



# Annual Report Sant Joan de Déu Serveis Socials 2024

**SJD**  
Sant Joan de Déu  
Serveis Socials · Barcelona



Orde Hospitalari de  
Sant Joan de Déu  
Província d'Espanya



We are starting a new **strategic reflection process**, with the development of the 2030 strategy.



We continue working in **alliance** to improve social impact.



We face the **challenge of digital transformation, innovation and knowledge generation**.



We are working on the **proposal for integrated social and health care**.



We participate in numerous **networks of entities, workspaces and commissions with public administrations**.



We continue to promote the approval of the **Homelessness Law**.



We created a **space for ethical reflection** to address issues that arise in accompaniment.



We have a **new spiritual care service**, which improves support processes.



We continue to improve the **specialized response** to specific groups.



We are committed to the **prevention of youth homelessness**.



**Sant Joan de Déu**

Serveis Socials · Barcelona

Our purpose is to create opportunities for a dignified and meaningful life for people who do not have a home, through holistic support.

#### **How was 2024...**

Once again, we see how the living conditions of homeless people continue to worsen, mainly due to the negative impact of several structural factors. Among these, an increasingly unequal labour market that perpetuates precariousness, a very residual supply of social housing and a disproportionate increase in rental prices stand out. Added to this is an excessively bureaucratized and insufficient benefits and subsidies policy, immigration legislation that makes it difficult for people in an irregular administrative situation to access basic rights, and the weakening of social protection networks, which increases pressure on services such as those offered by SJD Serveis Socials.

During 2024, we have strengthened specialized care for specific populations, with continued attention to young people and the launch of the AVIDI house in Calella, in collaboration with the Daughters of Sant Josep, in-

tended for older women. We have also expanded and diversified our services to comprehensively address the growing complexity of situations, marked by the intersection of educational, labour, psychological and legal factors. This response has been carried out in collaboration with other entities.

Despite structural obstacles that often act as invisible walls, qualitative data shows a positive impact on people's lives, in line with the results of previous years. This consolidates our care model, which will be reviewed and updated in 2025.

The entity has continued to focus on active external communication, the creation of alliances and participation in networks, with the aim of maximizing the social impact of our work.

Looking ahead to 2025, we will continue to improve our care model, facing challenges such as digital transformation, innovation and knowledge generation, in order to improve the support and care of people in situations of great vulnerability, with the aim of contributing to a dignified and meaningful life.

**“In these turbulent times, HOSPITALITY is the best antidote to suffering and social fragility, it is the seed of hope. In 2025, we continue to work tirelessly to build communities that offer opportunities for a dignified and meaningful life for everyone”.**

**Salvador Maneu**  
*Director*

# Mission, vision and values

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Our **Mission** is to create opportunities for a dignified and meaningful life for people who do not have a home, offering holistic support. In accordance with the values and charisma of the Hospitaller Order of Saint John of God and the social commitment of the church, we promote coexistence and full citizenship for all, based on the recognition of human rights. The support provided to people is based on a more just and equitable model of society, based on the value of hospitality and solidarity.

## Vision

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Become a reference organisation in social action in Catalonia and in the Order as a whole, that:

- > Implements a comprehensive care model with transformational projects that put people at the centre.
- > Builds a strong, sustainable organisation to guarantee continuity of the present programmes and start new projects in the future.
- > Adopts a clear institutional discourse that is tangible to government authorities, the people who receive support, partners, donors and society as a whole.
- > Nourishes the Hospitaller Order's charisma and allows itself to be permeated by it.
- > Weaves alliances and solidarity networks with other centres affiliated with the Order, particularly in Catalonia, and with other organisations with similar aims, within the framework of social action at provincial level.

## Values

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Our values are rooted in Hospitality as our fundamental principle, essential value and main virtue, supported by the other values: Spirituality, Quality, Respect and Responsibility.

# General data

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## Summary in figures

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- > **4 types of social care provisions** (residential centres, housing, non-residential and preventive).
- > **5 main groups** (youth, women, families, elderly people and mental health).
- > **1,065 people supported.**
- > **468 residential places.**
- > **136 inclusion dwellings.**

## Concerning the services

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- > We serve a total of 1,065 people.
- > Every day, we attend to 533 people.
- > We are present in Barcelona and Badalona, Calella (Maresme) and in another 9 municipalities in the Metropolitan Area of Barcelona.
- > We have 136 dwellings where we provide support for 248 people.
- > We provide specific care in residential centres to women who have suffered gender violence and who represent 41%.
- > With the Spiritual and Religious Care Service (SAER) we provide 118 services.
- > On average, 79% of the people supported by each service achieve their personal goals: find a job, find somewhere secure to live, receive a government benefit...

We organize events that strengthen alliances and increase knowledge:

1. **We are opening the AVIDI House** in Calella, together with the Daughters of Sant Josep, to accompany 15 elderly women in a homeless situation.
2. **We celebrate the day “Cultures that add up: Job Placement and Diversity”** to connect, inspire and denounce.
3. **We commemorate the 5th anniversary of the Bishop Carrera Inclusion Program** in Badalona, together with the Llegat Roca i Pi Foundation and Càritas Diocesana Barcelona.

# Professionals and volunteers

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The organization's professional and volunteer team is constantly evolving to accompany the people we serve with the best quality and hospitality and ensure that their recovery processes are optimal.

111 professionals | 38 years old on average

68% women

32% men

In 2024 we had one person from the **ESAL line**, a call promoted by the SOC and the Department of Business and Employment of the Generalitat de Catalunya, aimed at hiring unemployed women, trans people and people in long-term unemployment.

We also have two professionals from the **ACOL line**, the Treball i Formació (Work and Training) programme run by the Government of Catalonia and the Catalan Employment Service (SOC), aimed at immigrants in irregular administrative situations to contribute to their socio-labour insertion.

82 volunteers | 64 years old on average

74% women

26% men

## Training

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Continuous training is a fundamental tool for having a highly competent team, for this reason, we have a specific training plan for the professional team and another for the volunteer team:

### Professionals:

- > 47 training activities | 627 hours of training | 100% of people trained.
- > New recruits are included in a specific training plan with a total of 36 hours.
- > Subject areas: Knowledge and technique | Skills and attitudes | Regulations | Tools | Languages | Care for people (health and safety) | Identity.

### Volunteers:

- > 8 training activities | 114 hours of training | 35% of the people have participated in the proposed trainings.
- > Subject areas: Knowledge and technique | Skills and attitudes | Tools for caring for people | Identity | Tools | Regulations.

## Work environment

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In 2024, actions from the Opina 2023-2024 Action Plan continued to be applied to improve team cohesion, internal organization, recognition of professionals, the sense of belonging and care for emotional health, as a result of the work climate survey carried out in 2022. A new edition of the survey is planned for 2025.

## Equality plan

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In 2024, the 2023-2027 Equality Plan continues to be socialized and implemented among the team of professionals.

# Our programmes

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Our portfolio of services responds to people experiencing homelessness, focusing on the specific needs of the most vulnerable population: young people, women, families, the elderly and mental health. In addition, a link is established between the different services to accompany each person according to their life stage.

To achieve this, we have the following services:

- > 4 Residential Inclusion Centres
- > 4 Shared housing projects
- > 3 Individual housing projects
- > 1 Specific care program for women
- > 1 Day Centre
- > 1 Prevention service
- > 1 Free Dental Consult

**And in all cases, we work to guarantee access and maintenance of the home.**

# For single adults: residential inclusion centres

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We have facilities where the people we serve have their basic needs covered and from where they can work on social and labour inclusion; and other aspects such as physical and mental health or the recovery of family ties.

A team of integration, education and social work professionals works in the centres and accompanies each person according to their needs so that they can achieve their life goals.

## Hort de la Vila Residential Inclusion Centre

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Specialised in improving health and developing social and communication skills.




-  116 Places
-  192 People served
-  385 Average stay days

Coordinated with Barcelona City Council.

## Creu dels Molers Residential Inclusion Centre

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Specialized in socio-labour insertion and training.




-  52 Places
-  89 People served
-  278 Average stay days

Coordinated with Barcelona City Council.

## La Llabor Residential Inclusion Centre

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A residential inclusion centre specialised in the empowerment of **women** and other population groups discriminated on the grounds of their gender, identity and/or sexual orientation.

-  40 Places
-  66 People served
-  367 Average stay days



In agreement with Barcelona City Council | The ARED Foundation collaborates.

It is part of the Malla Program, an ecosystem of care for homeless women.

## AVIDI Home

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Specialized in **older women**.

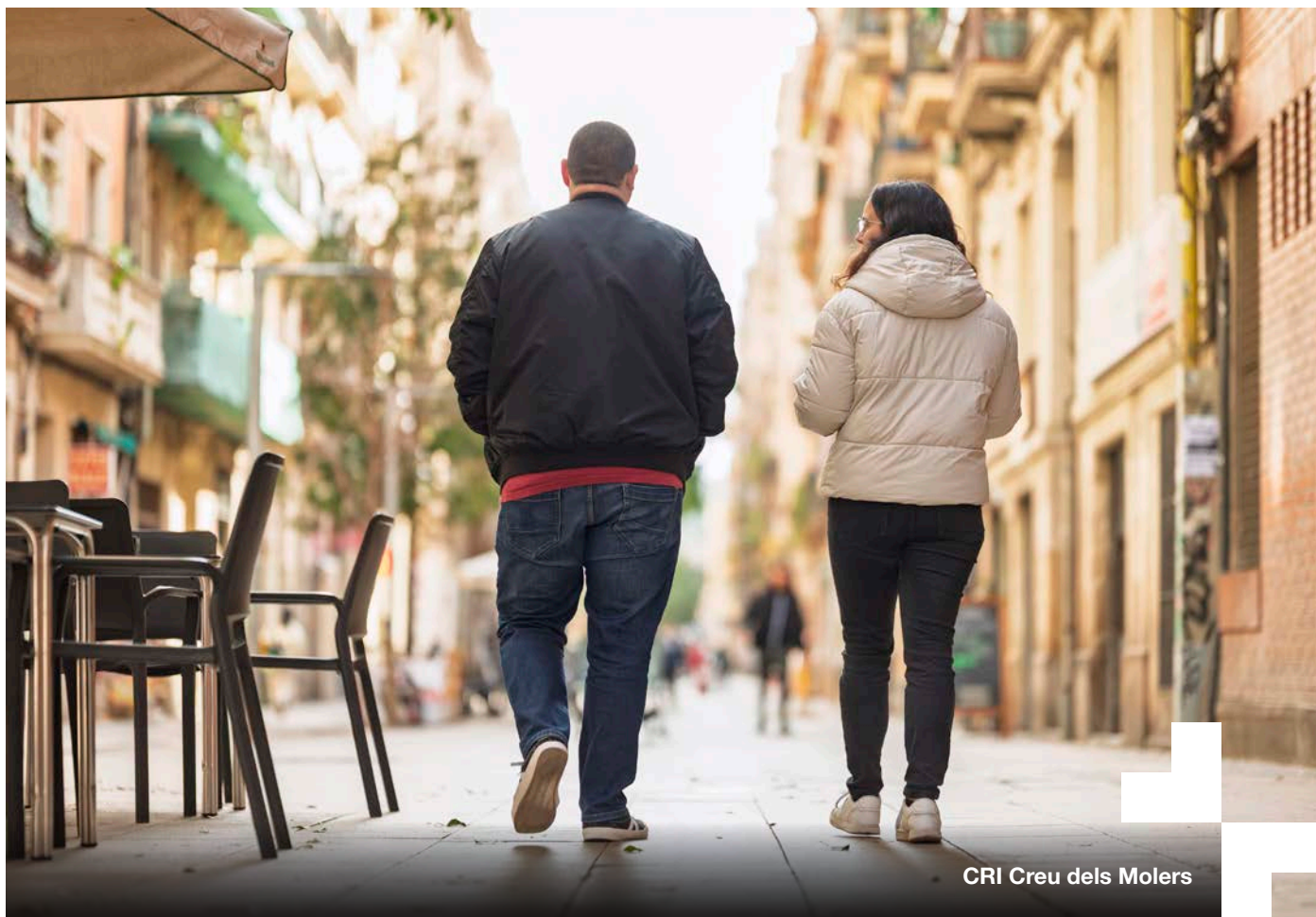
-  15 Places
-  14 People supported

In alliance with the Congregation Daughters of Saint Joseph.

With the support of: Department of Social and Inclusion of the Generalitat of Catalonia | "La Caixa" Foundation | Calella City Council | Maresme Regional Council | Magic Line of Sant Joan de Déu.

It is part of the Malla Programme.



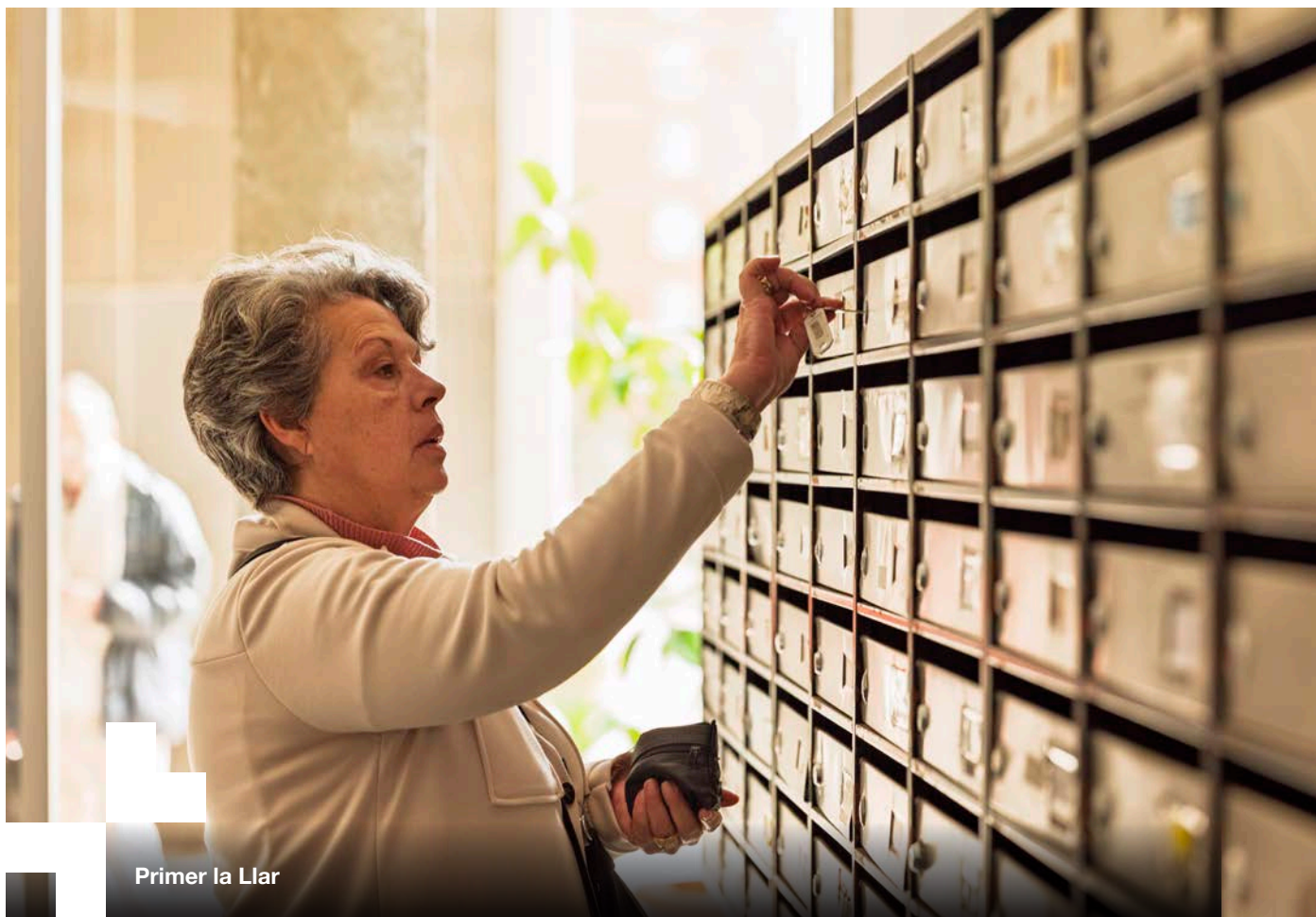


CRI Creu dels Molers



AVIDI Home







# For people with health problems related to mental health: Individual Housing – Housing First

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A programme targeting people with health problems related to mental health issues and addictions, often the result of many years living on the streets, who need time and consistent support to complete their personal recovery.



## Housing First - Llars

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-  19 Individual dwellings
-  22 People served

## Primer la Llar



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-  38 Individual dwellings
-  37 People served

Barcelona City Council program, which we co-manage with Suara Cooperativa and Pere Claver Grup.

## Llars Carrera

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-  26 Individual dwellings
-  29 People supported

It is part of the Bisbe Carrera Inclusion program, promoted by the Llegat Roca and Pi Foundation, Caritas Diocesana of Barcelona and the Hospitality Order of Saint John of God.

# For families, women, young people and single people: Shared housing – Housing Led

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We have a program aimed at single people with the capacity to live independently, and families with flexible social support adapted to their needs.

## Insula

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Aimed at families and single people.

-  12 Homes
-  36 Places
-  37 People Served
-  9 Families

In partnership with Càritas Diocesana de Barcelona, Fundació Mambré and Fundació Formació i Treball.

With the support of Department of Social Rights and Inclusion of the Generalitat of Catalonia.

## Vesta

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Social housing for women with young children.

-  15 Homes
-  46 Places
-  51 People Served
-  15 Families

A joint initiative with the City Council of Badalona | City Council of Santa Coloma de Gramenet | City Council of Sant Adrià del Besòs | City Council of Montcada and

Reixac | Diocesan Caritas of Barcelona | Mambré Foundation | Besòs Consortium. It is also supported by the Metropolitan Area of Barcelona | the Barcelona City Council.

## Llars

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Housing to promote independent living. It caters to single adults and also has housing specifically aimed at young people.



-  15 Homes
-  45 Places
-  52 People served

With the support of Department of Social Rights and Inclusion of the Generalitat of Catalonia.

## Housing Malla

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Housing network aimed exclusively at women.

-  3 Homes
-  8 Places
-  15 Women Served

It is part of the Malla Program and has the support of the Elsa & Nando Peretti Foundation, through the project “Elsa Peretti’s Embrace”.

With the support of Department of Social Rights and Inclusion of the Generalitat of Catalonia.

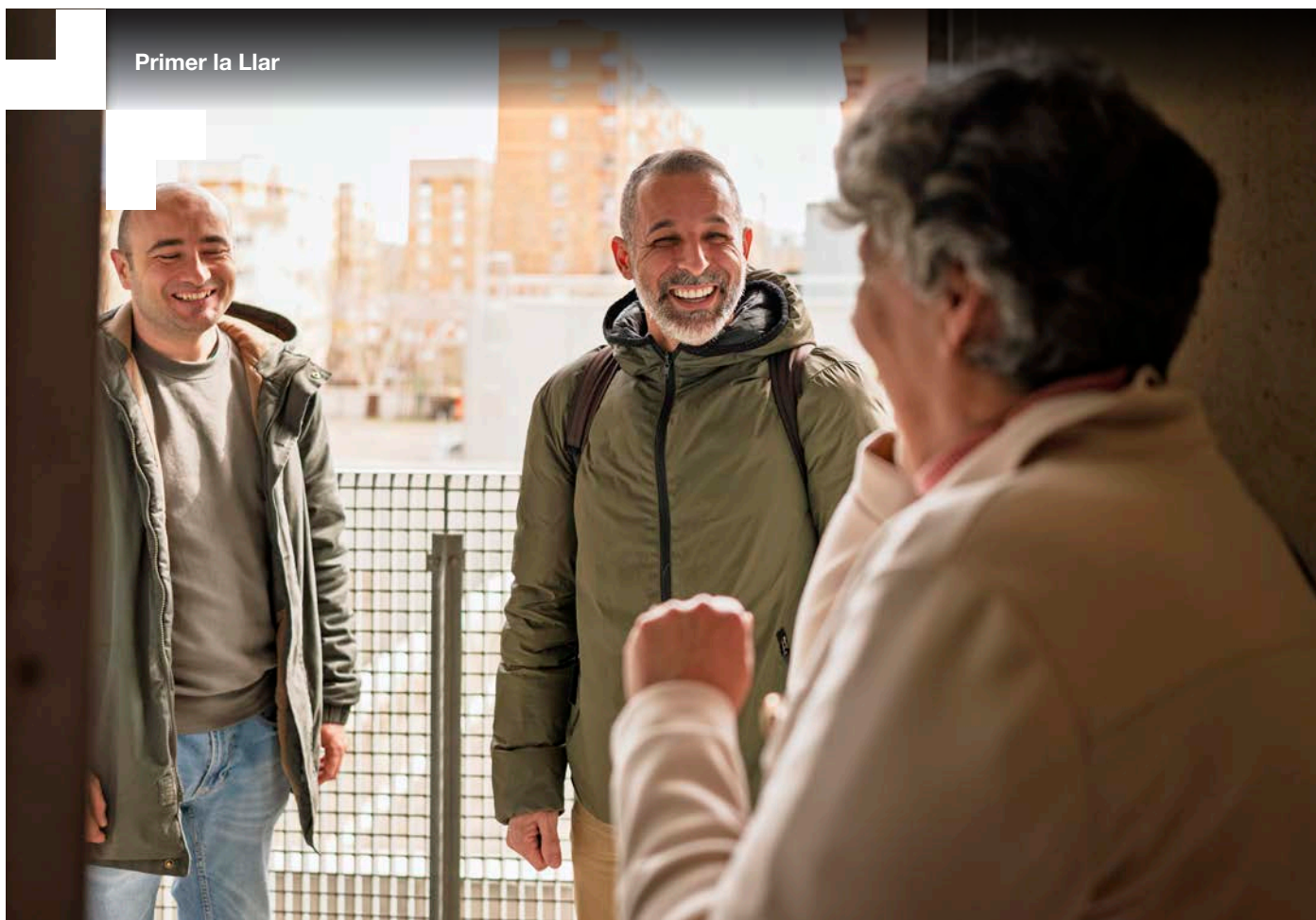








Primer la Llar



## Futur&Co

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The project was born with the aim of enabling young people at risk of social and residential exclusion to become autonomous and live a full life. With the results of Futur&Co, we want to participate in the development of new emancipatory state and regional public policies to address youth homelessness.

In 2024, the evaluation and closure phases of the project will be carried out once the care support phase has been completed, during 2022 and 2023. In 2025, we continue to support young people in the project who need a final boost towards full autonomy.

-  8 Homes
-  27 Places
-  28 People served

11 Organisations working in different parts of Spain are taking part in the project: Federation of entities and centres for the integration and assistance of marginalized people, San Juan de Dios Shelter, Apostolic Sisters of the Heart of Jesus Social Works – Luz Casanova, Albéniz Association, Capuchin Service Association for Development and Solidarity, Diocesan Caritas of Madrid, Covadonga Shelter Foundation, B Foundation. San Martín de Porres, Putxet Private Foundation, Daughters of Charity Social Foundation, Sant Joan de Déu Valencia and Sant Joan de Déu Serveis Socials Barcelona.

The cooperation between entities facilitates the creation of a shared, consensual, evaluated methodology.

Futur&Co is one of the projects selected by the Ministry of Social Rights and 2030 Agenda to receive EU Next Generation funds for social innovation.

# Prevention programme

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## Externs

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 80 People supported

A prevention service with which we guarantee social care after people have completed their process in the residential centres or inclusion flats in order to prevent them from becoming homeless again.

# Global data

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## General characteristics of the people treated

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- > 69% Men.
- > 30% Women.
- > 1% Non-binary people.
- > 24 Families, 22 of which are single-parent families with mothers.
- > 5% younger than 18 years of age (young people and children supported within the framework of family-focused programmes).
- > 26% are aged between 18 and 30.
- > 43% are aged between 31 and 50.
- > 19% are aged between 51 and 60.
- > 8% are aged over 61.
- > 28% are of Spanish nationality.
- > 9% come from an EU member country.
- > 63% come from non-EU countries.

## Situation of people

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- > 8.5% have a level of disability.
  - > 12% have a disability  $\geq$  33%.
  - > 23% have a disability + 65%.
- > 22% do not have legal residence in Spain.
- > 41% of the women served have suffered male violence.
- > 59% have a self-perception of mental health improvement.

## How they end their stay

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- > 73% have financial income.
- > 83% have somewhere to stay.
- > 39% have work.
- > 79% achieve their personal goals.





# Social innovation

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## COMHOM



The European Social Fund grants us the COMHOM (Combating Homelessness) project, which aims to transform the response to homelessness in Europe through data collection and processing, the use of digital tools and a standardized monitoring and evaluation (M&E) framework. COMHOM is a three-year initiative set to launch in the first semester of 2025.

The COMHOM consortium brings together a diverse group of partners with extensive experience in social services, research and digital transformation. Led by Saint John of God Social Services Barcelona and the affiliated entity Saint John of God Research Foundation, the consortium is formed by Saint John of God Valencia (Spain), Value for Health CoLAB (Portugal), Metropolia University of Applied Sciences (Finland), Social IT (Italy), Chino.io (Italy), Simon Communities of Ireland (Ireland), PRACTICE (Greece), and the European Social Network (Belgium). The associated entities, FEANTSA, Y-Foundation, and SMEs Europe, also play a key role in ensuring the impact and scope of the project.

*The COMHOM project has received funding from the European Social Fund (ESF) of the European Union under grant agreement no. 101172624.*

## Law on the rights of the homeless

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During 2024, the procedures continue in the Parliament of Catalonia for the approval of The draft law on transitional and urgent measures to tackle and eradicate homelessness. In March, the Parliament was dissolved

and with it the parliamentary procedure lapsed. However, once the new Parliament was formed, the steps to re-submit the law began and are progressing satisfactorily. At the time of publication of this report, the Proposal has been accepted again for consideration by the Plenary of Parliament.

The Bill's sponsoring institutions, jointly with Sant Joan de Déu Serveis Socials: Assís Centre d'Acollida, Arrels Fundació, Càritas Catalunya and the Comunitat de Sant' Egidí, and a group of legal experts led by Dr Antoni Milian, professor of administrative law at the Autonomous University of Barcelona. Antoni Milian.

## Housing for young people

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The new homes for young people are an initiative that seeks to transform and modernize the care system for people in vulnerable situations.

It consists of a partial architectural renovation of the facility Hort de la Vila as a response to a new healthcare model.

The project starts in 2022 thanks to the granting of European Next Generation funds and the support of SJD Spain for its co-financing. During 2024 and the first quarter of 2025, work was carried out to transform individual rooms into 27 apartments.

The new housing project is aimed at young people in vulnerable situations and has a preventive objective, to avoid situations of homelessness. The new model aspires to have a systemic impact in Barcelona and Catalonia, and could become a benchmark in informing public strategies and policies on youth homelessness in Spain.

As a result of this reform, the Hort de la Vila facility will have two distinct devices: a residential inclusion centre

for homeless adults in agreement with the Barcelona City Council; and a block of 27 apartments for young people in vulnerable situations.

**Funded by:** Recovery, Transparency and Resilience Plan, Ministry of Social Rights, Government of Catalonia, through the Next Generation Catalonia funds, and the Hospitaler Order of Saint John of God in Spain.

IKEA is a partner in the project, providing furniture for the apartments and common areas, as well as contributing to a Dual FPO project offering training (through the Fundació Germà Benito Menni and Formació i Treball Foundation) and employment to young participants in the program. IKEA's contribution is part of its Llars Impuls initiative.

With support from Ciments Molins, Roca, Grup Simon, Finques Forcadell, Caixabank, Zurich, Pikolin, Rotary Club Sarrià, Frigicoll, Liebherr, Mango, Umbratec, and Barcelona City Council. It has the collaboration of the Religious of the Sacred Heart of Jesus and the Social Work of Sant Joan de Déu.

We appreciate the support of all these organizations that have collaborated with the housing project for young people, initially called Hort de la Vila 2.0.

## Free Dental Care

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A dentistry service to guarantee free, quality, specialised dental care to the adult and paediatric population in a situation of poverty, social exclusion or at risk of social exclusion, with a basic portfolio of services that complements the public portfolio. The goal of the service is to offer the benefits for personal health derived from adequate oral and dental hygiene and functionality, and to offer the social and psycho-emotional benefits associated with suitable oral and dental hygiene and appearance.

During 2024, 437 requests were received from adults | 125 from children.

995 hours of adult care have been provided | 775 hours of hygienist care | 205 hours of paediatric care.

1,136 treatments have been performed on men and women | 284 treatments on children.

Also 288 removable dentures have been placed and 131 follow-up appointments have been made for people whose dentures have been fitted.

Project co-managed with the Sant Joan de Déu Hospital and coordinated with Barcelona City Council.

## Som Salut Mental 360

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We are members of this digital platform's management and technical committees. Its goal is to provide accurate, reliable information to empower, support, inform, foster awareness and promote mental health. Other members of the platform include the Parc Sanitari Sant Joan de Déu, Hospital Sant Joan de Déu Barcelona, Sant Joan de Déu Terres de Lleida and Solidaritat Sant Joan de Déu.

[www.som360.org](https://www.som360.org) ↗

# Solidarity

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Socially committed companies are an engine of change that drives a more equitable society. We thank all those companies and entities that, with their support, allow us to offer better care and contribute to guaranteeing a dignified life for everyone.

- > **IKEA** has committed, through its Llars Impuls initiative, to the project of comprehensive care for vulnerable young people, through housing support, training and the creation of job opportunities so that they have a dignified future.
- > For the eighth consecutive year, **Moventia and TRAM**, have provided transport for the people supported, enabling them to access new opportunities (training, employment...). With their support, more than 4,200 people have benefited from the partnership, 692 of them in 2024.
- > The **Santander Bank** has committed to the Futur&Co project, so that young people in a homeless situation can achieve an autonomous life.
- > With the **Social Work of Sant Joan de Déu** we have of a collaboration agreement with which we finance social projects. The Social Work has campaigns such as "Unwanted Loneliness", in which we have actively participated, which allow us to raise awareness among citizens and provide funding.
- > 4 entities and organisations have taken part through corporate volunteering actions. Their time has been very valuable: **Barber Angels, Aflorfarm, Zurich and Forcadell**.
- > Thanks to SJD's Social Work, they have also supported us with financial contributions: **Yurbban Hotels, Leroy Merlin, Zurich and Cevasa** and with donations in kind 53 more companies. In addition, the **Ruta de la Luz Foundation** it has adjusted the eyesight of a hundred people and provided new glasses to those treated who required them.

- > **The Associació Cívica La Nau** maintains its undertaking to provide donations in kind which help us improve essential services.
- > **Private donors** who contributed €10,000 to the entity's projects.

Committed companies and private donors have offered more than €420,000 to improve the quality of life of people served by the organization's different programs.

**Thank you!**

We also work with citizens doing **awareness-raising actions**:

- > With the project **#educaSJD** we raise awareness about homelessness in 12 educational centres and carry out 4 APS (learning and service projects). More than 300 students and 19 teachers participate.
- > **Magic Line**: we are part of the solidarity citizen mobilization organized by Solidaritat SJD. We raise awareness and obtain funding for our social projects.
- > We remain close to our community celebrating the major festivals in the towns of Poble-sec, Sarrià and Sant Genís districts in Barcelona with different activities and in commemorating World Homeless Day in Barcelona and Badalona and the International Volunteer's Day. And we continue to carry out **community activities** that allow us to dialogue with our neighbourhood, such as "Community 360", which we carry out with the National Art Museum of Catalonia (MNAC) or the "Community Pot" workshops with the El Sortidor Civic Center.

# We offer a full range of support services

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- > **Legal service**, with the Fundació FICAT. We offer specialised legal support to people who need to obtain legal residence in Spain. In total, 105 people received advice.
  - > **Psychological care**. In 2024 we will incorporate the figure of a clinical psychologist to provide care to people accompanied to the projects in Badalona, who have a high need for mental health care. Psychological support has also been provided by the Mental Health Team for Homeless People (ESMES).
  - > **Personal support to people who sleep on the street** in Badalona, with the **Folre Day Centre**. We have attended 246 people in 2024. It has increased by 32% compared to the previous year. Folre coordinates with a network of inclusion dwellings to care for homeless people in Badalona and facilitate their full recovery.

We manage this programme within the Bisbe Carretera Inclusion Programme, supported by the Fundació Lligat Roca i Pi, Càritas Diocesana de Barcelona and the Hospitaller Order of Saint John of God.
  - > **Spiritual attention**. In 2024 we will promote the Spiritual and Religious Care Service (SAER) by offering new services, which are added to direct care.
    - > We provide 118 services and 15 individual accompaniments.
    - > We accompany family members, colleagues, professionals and volunteers in the event of the death of people we care for: we have held 8 farewells.
    - > In cases of charity burials, we place commemorative plaques, in a gesture to dignify the memory.
    - > We develop an end-of-life care protocol.
    - > We designed an interior space at the CRI La Llabor and two spaces of remembrance for the deceased, one at the CRI Hort de la Vila and the other at the CRI La Llabor.
  - > The Conecta-TE group is launched to work on topics of interest to the people served. People linked to different Christian traditions participate: Orthodox, Evangelical, Protestant, Catholic and also Muslim; thus an ecumenical and inter-religious group is created that enriches all participants.
  - > We improve **job opportunities** through the insertion service of the same entity and with the support of around fifty specialized organizations or those that have specific programs: ACCEM, ACIDH, Assis, ALONSO&CO, Barcelona Activa, Bayt al Thaqafa, Biciclot, El Sortidor Civic Center, Poble-sec Community Development Plan Social and Labour Commission, Red Cross, El Llindar, New Opportunities School, Engrunes, Espigoladors, Work with Heart of Caritas, Francesc Palau, FICAT, Active Community of ABD Foundation, Adecco Foundation, ARED Foundation, Àurea Foundation, Sant Joan de Déu Dependency Care Foundation (FAD), Catalonia Foundation, Femarec Foundation, Training and Work Foundation (D'Ins), Getup Foundation, JOIA Foundation, Germà Benito Menni Foundation, Mambré Foundation, Health and Community Foundation, Fundesplai, Gramelimpuls, Sant Joan de Déu Hospital, Impulsem, Intecserveis CET, Intermèdia, Mescladís, Més que cures, Migraestudium, Refugees Welcome, La Troca, SJD Social Work, Gràcia Mental Health, SOC, Solidança, SUARA, SURT, Sants-Montjuïc Tourism Sector Table, Trànsit Projecte, T'acompanyem, Old Town Labour Network, XFOL Horta-Guinardó Economic Promotion and YMCA.
- 43% of the people who receive support find work while attending the entity's different programmes.  
28% of people are following an active work/training path.



# We network

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> **We strengthen the bond with the community** with the Public Health Agency, the Association for the Promotion of Working Women (APDT), the Sarrià CAP, the Calella CAP, la Casa Orlandai, Casal Fàtima, the El Sortidor Civic Centre, La Clota Cotreball, the Coordinator of Entities of Poble-sec, the La Casa Grogà Civic Centre, CERHISEC, la Drecera, Espai Caixa, Farmàcia Blai 50, Farmàcia Nova, INEFC, Joves Unitas del Poble-sec, the National Art Museum of Catalonia (MNAC), Orgull Poblesequí, PIAD Horta, the Sarrià Theatre, Vulnus, the Sant Genís Health Network and the Sants-Montjuïc Tourism Sector Board.

> **We support Meals in Company**, a project to tackle loneliness and promote the healthy lives of elderly people in vulnerable situations.

The service is organised within Barcelona City Council's Social Rights, Global Justice, Feminisms and LGTBI Area.

> **Networking remains a pillar of the entity** to offer better, more specialized care and with a greater social impact. We work together with more than 30 entities: Arrels Foundation, Assis Reception Centre, Sant Joan de Déu Spain Association, Sant Joan de Déu Teaching Campus, Diocesan Caritas of Barcelona, Congregation of Mary Help of Christians Provincial, Consorci del Besòs, DIOMCOOP, CAP Sarrià, El Lloc de la Dona, SJD Dependency Care Foundation, Barça Foundation, Congregation Daughters of Sant Josep, Training and Work Foundation, Ared Foundation, Germà Benito Menni Foundation (CET Intecserveis and CET El Pla), Sant Joan de Déu Research Foundation, FICAT Foundation, Mambré Foundation, Putxet Foundation, Roca i Pi Foundation, Generalitat de Catalunya, Sant Joan de Déu Children's Hospital, Red Faciam, Sant Joan de Déu Health Park, Sant Egidí Barcelona community, SJD Social Innova, Sant Joan de Déu Valencia, Sportsalus, Autonomous University of Barcelona, University of Barcelona and Sant Joan de Déu Mental Health Network.

# Impact in the communication media

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Throughout the year, we have continued to promote homelessness on the media agenda. We are convinced that the media play a key role in raising social awareness, in the fight against prejudice and stereotypes, and in promoting a more empathetic, inclusive and committed narrative towards homeless people.

We have had more than 80 impacts in various areas. The issues that have stood out have been female homelessness, with the launch of Casa AVIDI and the 5th anniversary of the Insula program; the Law to address Homelessness, which we co-promoted; and the projects to care for homeless people in Badalona, as we celebrated the 5th anniversary of the Bisbe Carrera Inclusion Program.

# We manage knowledge

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Via several networks of entities where we share knowledge and develop new projects:

Through different networks of organisations where we share knowledge and develop new projects: Acord Ciutadà de Barcelona, Aliança Hospes, the Committee for the Law for the Protection of the Homeless, Barcelona Housing Council, the ECAS Federation (Catalan social action organisations), church organisations in Barcelona, FEANTSA (European Federation of National Organisations Working with the Homeless), Sarrià Primary Care Centre Community Health Core Group, the Platform of Christian Entities with Immigrants, Red Faciam, the Po-

ble-sec Community Plan, the SJD Mental Health Network, the Table of Third Sector Entities, the Badalona Homeless Table, XAPSL (homeless care network in Barcelona), the Network of Inclusion Dwellings and the Metropolitan Residential Inclusion Network.

We also work with:

- > Parc Sanitari Sant Joan de Déu for the construction of a social and health care proposal.
- > Strategic Mental Health Plan of Sant Joan de Déu in Catalonia.

# We share knowledge

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During the year we have participated in 17 events and conferences and have provided 7 training courses to entities and educational centres; we have also published 6 articles for specialized magazines and social media.

# Transparency management

In 2024 a budget of **8.2 million euros** was managed to care for homeless people.

We manage investment projects with great economic impact:

- > The housing project for young people involves an investment of 3.6 million euros, 2.5 of which will be invested in 2024.
- > The European project COMHOM obtains funding of 5 million euros for the 2025–2027 period.

Through responsible and efficient economic management, we promote opportunities that favour the personal and social development of people. The objective is that they can recover a dignified life and advance in the construction of their life projects with autonomy and dignity.

## Quality and responsibility mark our work system.

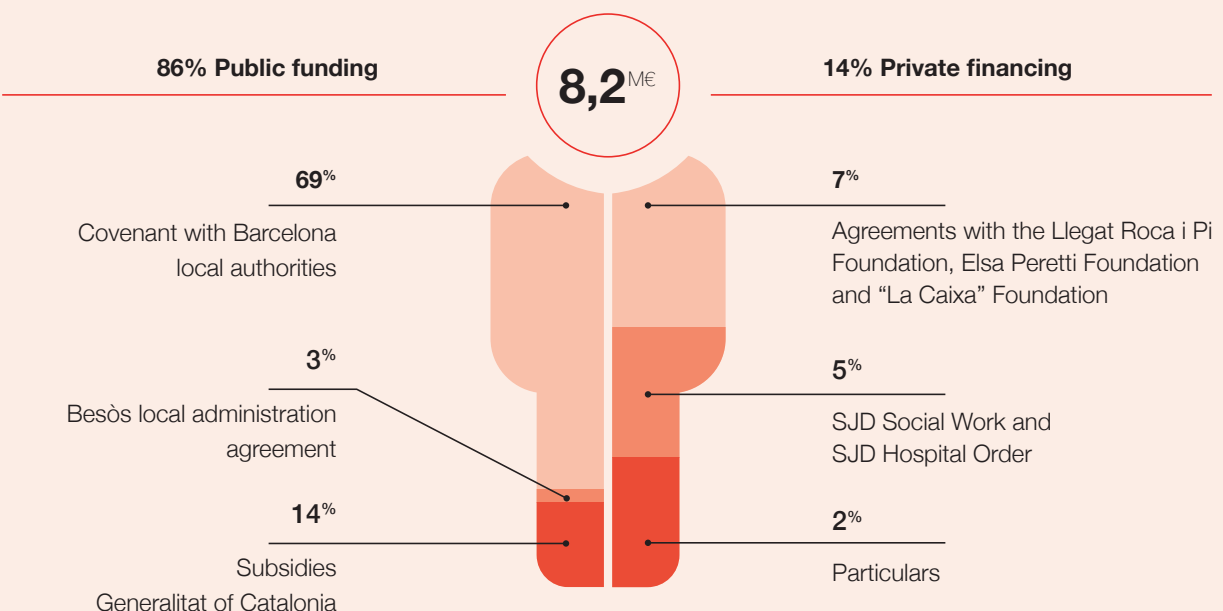
At Sant Joan de Déu Serveis Socials we audit our annual accounts with the external auditor Auren.

We audit our processes. During 2024:

- > We recertify the ISO 9001:2015 Quality Management System.
- > We obtain the certification of the Legal Compliance Assurance System in PRL.
- > We continue with the certification of the Information and Data Processing System (LOPD).
- > We continue working towards the incorporation of the ISO 14001 Environmental Management System.
- > We are working to incorporate the Compliance Management System.



# Source of income





Together, we offer more opportunities to live with dignity



Ajuntament de  
Barcelona



Generalitat de Catalunya  
Departament de Drets Socials  
i Inclusió



GOBIERNO  
DE ESPAÑA  
MINISTERIO  
DE DERECHOS SOCIALES  
Y AGENDA 2030



Financiado por  
la Unión Europea  
NextGenerationEU



Plan de  
Recuperación,  
Transformación  
y Resiliencia



Agència de l'Habitatge  
de Catalunya



Generalitat de Catalunya  
Departament d'Empresa  
i Treball



Servei d'Ocupació  
de Catalunya

consorcibesòs



Fundación Estatal  
PARA LA FORMACIÓN EN EL EMPLEO



Badalona Town Council, Montcada i Reixac Town Council, Sant Adrià del Besòs Town Council, Santa Coloma de Gramenet Town Council, Prat de Llobregat Town Council, Alianza Hospes, Metropolitan Area of Barcelona, Arrels Fundació, Assís Centre d'Acollida, Associació Cívica La Nau, Associació Sant Joan de Déu Catalunya, Bruss'help, Sant Joan de Déu Training Campus, Càritas Catalunya, Càritas Diocesana de Barcelona, Germans Benito Menni Foundation, Comunitat de Sant'Egidio a Barcelona, Congregació de Filles de Sant Josep, Consorci del Besòs, Diomcoop, Barcelona Provincial Council, EAP Sarrià, European Federation of National Organisations Working with the Homeless (FEANTSA), Inspectoria de Maria Auxiliadora - Salesianes, Fundació Ared, Fundació Bosch Aymerich, Fundació d'Ajuda a la Dependència de Sant Joan de Déu, Sant Joan de Déu Research Foundation, Fundació FICAT, Fundació Formació i Treball, Fundació "La Caixa", Fundació Llegat Roca i Pi, Fundació Mambré, Hospital Sant Joan de Déu Barcelona, Moventia, Obra Social Sant Joan de Déu UTI, Parc Sanitari Sant Joan de Déu, Prat Espais, Red Faciam, Barcelona Sarrià Rotary Club, TRAM, Autonomous University of Barcelona, University of Barcelona and Sant Joan de Déu Mental Health Network.



In memory of Diego Antonio Gea, Ovidu Plesoianu, Francisco Gascón, Ali Mahrnich, Alberto Vila and Montse Pastor.

Thank you for living together.

You encourage us to continue working so that everyone can have a dignified farewell, in a safe and intimate environment. At home.

**SJD**

**Sant Joan de Déu**  
Serveis Socials · Barcelona



Orde Hospitalari de  
**Sant Joan de Déu**  
Província d'Espanya

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Photos: Joan Herrera and Sandra Ramos (page 7 bottom)



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