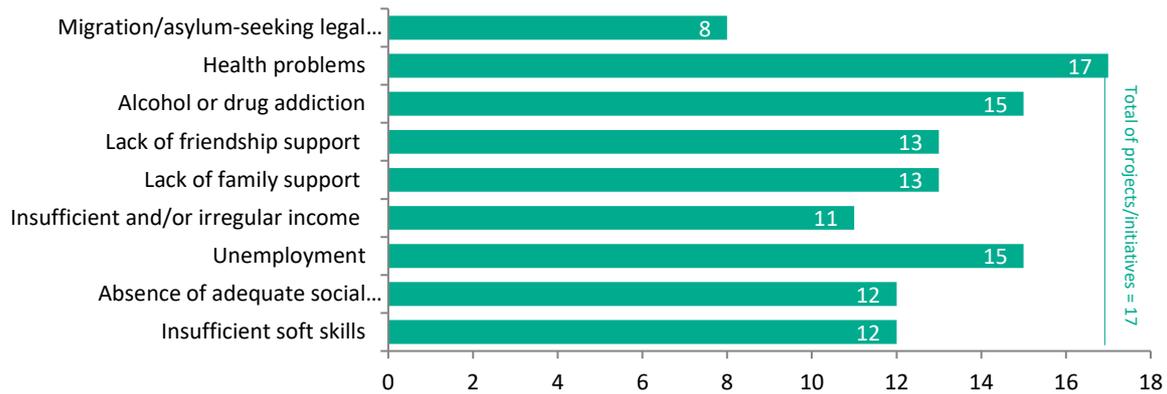
Table 3. Characterisation of the beneficiaries of the projects/initiative according to the Ethos typology

Organisation	Programme / project / initiative	Rooflessness		Houselessness				Insecure housing		Inadequate housing			
		People Living Rough	People in emergency accommodation	People in accommodation for the homeless	People in Women' s shelter	People in accommodation for immigrants	People due to be released from institutions	People receiving longer-term support (due to homelessness)	People living in insecure accommodation	People living under threat of eviction	People living in temporary / non-conventional structures	People living in unfit housing	People living in extreme overcrowding
Ufficio Pio	Stop & Start	√	√	√		√			√		√		
	Gruppo Classe		√	√									
Sant Joan de Déu	Creu de Molers		√										
	Hort de la Vila		√										
	La Llabor			√									
	Housing Led												
	Housing First	√											
	Folre	√											
Projekt Udenfor	Outreach	√	√	√	√								
	The mobile café	√	√	√	√								
	Locker room	√	√	√	√								
	Build Outside /The living community	√	√	√	√								
Klimaka	Street work	√	√	√									
	Support Services	√	√	√				√	√	√			
	Day Center refugees	√				√				√		√	
	Day Center for Roma							√		√	√	√	
	Residential Care Units						√						
	Klimax Plus Social Cooperative						√	√		√			

Homeless people covered in the different projects / initiatives of Hood organisations present a multiplicity of problems, which are often cumulative. All projects / initiatives deal in some way, direct or indirectly, with those problems, aiming at providing support in order to allow beneficiaries to overcome them.

All projects / initiatives work with homeless people with health problems, notably mental health. Almost all projects / initiatives deal with persons with 'alcohol or drug addiction' and/or situations of 'unemployment'. The lack of family and/or friendship support is also a problem for the homeless integrated into 13 of the projects / initiatives within the Hood organisations.

Figure 4. Number of projects / initiatives covering homeless, by the type of current problems



Health problems, including mental health, alcohol and/or drug addiction, low income, unemployment situation and the lack of family and/or friendship seem to be the problems affecting a significant percentage of beneficiaries of the different organisations and their projects / initiatives.

Identifying the problems affecting the homeless people in order to provide specialised intervention is indeed important. However, identifying the homeless people's capacities and strengths that may pave the way for a more targeted, effective and efficient intervention is also crucial.

The existence of soft skills, such as autonomy, attendance, punctuality and responsibility, the professional experience and somehow the existence of a regular income, are the current strengths/capabilities most often pointed by the organisations and which cover a higher percentage of beneficiaries. Ufficio Pio and Sant Joan de Déu also refer to good health, including not having addictive behaviours, as a potential strength among their users.

## Dimensions covered by support

A wide and diverse range of services are provided by the Hood operative partner organisations. Housing, healthcare, employment, information and basic related support and counselling / psychological support are services transversal to all organisations. However, the percentage of homeless benefiting from each type of support varies according to the type of the organisation and the specificity of each project / initiative they develop.

Table 4. Type of services provided by the organisations within programme / project / initiative

Organisation	Programme / project / initiative	Housing	Healthcare	Education / training	Employment	Counseling / Psychological support	Legal counselling and advocacy	Basic goods	Information and basic related support	Personal Hygiene	Economic aid
Ufficio Pio	Stop & Start	√	√	√	√	√			√		√
	Gruppo Classe	√		√	√				√		√
Sant Joan de Déu	Creu de Molers		√	√	√	√		√	√	√	
	Hort de la Vila		√	√	√	√	√	√	√	√	
	La Llavor		√		√			√	√	√	
	Housing Led	√	√		√			√	√	√	
	Housing First	√	√		√	√		√	√	√	
	Folre		√					√	√	√	
Projekt Udenfor	Outreach	√	√		√	√	√	√	√	√	
	The mobile café							√	√	√	
	Locker room					√		√	√	√	
	Build Outisde / The living community	√	√		√	√		√	√	√	
Klimaka	Street work	√	√			√	√	√	√	√	
	Support Services	√	√	√	√	√	√	√	√	√	
	Day Center refugees	√	√	√	√	√	√	√	√		
	Day Center for the Roma	√	√	√	√	√	√		√	√	
	Residential Care Units	√	√	√	√	√	√	√	√		
	Klimax Plus Social Cooperative	√	√	√	√	√	√				

Within the projects /initiatives running in the organisations, ‘housing’ support assumes particular relevance, covering a very significant number of beneficiaries of each organisation.

In general, ‘emergency housing’ is the response covering less homeless. This specific dimension is covered by Klimaka and Projekt Udenfor, regarding similar rates of beneficiaries, around 50%.

‘Temporary housing’ and ‘permanent housing’ support are significant in some specific projects /initiatives, notably in Klimaka, through the ‘Day Center for the Roma’, ‘Residential Care Units’, and ‘Klimax Plus Social Cooperative’; and in the ‘Housing First’ and ‘Housing Led’ initiatives from Sant Jose de Déu.

A specific economic support is ensured by the two projects mentioned by Ufficio Pio: “It is a form of cash transfer, personalised in the amount and considering one’s situation. The person can choose how to use it and it’s not a “conditional” measure, i.e. it’s not linked to the accomplishment of tasks”.

Table 5. Housing support, by organisation

	Housing		
	Emergency	Temporary	Permanent
Ufficio Pio	√	√	
Sant Joan de Déu		√	√
Projekt Udenfor	√	√	√
Klimaka	√	√	√

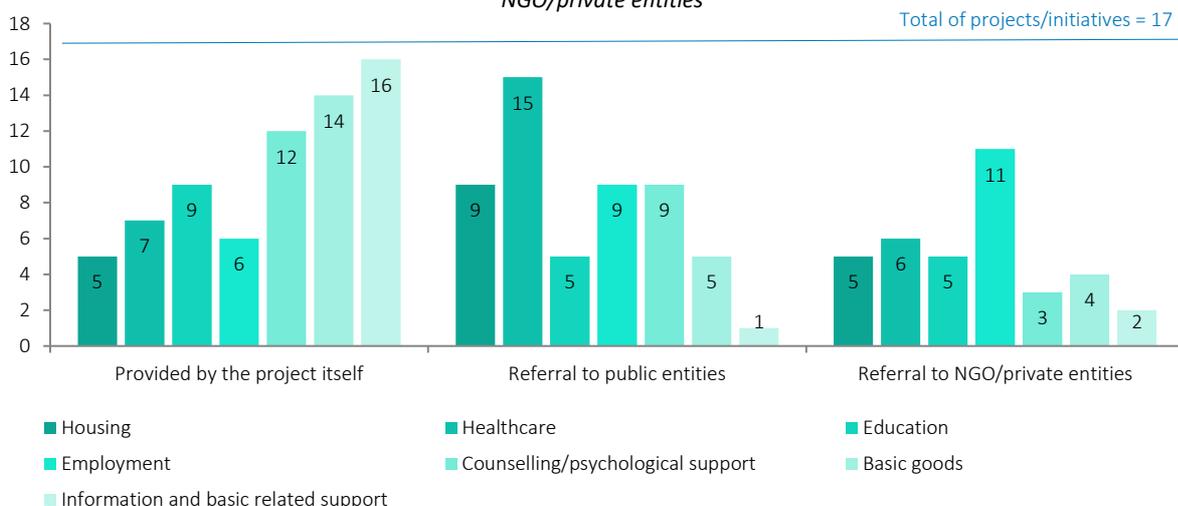
Figure 5 shows that, regarding most of the projects / initiatives, HOOD operative partner organisations refer cases to other organisations, public and/or private. There are some exceptions though, such as the ‘Stop & Start’ project, ‘Build Outside / the living community’ project and the ‘Residential Care Units’, which tend to provide housing support by covering almost all users. In the remaining projects / initiatives, housing support consists mostly of referral to public entities, particularly when ‘temporary housing’ support is needed. This situation seems particularly evident regarding the different projects of Sant Joan de Déu.

As regards healthcare, Klimaka stands out by the high number of projects / initiatives that provide support in this field internally and to a high percentage of its users. Nonetheless, Klimaka also refers many cases to other entities, particularly to public organisations.

‘Counselling/psychological support’, ‘basic goods’, ‘information and basic related support’ and ‘personal hygiene’ are types of support that are mostly provided by the organisations themselves. For example, at least four out of Klimaka’s six projects/initiatives provide services in those areas within the organisation.

Four out of Sant Joan de Déu’s six projects provide specific support on ‘basic good’, ‘information and basic related support’ and ‘personal hygiene’ internally. No referral is made to other organisations. Also in Projekt Udenfor, most part of the support is provided internally. Only in a few cases there is a referral to other organisations.

Figure 5. Number of projects/initiatives provided by the project itself, referral to public or/and NGO/private entities



## Characteristics of intervention

Among the organisations that promotes an active participation in matters concerning homeless users, the intervention is mainly determined based on the service specific aims and on the homeless persons' values and choices, even though with a validation from a professional.

A notable exception is found in the Projekt Udenfor: The specificity of its projects / initiatives determined that, in most cases (80% of the beneficiaries) the intervention goals are mainly based on the homeless persons' values and choice, with no further validation needed by a professional. The professionals' assessment / knowledge about the homelessness are residual in this organisation's projects / initiatives.

In their intervention, Ufficio Pio and Klimaka develop specific processes, proactive actions and/or setting adjustments in order to encourage biographical aspects emersion or sharing of significant context or people (in the present or in the past). Another approach is used by Sant Joan de Déu, which intervention is mainly focused on the spontaneity of the biographical aspects emersion or sharing of significant context or people. If this is the case, the professional are trained to enhance it. Projekt Udenfor shares both perspectives in its different initiatives.

Significant people (present or not in daily living, defined basing on what is considered significant for the person) are 'always' involved in the intervention of five out of the six project / initiatives of Sant Joan de Déu but it is mainly 'occasional' in the remaining organisations and respective projects / initiatives. In most cases, it occurs in term of 'concrete or emotional support' or in term of 'life goals'. Ufficio Pio's 'Stop&Start' project represents a notable exception as, in 90% of the cases, recipients significant people are 'never' involved in terms of support or in term of life goals.

The opportunity to choose treatments and services varies between and within organisations. Most projects / initiatives (N=12) allow the homeless to choose from services and treatments, even if this brings associated costs (economic, relation with the professional, etc.). This is particularly evident in Klimaka and Ufficio Pio. In the remaining cases, although the beneficiaries are not given the possibility to choose, they are always asked if they agree with the decision. This is particularly prevalent in three projects / initiatives of Sant Joan de Déu. Projekt Udenfor considered that this dimension is not relevant regarding the intervention they develop.

If the homeless do not comply with the intervention / rules / requirements established by the projects / initiatives, different consequences are on the table. Sant Joan de Déu refers that in three of its six projects/initiatives the homeless person is expelled from the programme.

Turning to other services is a possibility for three other projects/initiatives running by Ufficio Pio and two other from Klimaka.

The possibility for the project / initiative to carry out on for the users is mentioned regarding three of Klimaka's projects. In six projects/initiatives this dimension is deemed not to be relevant for intervention, especially as regards Projekt Udenfor.

Table 6. Type of consequences if the homeless does not comply with intervention/rules/requirements, by organisation and their projects/initiatives

Organisation	Programme / project / initiative	Expelled from the programme	Turned to another programme (in the NGO)	Turned to other services	The programme carries out on for him/her	Not relevant for the intervention
Ufficio Pio	Stop & Start			√		
	Gruppo Classe	√				
Sant Joan de Déu	Creu de Molers	√				
	Hort de la Vila	√				
	La Llabor	√				
	Housing Led		√			
	Housing First		√			
	Folre					√
Projekt Udenfor	Outreach					√
	The mobile café					√
	Locker room					√
	Build Outside / The living community					√
Klimaka	Street work					√
	Support Services				√	
	Day Center refugees			√		
	Day Center for the Roma				√	
	Residential Care Units				√	
	Klimax Plus Social Cooperative			√		

The involvement of the homeless in the decisions regarding their situation is promoted by all Hood operative partner organisations and is part of almost all projects / initiatives run by them, except for three of Sant Joan de Déu's projects.

According to Klimaka, they always try to ensure that both professional and homeless are always involved in the decisions. In all initiatives of the Projekt Udenfor this is deemed to occur 80% of times. In Sant Joan de Déu, this is deemed to occur less frequently: 25% of the times. In this organisation, most of the times, the discussion about the situation involves only the professionals.

As regards of provision of encouraging feedback about the project/initiative, in most organisations is actively required in the process of choosing. The exception is the Projekt Udenfor, which states that it is not relevant for their initiatives.

# HOOD operative partners' existing networks

## Geographical level of intervention

The existing networks of Hood partners are diverse according both to the entity and the type of project/initiative they develop. For all partners, existing networks are/were composed especially of entities working at the local level, ranging between 60% and 100%. The local level is/was especially prominent for four out of the six initiatives run by Sant Joan de Déu ('Creu dels molers', 'Hort de la Vila', 'La llavor' and 'Folre'), for Ufficio Pio's 'Gruppo Classe' and for Projekt Udenfor's 'Locker room' where it represents 90%-100%.

Thus, Klimaka is also the only entity in the partnership for which most entities in its network for project implementation work at the regional level - 70% to 95%. In the remaining partners, the regional level represents 10% for Ufficio Pio and Projekt Udenfor and 20% in the two initiatives run by Sant Joan de Déu with partner entities at this level.

Entities working at the national level are absent from existing networks of Sant Joan de Déu and represent only app. 10% of the networks of Ufficio Pio, Projekt Udenfor and Klimaka's 'Klimax Plus Social Cooperative'. For most other projects developed by this entity, the national level represents 20% but it should be mentioned that, for the 'residential care units', that level represents 100% of the existing network.

The international level has a more residual weight in Hood partners' existing networks. In any case, it represents 5-10% in three out of the six initiatives run by Sant Joan de Déu, in two out of the six initiatives run by Klimaka and in one of the two initiatives run by Projekt Udenfor. At the most it represents 20% in Sant Joan de Déu's 'Housing First' initiative and in 'Klimaka's 'Klimax Plus Social Cooperative'. On the contrary, it is absent in three out of the six initiatives put in place by this entity and in two out of the six initiatives run by Sant Joan de Déu, as well as in Projekt Udenfor's 'Locker room' and in Ufficio Pio's initiatives.

## Type of entity

National, regional and/or local authorities are not relevant as partners in Sant Joan de Déu's and Ufficio Pio's existing networks, but relevant for Projekt Udenfor's 'Outreach' programme and very relevant for Klimaka, representing 40%-50% of existing networks and standing for 80% in the case of its 'residential care units'. Public organisations account for 20% to 50% of the entities in existing networks of Hood partners with the notable exceptions of Sant Joan de Déu's 'Folre' initiative and Projekt Udenfor's 'Locker room' programme. In this latter case, 100% of the entities in the existing network are NGOs with a specific focus on the homeless population. The representation of this type of entity varies across Hood partners and across the initiatives they develop (Table 7).

Table 7. Representation of NGOs with a specific focus on the homeless population within Hood partners' existing networks, by entity and type of initiative

Organisation	Programme / project / initiative	%
Klimaka	Day Centre Roma	---
	Resident. Care Units	---
	Klimax Plus Social Cooperative	---
	Street work	20
	Support Services	20
	Day Centre refugees	20
Ufficio Pio	Stop & Start	30
	Gruppo classe	35
Sant Joan de Déu	Creu dels Molers	30
	Hort de la Vila	30
	La Llabor	30
	Housing led	10
	Housing First	10
	Folre	50
Projekt Udenfor	Outreach	60
	Locker room	100

As for other organisations addressing the homeless, they were mentioned only by Sant Joan de Déu regarding four out of the six initiatives they develop. In most cases, those organisations represent 10%-20% but in the case of the 'Folre' initiative, they represent 50%. Other organisations not addressing the homeless specifically were mentioned by all partners but Projekt Udenfor. Their relative preponderance in Hood partners' existing networks is higher in half of the initiatives developed by Sant Joan de Déu (40-50%) and lower in the remaining cases 0%-20%. Finally, it should be mentioned that Sant Joan de Déu and Klimaka reported higher variance between the different initiatives they develop contrary to UP (only one initiative) and Projekt Udenfor that emphasised:

*"We always collaborate with the public system as well as with organisations, health care professionals and so on in every initiative".*

## Type of cooperation

The degree of formality of the cooperation that Hood partners establish with other entities while running their initiatives seems to depend greatly on the type of initiative. In any case, it seems that all initiatives tend to aggregate formal and informal partners. The only exception regards Projekt Udenfor's 'Locker room' initiative as it has only one partner involved. In four initiatives (Projekt Udenfor's 'Outreach' initiative and Sant Joan de Déu's 'Creu dels molers', 'Hort de la Vila' and 'La llavor'), informal cooperation predominates (70%-80% of the existing networks) while in three others formal cooperation characterises most situations (Sant Joan de Déu's 'Folre', Ufficio Pio's 'Gruppo classe' and Projekt Udenfor's 'Locker room'). In UP's 'Stop and Start' and in Sant Joan de Déu's 'Housing led' and 'Housing First' initiatives, the proportion of formal and informal ways of cooperating is equivalent.

An 'at least weekly or nearly weekly' basis was the frequency of cooperation most often mentioned by Ufficio Pio regarding 'Stop and start' (60% of cases) and Projekt Udenfor (70% and 100% of cases). As regards Sant Joan de Déu and Klimaka, most of their contacts with their existing networks seem to operate on an 'at least monthly or nearly monthly basis'. Sant Joan de Déu's 'Folre' initiative and Ufficio Pio's 'Gruppo classe' are the notable exceptions as contacts between 3 to 9 times a year characterise the relationship with 90% and 40% of the entities within those network, respectively. It should also be mentioned that, regarding the latter case, there was a even scarcer contact (less than 3 times a year) with app. 60% of partners.

Under the initiatives run by Sant Joan de Déu, there is a balance between the entities regarding which articulation is closer, basing on joint work and the entities on which Sant Joan de Déu counts especially for referring cases. This also seems to be the case regarding Klimaka's 'Homeless' Support Services' and Projekt Udenfor's 'Outreach' initiative. These same organisations' 'Day Centre for the Roma' and 'Locker room', respectively, as well as Ufficio Pio's 'Stop and Start' base exclusively or almost upon joint work. On the contrary, Klimaka's 'Day Centre for refugees "Iolaos"' and Ufficio Pio's 'Gruppo classe' tend to base mostly on referral.

There are nine different dimensions included in the cooperation between Hood partners and their existing networks within the scope of different initiatives. Table 8, below, evidences which dimensions are more often included in each organisation and in each type of initiative. It is clear that, in all but four cases, at least four dimensions are at stake. Only in two initiatives (Klimaka's 'Residential Care Units' and 'Klimax Plus Social Cooperative') a sole dimension is target of cooperation, healthcare in the former and education/training in the latter.

Table 8. Dimensions included in the cooperation between Hood partners and their existing networks, by partner and type of initiative

Organisation	Programme / project / initiative	Housing	Healthcare	Education / training	Employment	Counselling / Psychological support	Basic goods	Information and basic related support	Personal Hygiene	Reporting
Ufficio Pio	Stop & Start	√	√	√	√	√				√
	Gruppo classe	√	√	√	√					
Sant Joan de Déu	Creu de Molers	√	√	√	√	√		√		
	Hort de la Vila	√	√	√	√	√		√		
	La Llabor	√	√	√	√	√		√		
	Housing Led		√	√	√			√		
	Housing First		√	√	√	√	√	√		
	Folre		√	√	√	√	√	√		
Projekt Udenfor	Outreach	√	√			√	√	√		
	Locker room					√	√	√	√	
Klimaka	Street work	√		√			√		√	
	Support Services	√	√				√		√	
	Day Center refugees	√		√			√			
	Day Center for the Roma			√	√		√			
	Residential Care Units		√							
	Klimax Plus Social Cooperative			√						

As regards the added-value to the recipients resulting from cooperation, Klimaka emphasised that cooperation with their existing networks enhanced the possibility for the recipients to benefit from (non-integrated) support in other dimension(s) while Projekt Udenfor highlighted a more comprehensive/integrated intervention. For Ufficio Pio, the existing network of the ‘Stop and Start’ initiative opens the possibility of benefitting from an early intervention and of a more comprehensive/integrated intervention in equal shares and, more residually, for an easier and/or quicker access to permanent housing (e.g. through a housing first project). As for Sant Joan de Déu, the possibility of recipients benefitting from (non-integrated) support in other dimension(s) is always very relevant regarding all the initiatives they develop. The possibility of benefitting from an early intervention is relatively more prominent regarding existing networks under ‘Creu dels molers’ ‘La llavor’ and ‘Housing led’ initiatives while a more comprehensive/integrated intervention is more often potentiated by ‘Housing First’ initiatives existing networks and an easier/quicker access to permanent housing is more often potentiated by the ‘Folre’ initiative and also by Ufficio Pio’s ‘Gruppo classe’. In the latter case, an easier access to work was also specifically mentioned.

## Added-value of current network

Again, wide variance across Hood partners and initiatives becomes evident. The possibility to undertake a more integrated/comprehensive intervention was mentioned as a result from cooperation with 40%-50% of the entities in the networks of Ufficio Pio, of Sant Joan de Déu's 'Housing led' and 'Housing first' initiatives, and of Klimaka's 'Streetwork' and 'Klimax Plus Social Cooperative'. The possibility of extending the initiative (e.g. by comprising more people, in an additional location, for a longer period, etc.) was mentioned more evidently by Sant Joan de Déu regarding half of its initiatives ('Creu dels molers', 'Hort de la Vila', 'La llavor'), situation facilitated by networking with app. 60% of their partners. The financial aspect was mentioned more evidently by Sant Joan de Déu and especially by Klimaka but not at all by Projekt Udenfor. All Hood partners referred to the additional know-how brought by 10%-30% of the entities in their existing networks while the possibility to identify the homeless more easily was mentioned only in a few cases.

## HOOD operative partners' potential networks

Apart from the networks they already have in place regarding the initiatives they develop, organisations may identify the need to expand current or establish new networks in order to better fulfil their intervention with the homeless population. In the case of Hood partners, Projekt Udenfor and Sant Joan de Déu did not identify such a need while UP and Klimaka did. For this reason, potential networks are analysed within the specific scope of each of these organisations.

### Ufficio Pio

For Ufficio Pio, its network would result enhanced especially by the inclusion of partners working at the local level (70%). The number of partners working at the regional (15%), national (10%) and international levels (5%) to be included would be less significant. Similarly, public organisations would represent half of the partners to involve and NGOs addressing the homeless specifically would represent 20%. Other organisations addressing the homeless would represent only 5%. It is important to emphasise the perceived relevance for Ufficio Pio of other organisations not addressing the homeless (e.g. parishes) that would represent 25% of new partners.

The added value of this potential network would be the additional know-how, the possibility to undertake a more integrated/comprehensive initiative and, especially, the possibility to identify the homeless more easily.

As regards the type of cooperation, both formal and informal ways of cooperation (50% each) with new partners would be put forward. However, in most cases (80%), Ufficio Pio would cherish a close relationship/joint work and cooperation on an at least weekly or nearly weekly basis (60%). Most dimensions would be included in cooperation, with a particular emphasis on Employment, Education/Training and Case reporting. Only the dimensions of personal hygiene and basic goods would not be enacted by this new potential network.

The expected added-value for recipients would consist of their increased possibility of benefitting from early intervention and from (non-integrated) support in other dimension, but especially from more comprehensive/integrated intervention.

### Klimaka

Contrary to Ufficio Pio, Klimaka deems that its network would result enhanced especially by the inclusion of partners working at the international level. For half of its initiatives ('Streetwork', 'Day Centre for the Roma', 'Klimax Plus Social Cooperative'), including entities working at the national level would also be important. For three initiatives ('Day Centre for the Roma', 'Residential Care Units', 'Klimax Plus Social Cooperative'), the entities to involve, in (almost) equal shares would be public organisations and other organisations not addressing the homeless. For two others ('Streetwork', 'Homeless' Support Services') the inclusion of NGOs and other organisations addressing the homeless specifically is deemed beneficial. All four types of organisations should be involved regarding the 'Day Centre for refugees "Iolaos"'.

The added value of five out of these six potential networks would combine the additional know-how and the possibility to undertake a more integrated/comprehensive initiative. The exception concerns the 'Residential Care Units' regarding which only additional know-how is envisioned.

As regards the type of cooperation, both formal and informal ways of cooperation with new partners would be put forward. The type of articulation to be established would differ but in slightly more than half of the cases it would regard a close relationship/joint work. Despite of this, desired cooperation would not be very frequent. Regarding four out of the six initiatives, cooperation between 3 to 9 times per year or even less frequently was deemed as sufficing. Only regarding the 'Homeless' Support Services' and the 'Day Centre for the Roma' a more frequent cooperation, on a monthly or nearly monthly basis was considered as being beneficial regarding approximately one third of the potential new partners. The dimensions to be included in cooperation would vary according to the initiative (Table 9).

Table 9. Dimensions to be included in Klimaka's potential networks, by type of initiative

Programme / project / initiative	Housing	Healthcare	Education / training	Employment	Basic goods	Personal Hygiene
Street work	√	√			√	√
Support Services	√	√	√	√	√	√
Day Centre refugees	√	√	√	√		
Day Centre Roma		√		√		
Resident. Care Units		√				
Klimax Plus Social Cooperat.			√	√		

The expected added-value for recipients also varies according to the initiative. It is deemed wider regarding the 'Street work' and 'Support services' initiatives' and narrower regarding the remaining initiatives (Table 10).

Table 10. Expected added-value for recipients of Klimaka's initiatives, by type of initiative

Programme / project / initiative	More comprehensive/ integrated intervention	Possibility of benefitting from		Easier/quicker access to permanent housing
		early intervention	non-integrated support in other dimensions	
Street work	√	√	√	√
Support Services	√	√	√	
Day Centre refugees	√	√		
Day Centre Roma	√	√		
Klimax Plus Social Cooperat.	√			

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