





# HOOD – Homeless's Open Dialogue

# **Intellectual Output 1**

Phase 3 | Profile Study creation

# Toolkit

September 2021

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Intelectual Output	IO1 - Profile Study
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Dissemination level	Partnership

# The Hood IO1 toolkit

The IO1 Hood toolkit was developed within the frame of project <u>HOOD – Homeless's Open Dialogue</u>, cofinanced by the Erasmus+ Programme of the European Commission. The project involved five countries – Portugal, Italy, Denmark, Greece and Spain – and has been jointly developed by six organisations - Ufficio Pio (IT), Sant Joan de Déu (ES), Projekt Udenfor (DK) and Klimaka (GR), as operative partners; CESIS (PT) and UNITO (IT) as scientific partners and FEANTSA, Fio.PSD and HOGARSÍ, as associated partners.

The toolkit is divided into two main sections. The first section consists of a brief review over a few relevant concepts and orientations worth bearing in mind while using the Hood grid included in the second section. The grid intends to assist professionals providing support to people who recently became homeless, aiming at contributing for moving the paradigm of support from an emergency-centred to a prevention-centred approach.

The main objective of the tool is to help the professional to collect and discuss relevant information about the beneficiaries, as well as their competences, strengths and weaknesses, in a close and shared way, for achieving support better corresponding to their needs. When filling out the tool, the approach should be person-centred. The person should be heard and respected in a non-judgmental environment.

For more information about the project and a better knowledge about Hood methodologies please visit the website <u>https://hoodproject.org/</u>, where you can find, for instance, some relevant documents (<u>bites</u>) and <u>videocasts</u>. These offer an introduction to two approaches to be adapted to the homelessness field within the timeframe of project HOOD: i) the Dialogical approach and ii) the Enabling Co-planning approach. They discuss topics ranging from epistemology at the basis of the approaches, the core principles of the two methodologies mentioned, and the key elements that characterise them. Overall, they facilitate the progressive comprehension of the two approaches considered, also providing tips for further readings.

Promoting the importance of early intervention and developing a new methodology based on the Dialogic Practices and on the Enabling Co-planning Approach in the work developed with people who recently become homeless are essential cornestones of project HOOD.

Early intervention is crucial for tackling homelessness. Time is a core factor that shapes the person's ability and identity elements. People who spend a longer time living in the street and in low-threshold services tend to progressively lose resources and abilities and moving into a more and more vulnerable condition. Beyond a certain amount of time spent in the streets people tend to standardise their behaviours. In order to develop coping strategies with the situation they are faced with, the homeless person tends to lose abilities, to reduce his/her social networks and to narrow future perspectives, becoming 'trapped' in the present dimension.

Early intervention can also be a strategy adopted to facilitate the progressive shift of paradigm from an emergency-centred to a prevention-centred approach.

Additionaly, the heterogeneity of the homeless population should be acknowledged as well as the complexity of the connection between structural and individual factors. Interventions should consider the person's resources, interests, personal values, etc.. Involving users, working with them individually with a focus on positive relations, creating community-feeling among the participants, self-determination and recognising the participants' perspectives; these are all important aspects.

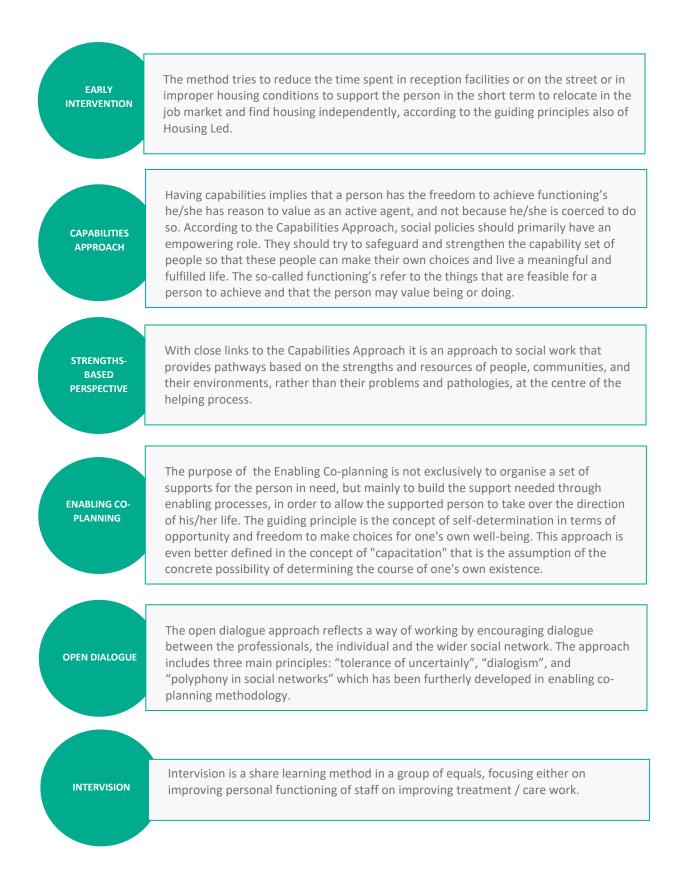
When early intervention also aims at promoting empowerment, it is necessary that the professional adopts a dialogic position: they will no longer assume that they know better both as far as the goal is concerned and as how to get there and they will adopt a position not of orientation but support. Only in

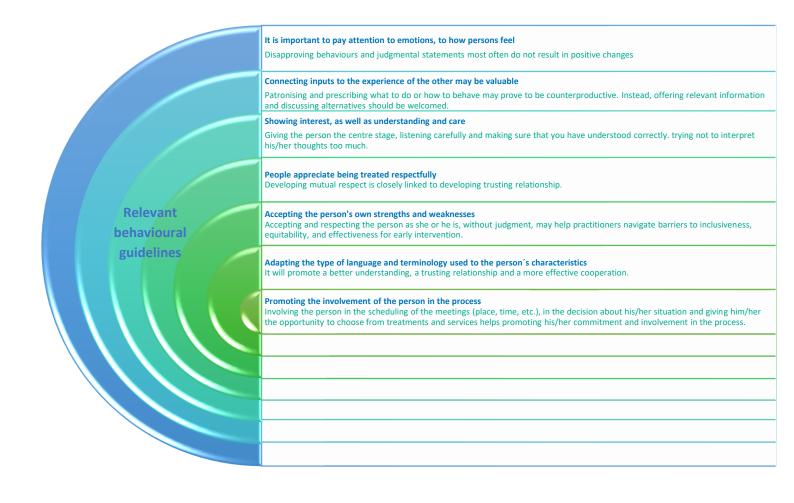
this way will the person be sustained in imagining their desired future, which will be developed slowly in their minds when an authentic space (of aims, things to do) appears empty without this imagined future.

Within the scope of Dialogic Practices and of the Enabling Co-planning Approach, the power relation changes and is redistributed. The dynamic whereby the social worker defines the best path for the person and expects him/her loyalty to this proposal is removed. The person has the power to steer the intervention and social workers become tools for sustaining it. In each dialogic activity, the discourse's object (the problem, the need, the intervention...) is defined not by an unique voice, but rather by a multiplicity of voices. They are in an equal relationship with each other: none of them is entitled to provide the unique, ultimate account of the event or the situation. Indeed, each person needs the others to collectively shape meanings. The opening of spaces without predefined answers, the happening of things that were not planned, the rethinking and changing of his/her path by the person are welcomed elements. They are all part of the process of meaning remaking that the professionals have to promote, not to hinder.

For a deeper understanding of the early intervention approach, read the <u>factsheet</u> on our <u>website</u>, and assist to the <u>videocasts</u> shot with Doctor Pedro Perista, from CESIS.

# A few relevant concepts and orientations worth bearing in mind

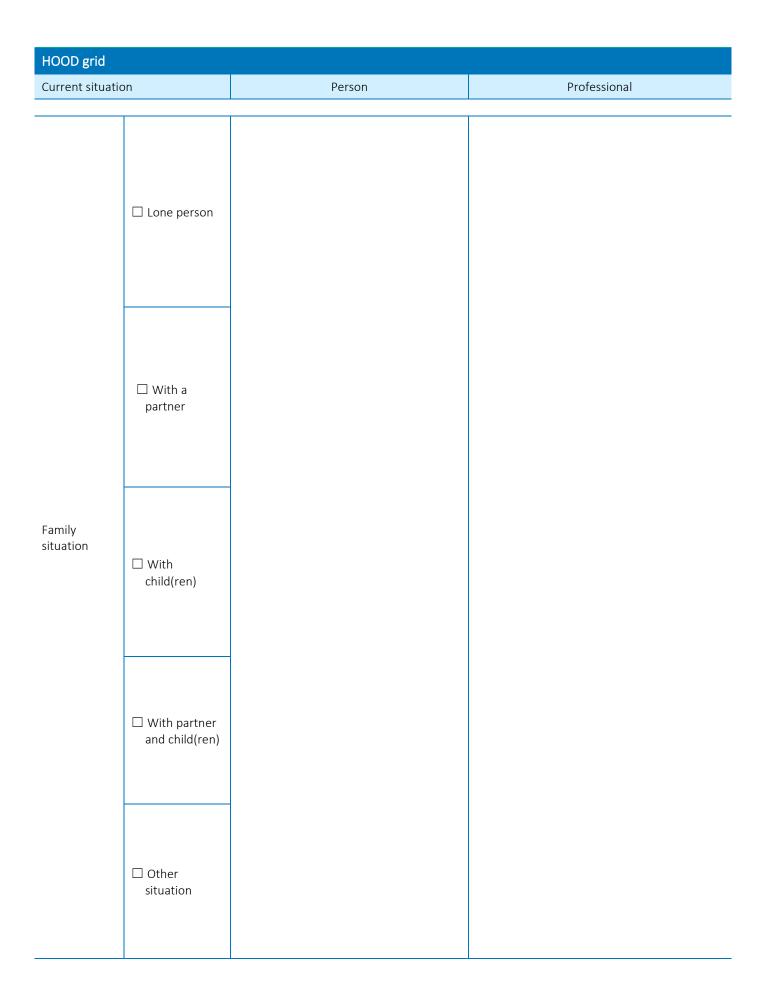




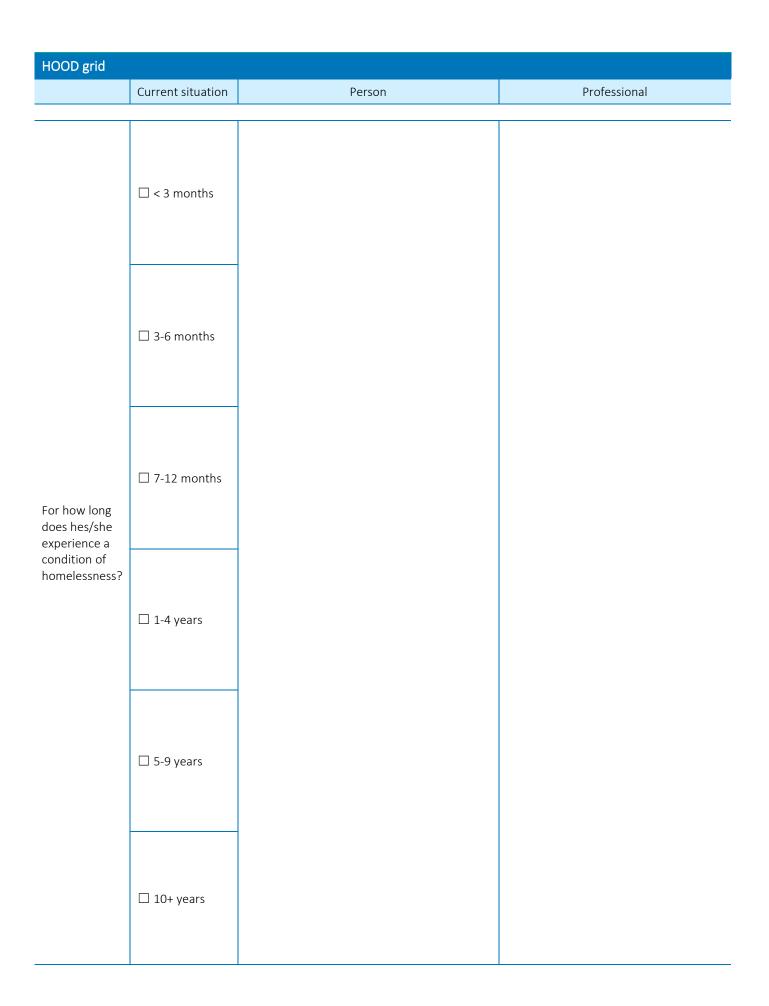
The following grid is intended to be a support tool for professionals. The column on the left identifies a wide range of indicators that should reflect the current situation of the person experiencing homelessness. In the central column, the professional should, in a dialogical approach, write down the difficulties, problems, goals, ambitions etc. of the person experiencing homelessness, in a non-judgmental way. The column on the right may be used by the professional to include the results of the shared interactive process of discussion with the recipient regarding the priorities to choose; the identification of possible institutional contacts; on how to better respond to the recipient's needs, ambitions, etc. and to define objectives to be achieved in the short and long term.

HOOD grid			
	situation	Person	Professional
	□ Male		
Sex & gender	□ Female		
	□ Other		

HOOD grid	HOOD grid			
	situation	Person	Professional	
	□ < 18			
	□ 18-29			
	□ 30-49			
Age	□ 50-64			
	□ 65-80			
	□ 80+			



OD grid			
	Current situation	Person	Professiona
	Person Living Rough		
	Person in emergency accommodation		
	Person in accommodation for the homeless		
	Person in Women's shelter		
	Person in accommodation for immigrants		
Current	Person due to be released from institutions		
situation of homelessness (ETHOS typology)	Person receiving longer-term support (due to homelessness)		
	Person living in insecure accommodation		
	Person living under threat of eviction		
	Person living under threat of violence		
	Person living in temporary / non- conventional structures		
	Person living in unfit housing		
	Person living in extreme overcrowding		



HOOD grid			
	Current situation	Person	Professional
	(Un)employment [formal and informal]		
Problems and/or strengths/ capabilities	Income [formal and informal]		

HOOD grid			
Current situat	ion	Person	Professional
Problems	Relationships [family, neibourhood, friends]		
and/or strengths/ capabilities	Significant persons [who are they; where do person meet them; why they are significant]		

HOOD grid			
Current situatio	n	Person	Professional
Problems and/or strengths/ capabilities	Health [mental and physical / addictions]		

Current situa	tion	Person	Professional
Problems and/or strengths/ capabilities	Skills [Autonomy, attendance, punctuality, responsibility, communication] Qualifications / Education		
	Housing situation		

HOOD grid			
Current situation		Person	Professional
Organisational	Promoting an active participation about matters concerning him/her		
(problems and/or strengths)	Promoting an active participation, by giving him/her the opportunity to choose from treatments and services		

HOOD grid			
Indicators		Person	Professional
			·
Organisational practices (problems	Promoting an active participation by integrating him/her in the decisions about his/her situation		
(problems and/or strengths)	Involving significant persons identified by him/her in the intervention process		

HOOD grid			
Indicators		Person	Professional
	Involving the person in the scheduling of the meeting (place, time, etc.)	Person	Professional
Organisational practices (problems and/or strengths)	Other		

EU project by











