

SJD

Sant Joan de Déu

Serveis Socials · Barcelona



2018 REVIEW+

Sant Joan de Déu Serveis Socials - Barcelona works alongside homeless people, providing support and services so that they can improve their situation and shape their future. We are also focused on reducing homelessness by promoting structural measures.

www.sjdserveissocials-bcn.org

@SJD_SS_Bcn

#unhogarunavida
#ahomealife

SUPPORT+

TO HELP PEOPLE FIND THE KEY TO THEIR LIVES



Every day we provide multi-faceted services and individual support for **265** people facing poverty and social exclusion.



Multi-faceted services

=
Physical
+
Psychiatric
+
Social
+
Spiritual needs

In 2018 more innovation has allowed us to achieve a comprehensive, community-based and person-centred approach.



493 service users in 2018.



85% men
15% women
46.2 years average age
61.5% aged 41 to 60
42% Spanish nationality
17% EU residents
41% non-EU residents

Staff and volunteers “are with you in every decision you take... I can say they have helped me in every area of my life, not only with employment”.
Jesús C.



45% of people have a job when they stop receiving SJD SS BCN support.



! **38%** of people who start receiving SJD SS BCN support are considered poor workers (they have a job, but can't afford housing).

We work in cooperation with other organisations –Barcelona Activa, Probens, *Feina amb Cor* of Càritas Barcelona, Fundació Formació i Treball, Fundació Mambré and Employment Services of Barcelona Municipality – with the aim of improving job prospects.

Finding a job can be a solution to leaving homelessness behind, but not the only one.



74% of people end their support process with an income.



Of these earnings:

> 50% is job income.

The rest are subsidies and benefits.

Earning a sufficient monthly income dignifies life and makes people active individuals.

Professional support improves job and income prospects.



66% manage to improve their housing situation.
47% of these access housing.



Of these:

60.2% live in sub-tenancy rooms.

23% with their family.

16.8% rented flat in their name.

“Now I’m fine. I live in a small village, in a house with three bedrooms and a garage. Now I can prepare my own food every day”.

Vicenç J.

LIFE STORIES+

BEHIND THE FIGURES



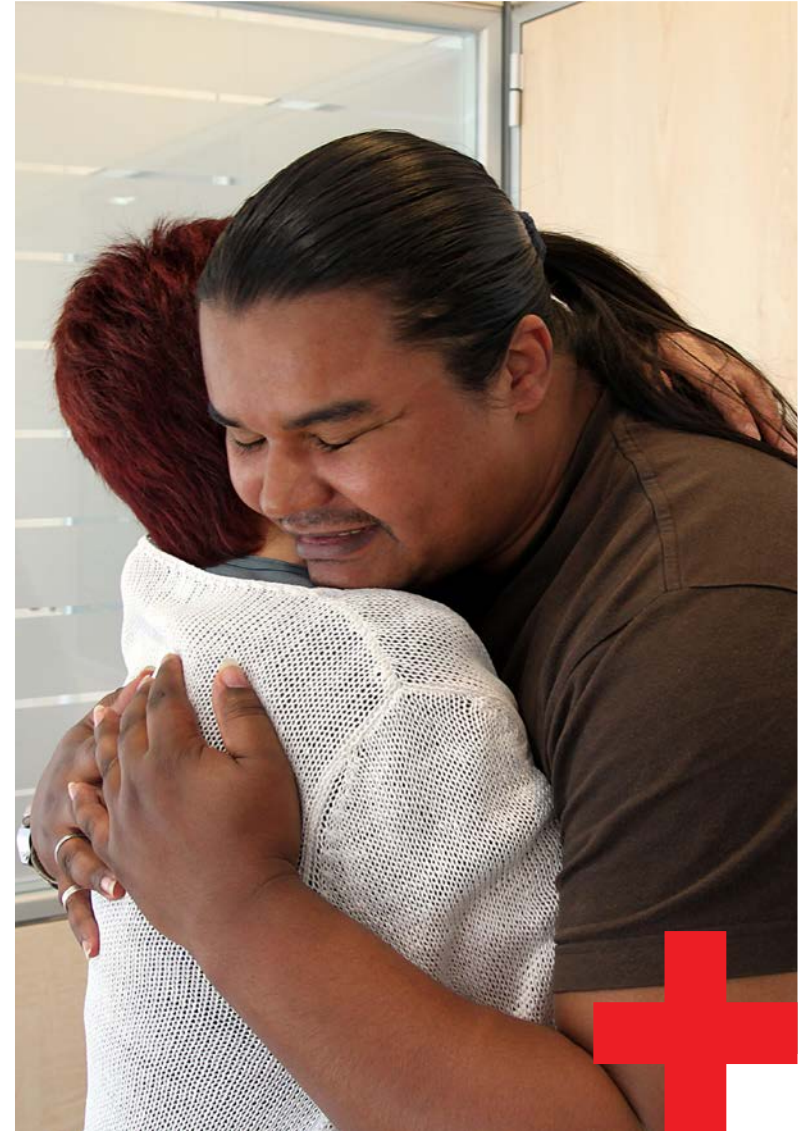
Over time, **Antonio** has recovered from his depression, has saved money from the benefit he earns for people over 55 -and later his early retirement pension- has rented a flat, has found a partner and has been able to restore his social relations. He is slowly recuperating the relationship with his children.

Elena has lived for some months in a supported accommodation centre and in training flats, where she has been able to stabilise her life after living on the street. After 6 months in a shared flat she found a job and now lives independently thanks to the Housing First – homes programme. She has settled down and regained control of her life again.

Abderrahim has found a stable job in a well-known clothes company, after living on the street and having several precarious jobs one after the other. Now he earns a wage, pays his rent and lives independently.

Silvia is nearly 60 and has managed to access a shared flat. From that very moment her character has changed, she looks happier, has become more sociable and has improved her autonomy.

Rodrigo has got to know his social rights thanks to the support he's received. He has been able to sort out the benefits he was owed due to his partial disability and has found a part-time job as a security guard. After some months working he has been promoted and he now helps homeless people find a job. He lives independently in a rented flat.



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

PROGRAMMES+

MADE TO MEASURE. **265** SERVICE USERS EVERY DAY IN **6** PROGRAMMES



Hort de la Vila

Supported accommodation centre for people with social-educational needs.



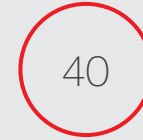
Creu dels Molers

Supported accommodation centre for people who are highly likely to access the labour market.



Llars

Shared housing for people with high level of self-sufficiency. Transitional apartments between supported accommodation and an autonomous life.



Externs

Floating service that provides support after a person has left a temporary accommodation facility or transitional flat to prevent them falling into homelessness again.



Housing first

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



Housing first - llars

Self-contained flats for people suffering health problems (mainly substance abuse and mental health) which make it difficult for them to access job opportunities.



Social housing for individuals and families. The programme has been launched by Càritas Barcelona, Fundació Mambré, Fundació Formació i Treball and Sant Joan de Déu Serveis Socials-Barcelona. www.insula.cat

The programme keeps growing:

- > A 32% rise of people provided with supported services and a 38% decrease in the length of stay.

96% of people have achieved the programme goals:

- > Keeping their housing unit in appropriate conditions.
- > Up to date with payments.
- > Keeping good relations with the neighbourhood.

In 2018 we have expanded the housing programmes: more places, expansion of the housing first model and geographical area widened with the opening of new housing resources outside the Barcelona metropolitan area.

We support people 245 days on average. Difficulties in accessing housing are still increasingly challenging which, along with the rise of paperwork when applying for benefits or subsidies, delays clients leaving supported accommodation centres or training flats, despite having improved their job situation and receiving income.

COMMUNITY+

NETWORK

AAW Sarrià, Barcelona Activa, Barri en dansa, Bona Voluntat en Acció, Cafè Orlandai, Casa Orlandai, Centre d'Acollida Assis, Els Blaus Hiking Centre, Dr. Estivill Clinic, Coordinadora d'Entitats del Poble-sec, Economia Social i Solidària, Oak House School, Thuya School, Espai Gardenyes, De Castro Pharmacy, Feina amb Cor, Fundació Formació i Treball, Fundació Mambré, GFS Opticians, Meridiana Laboral, Pla comunitari Poble Sec, Psicòlegs sense fronteres, Servei Solidari, Solidança, Sport Salut, Teatre de Sarrià/ Sant Vicenç de Sarrià Parochial Centre and XAPSL (Network of Attention to Homeless People).

TEAMWORK

63 professionals.
17 substitutes.
12 interns.
84 volunteers.

The number of staff members and volunteers has risen, as the organisation has grown and support services have improved.

Volunteers:

- > Accompany service users throughout their recovery process.
- > Give support to the services provided.
- > Carry out training activities.
- > Organise leisure activities.

SOLIDARITY

We promote ties with partner companies:

- > Moventia and TRAM provide 60,000€ to pay transport expenses of service users.
- > Alfa Consulting offers free professional services.
- > Sant Joan de Déu Obra Social provides funds for our social projects.
- > Nomo group employs our programme service users.
- > "La Soci", La Caixa association, organises corporate volunteering activities.
- > Cione Ruta de la Luz Foundation offers sight tests and provides new glasses for people in vulnerable situations.

RAISING AWARENESS

Escola Amiga programme: 29 school talks have been carried out, 2 of which are part of the training and services programme. More than 1,050 students from 22 school centres have participated.

We encourage citizen mobilisation
Magic Line:
www.magiclinesjd.org

KNOWLEDGE MANAGEMENT

We share information and good practices aimed at innovating and improving services and promoting political change, along with FEANTSA (European Federation of National Associations Working with the Homeless), ECAS (Catalan Entities of Social Action), Housing First Hub, Taula del Tercer Sector and the Open University of Catalonia.

COMMUNITY

We participate in community fairs and social entities' events in the areas of Poble Sec and Sarrià, Barcelona. We organise discussion panels focused on knowing the reality of homeless people and other awareness activities. We let other entities and partner institutions use our facilities.

TRANSPARENCY+

Income

4.4M€

We invest

Category	Percentage
Agreement with local municipalities	86.3%
Contributions to the organisation	4.6%
Public administration subsidies	7.2%
Private funding and others	1.9%

45.5 € per person/day
8,925 € on average for every person's process

To ensure

that the person finds the key to his/her life and can:

- > Live in a housing unit.
- > Have his own income to live independently.
- > Restore family bonds or build a social network.
- > Have emotional balance, improve self-esteem and motivation.
- > Have a job.
- > Access healthcare services to improve health and normalise his/her life.

- + We make possible awareness and communication to draw attention to homelessness 61,500 €
- + We encourage + advocacy to improve social policies 49,200 €
- + We attract more volunteers to build solidarity 35,500 €

Our accounts are audited and we are accredited with

"Being a volunteer makes you feel part of an almost revolutionary process of reverting some of the leading social values and creating some others that make a more human society".

Xavier T.

2018 REVIEW+

IN 30 SECONDS

493

service users throughout the year

265

service users every day

245

days on average alongside every person

63

staff members to make everything work

84

volunteers building solidarity

4.4M€

million euros invested in multi-faceted services and individual support to help people find the key to their lives

45.5€

daily per person

97%

of service users are pretty or very satisfied with the services

74%

of people improve their financial situation

47%

of people access housing after they stop receiving our support

In 2019 we will keep on growing even more: + places to support + people; + person-centred projects and covering + territory to provide better support.

Sant Joan de Déu  Serveis Socials
Barcelona

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Collaborators

