



40
YEARS

SJD

Sant Joan de Déu
Serveis Socials · Barcelona

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#unHogarUnaVida
#ahomealife

2019 REVIEW+

Sant Joan de Déu Serveis Socials - Barcelona provides comprehensive support and services to people living –or at risk of living– in poverty and socially disadvantaged individuals, promoting their personal development and helping them achieve their life goals.



SUPPORT+

WE HELP PEOPLE RECUPERATE THE KEYS TO THEIR LIVES



Every day we provide multi-faceted services for **325** people living in poverty and inequality.

As we know that every person has a different life and different needs, we work alongside each individual as much time as necessary to ensure they are completely recovered and prevent them from suffering relapses.

In 2019 more programmes have been developed to offer tailored options to each person.



684 service users in 2019

- 84%** men
- 16%** women
- 64%** aged 41 to 60
- 41.6%** Spanish nationality
- 15.9%** EU residents
- 42.5%** non-EU residents

Families with children have started receiving support through the *Insula* and *Housing First-Llars* programmes.



40% of people have a job when they stop receiving SJD SS BCN support.

! **36%** of people who start receiving SJD SS BCN support are considered poor workers (they have a job, but can't afford housing).

To improve job prospects, in 2019 a specific employment-based approach has been implemented and we have continued working in cooperation with other organisations: Probens, *Feina amb Cor* of Càritas Barcelona, Barcelona Activa through Institut Municipal de Serveis Socials (IMSS) of Barcelona Municipality, Urbacet, Fundació DAU, Intecserveis, Fundació Mambré, Hospital de Sant Joan de Déu, Amiga ETT of Fundació Formació i Treball, Associació d'Empreses del Baix Llobregat (AEBALL), Fundació ARED, Asproseat CET, Fundació d'Atenció a la Dependència of Sant Joan de Déu (FAD), Fundació Cares and Grup Nomo.

Having a dignified job means more self-sufficiency, empowerment and self-esteem, ensuring a better life.



76% people end their support process with an income.

Job-search support is designed to help both find a job and improve economic status, since only **18% of workers earn more than **800€** /month.**



62.8% of service users* achieve their objectives: find a job, access secure housing, receive social benefit...

67% manage to improve their housing situation.

38% of these obtain their own housing unit.

* Llars, Creu dels Molers, Hort de la Vila and Externs programmes.

LIFE STORIES+

BEHIND THE FIGURES



Altin is in his early twenties and arrived in Barcelona as a refugee, but he was denied asylum. He managed to obtain his residence permit while he was housed in Creu dels Molers. This enabled him to get a job and he now works as an assistant chef in a hotel. He was discharged from the centre and started sharing a flat.

Elena is more than 50 years old, suffers many health issues and is unable to work. She recovered during her stay in Hort de la Vila centre and has managed to access a Housing First–Llars programme with her non-contributory State pension, where she leads an independent life. She feels proud of being able to maintain a flat and enjoys her intimacy and independence.

Juan lived for more than 20 years on the street. He was homeless for so long, that he learnt to survive and believed this was the only option available to him. He entered the Hort de la Vila centre, where he got advice on how to apply for a benefit that was eventually given to him after many difficulties. He was used to living on the street and he found it difficult to adjust to life in a shared environment, so he left and entered the Externs programme, where he continued to receive support. Finally, he was helped to find a place in a social housing facility. There he has discovered a new way of life, more peaceful and safe, where he feels happy with his dog.

Jorge started living in a residential centre after many years living in poverty. Here he could plan his future, recover his life and restore the relationship with his son. Nevertheless, he was diagnosed with a serious and incurable illness. Jorge decided to spend the rest of his life supported by the professionals in the centre. Accessing the residential centre enabled him to live the final part of his life surrounded by his son and people close to him.

Jhon and **Jaume** have lived together in the Llars programme for a long time after surviving complicated situations. They have become good friends. Despite being very different, they consider themselves brothers. Jhon has obtained a flat and has left the Sant Joan de Déu programme; they are planning to live together when the time is right.



* Real stories, though the names have been changed to protect the individuals' privacy.

PROGRAMMES+

TAILORED PROGRAMMES. **325** SERVICE USERS EVERY DAY IN **8** PROGRAMMES

 Self-contained housing

 Supported accommodation centres

 Service users

 Shared housing

 Other services

 Places

HOUSING PROGRAMMES

 20  24

Housing First - Llars

Self-contained flats for individuals with long-term homeless trajectories, who may suffer with mental health issues and substance addictions and are in need of a long-term social inclusion plan and ongoing support to achieve their recovery.

The number of places on the programme has risen 25%, leading to a higher number of self-contained housing units addressed to homeless people.

 10  24  24

Insula

Social housing addressed to single people and families, with flexible support services tailored to their needs.

Launched by Càritas Barcelona, Fundació Mambré, Fundació Formació i Treball and Sant Joan de Déu Serveis Socials - Barcelona. www.insula.cat

 25  27

Primer la Llar

Long-term accommodation programme for entrenched homeless people, often with mental health and substance abuse issues. A Barcelona Municipality programme, co-managed by SJD SS BCN.

 13  42  64

Llars

Shared flats for people with a high level of self-sufficiency. Transitional housing between accommodation centres and an independent life.

Housing is the key to recovery.

Available housing units have risen 28%. 72 in total.

ACCOMMODATION CENTRES AND OTHER PROGRAMMES

 1  90  117

Hort de la Vila

Supported accommodation centre for people with social-educational needs.

 1  52  140

Creu dels Molers

Supported accommodation centre with a special focus on employment support.

 30  74

Externs

Prevention services offering social support to people after they have been discharged from accommodation centres or transitional flats, to prevent them returning to a homeless situation.

We believe in prevention and we have doubled the number of service users in this programme.

 42  154

35 at Folre Day Centre and 7 places in transitional flats

Bisbe Carrera social inclusion programme

Recovery-based programme that provides services to homeless people in Badalona, especially rough sleepers. The programme has a day centre and two transitional flats.

The programme is sponsored by Càritas Barcelona, Fundació Lligat Roca i Pi and Ordre Hospitalari Sant Joan de Déu. It is managed by Sant Joan de Déu Serveis Socials Barcelona.

**PROGRAMA
INCLUSIÓ
BISBE
CARRERA**

In 2019 more vulnerable groups have received support services (single-mother households and rough sleepers, among others).

We work alongside people 198 days on average in accommodation centres; 465 days in the housing programmes and 170 days in the off-site programmes.

Our support is measured to guarantee its efficiency and thus prevent relapses into homelessness circuits.

COMMUNITY+

NETWORK

with about thirty community organisations.

CAMPAIGNING

with the community:

- > We have organized 34 talks to schools through the project #educaSJD; six of which are academic and training projects.
- > 840 students from 13 schools have participated. We have encouraged citizen participation through **Magic Line**: www.magiclinesjd.org
- > We are very visible in the community, by means of organizing fundraising and campaigning activities, and letting organizations and foundations use our facilities.

COOPERATION

with our twinned centre in Mexico, San Juan Grande.

Together, we have started a social work exchange programme. Six sessions have been held throughout the year.

TEAMWORK

180 people
76 staff
8 interns
96 volunteers

- > **We've got a young and stable professional team.**
- > **The volunteers' team has incorporated younger people this year and also parents with management positions.**
- > The volunteers' team is part of the organisations heartbeat: they support service users throughout their recovery path, provide service support in the centres, organise training activities and carry out or co-organize leisure activities.

TIES

building alliances with other Ordre Sant Joan de Déu centres and external organisations to provide quality support and innovation, thus ensuring greater efficiency.

SOLIDARITY

with partner companies:

- > Moventia and TRAM give 60,000€ to cover transport costs for service users.
- > Sant Joan de Déu Community Service provides funds for our social projects.
- > Cione Ruta de la Luz Foundation arranges optician visits and provides new glasses for people who can't afford them.
- > Alfa Consulting offers free professional advice.
- > Fundació Prado Pintó and Novasol participate in the humanization of spaces project and they are renovating some areas in accommodation centres.

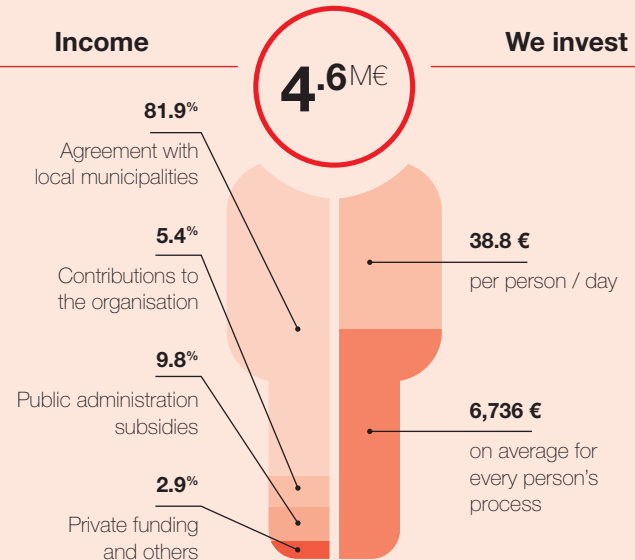
KNOWLEDGE MANAGEMENT

we participate in different networks to share knowledge: XAPSL (support network for homeless people in Barcelona), ECAS federation (Catalan organizations of social action), the Third Sector Board, Housing First Hub and FEANTSA (European Federation of National Organisations working with the Homeless).

TRANSPARENCY+

Income

We invest



To ensure

That the person becomes self-sufficient again and can:

- > Live in a housing unit.
- > Have his/her own income.
- > Restore family bonds and build a social network.
- > Achieve emotional balance, improve self-esteem and be more motivated.
- > Get a job.
- > Access healthcare services to improve health and normalise his/her life.

We RAISE+ awareness to draw attention to homelessness **51,921 €**

We ENCOURAGE+ more advocacy to improve social policies **49,078 €**

We ATTRACT+ more volunteers to build solidarity **64,022 €**



Our accounts are audited and we are accredited with ISO 9001:2015

2019 REVIEW+

IN THIRTY SECONDS

684

service users throughout the year

325

service users every day

↑3%

rise in women attended and our services approach have started to address the gender perspective

258

days on average alongside every person

96%

of service users are very satisfied with the services and the centre

71

housing units where 118 people live

67%

of people improve their housing status

76

staff members to tackle homelessness

96

volunteers helping to make everything tick

4.6 M€

million euros invested in providing support services to help people recuperate their independence

2019 has been the year of project consolidation and of growth and territorial expansion of social care support.

In 2020 we continue to work alongside people who live in poverty, focusing our efforts on ensuring they have a dignified life.

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