

# 2021 REVIEW+

**SJD**

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



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

www.sjdserveissocials-bcn.org

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SJD Serveis Socials Barcelona

Sant Joan de Déu Serveis Socials- Barcelona creates opportunities for homeless individuals and families to live with dignity, with the commitment to support them in all areas of life, in line with the Order's mission and the charisma of Saint John of God, to help build a fairer society.

During 2021, we have continued to build alliances because cooperation enables us to respond more effectively to the needs and expectations of the people we care for.

**We support people who are homeless.**  
**We create opportunities to live with dignity.**

# SUPPORT<sup>+</sup>

SO THAT PEOPLE WITHOUT A HOME CAN FIND A SOLUTION MATCHED TO THEIR NEEDS



## We continue focused on care with a gender perspective

We are launching the Vesta project to care for women with children.



**Projecte d'acompanyament a dones amb infants a càrrec i en situació de sensellar al Besòs**

## The people we care for are the focus of our support activities

- > We continue to reach over **1,000** people a year; this year, **1,010** people have received support in residential resources and other services.
- > Every day, we attend to **463** people.
- > **51** people received care from the SAER (Spiritual and Religious Care Service) team. **9.8%** of the people with access to the service have taken part.
- > On average, **66%** of the people supported by each resource achieve their personal goals: find a job, find somewhere safe to live, receive a government benefit.
- > On average, we support each person in the residential centres for **241.6** days.
- > We manage **113** dwellings, which provide housing for **185** people. ↑ **48.7%** in residential capacity

↑ **Residential capacity with the launch of the Vesta project.**



## We care for socially vulnerable people exposed to residential exclusion

**1,010** people have received support. In the last 5 years, we have doubled the number of people who receive support.

- > **81%** are men
- > **19%** are women
- > **35%** are aged over 50
- > **35%** are Spanish
- > **10%** come from an EU member country
- > **53%** come from non-EU countries
- > **7%** do not have legal residence in Spain

**59% of the people who receive support have some kind of disability.**

**44% have a mental health problem.**



## We work with networks so that everyone who is capable of working can have a decent job

- > **30%** of the people who received support completed the process with a job.
- > **23%** of the people who accessed SJD Serveis Socials' resources had a job. ↓ **6%**.

**Thanks to:** Actua Cooperativa, AEBALL, Assis, Barcelona Activa, Bayt al Thaqafa, BNI Barcelona, CEAR, CEPAIM, CLECE, Condis, Cooperativa LHENBICI, Crit ETT, DRECERA, EICA, El Llindar, escola de Noves Oportunitats, Engrunes, Entitat Recollim, Equip d'Assessorament Laboral (EAL), EULEN, EUROFIRMS, FECETC (Federació de Centres Especials de Treball de Catalunya), Feina amb Cor de Càritas, FICAT, Francesc Palau, Fundació ABD (Acción, Bienestar y Desarrollo), Fundació Adecco, Fundació AMIC, Fundació ARED, Fundació AREP, Fundació Cares, Fundació d'Atenció a la Dependència de Sant Joan de Déu (FAD), Fundació DAU, Fundació ECOM, Fundació Femarec, Fundació Formació i Treball (D'Ins), Fundació IN-VIA, Fundació IRES, Fundació Joia, Fundació Mambré, Fundació Portolà, Fundació Salut i Comunitat, Fundesplai, GramelImpuls, GremiBaix, Grup Integra, Hospital Sant Joan de Déu, Ilunion CET, IMPO Badalona, Impulsem, Intecserveis, Intermedica, Manscoop, Mansol, MCL, Metges del Món, Norauto, Ocupació Poble Sec, Programa Incorpora, Promoció econòmica El Part de Llobregat, Promoció econòmica Esplugues de Llobregat, SAIER, Salut Mental Gràcia, Servei Solidari, SOC, Sodexo, Solidança, SUARA, SURT, URBAC-ET, Xarxa Laboral del Casc Antic, Xarxa Xaloc and YMCA.



## Financial income is a basic tool for achieving personal independence

- > **80%** of the people complete their support process with financial income.
- > **50%** obtain this income from government benefits.

**Having financial income is fundamental for progressing in life projects and improving self-reliance and self-determination.**



## Access to decent housing is a right

- > **68%** of the people succeed in improving their residential situation.
- > **43%** manage to obtain a personal residential space.

Thanks to the alliance with:



# LIFE STORIES<sup>+</sup>

WE PUT FACES TO THE FIGURES

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**Elena**, 55 years old, has never had a stable, healthy home. After spending just over a year at the Residential Inclusion Centre Hort de la Vila, she has got a cleaning job and has entered the Llars housing programme. Having a job again has helped improve her self-esteem, recover healthy habits, improve her mental health and restore family ties.

After just two months living in a flat, **Eduard** has regained contact with his family. His daughter helps him look after his home, accompanies him to the doctor, takes him to see his friends and, most importantly, has brought back the warmth of being with loved ones.

**Najat** and her children have achieved stability by entering the Vesta programme, which has provided them with a decent place to live in and on which they can build their future. In just 3 months, they have already noticed changes: improved physical and mental health, and better results at school.

**Jaume** had been living in a shack for 20 years. When he was 65, he was able to move to an inclusion flat and now, after adapting to the noise and pace of city life, and receiving a non-contributory benefit, he can relax and stop worrying about his health. He is now focused on caring for a colony of stray cats and working to get the appropriate authorities to take care of them.

\* The stories are real, although the names have been changed to protect the privacy of the people described in them.



# PROGRAMMES+

TAILORED PROGRAMMES. **463** PEOPLE GIVEN SUPPORT EVERY DAY IN **10** PROGRAMMES. OF THESE, **393** PRECEIVE SUPPORT IN RESIDENTIAL PROGRAMMES

## WE DO+ HOUSING PROGRAMMES



### Housing First - Llars

Individual dwellings for people with health problems related to mental health issues and addictions, often the result of many years living on the streets. Recovery requires time and consistent support.



### Primer la Llar

A long-stay programme for people who have suffered severe, long-term homelessness, often with mental health problems and addictions. A programme co-managed by Barcelona City Council with SJD Serveis Socials.

**We continue to increase the number of individual dwellings and foster self-reliance.**



### Insula

Social housing for individuals and families, with flexible social support adapted to their needs.

A joint project with Càritas Diocesana de Barcelona, Fundació Mambré and Fundació Formació i Treball.

[www.insula.cat](http://www.insula.cat)

## WE DO+ RESIDENTIAL CENTRES AND OTHER PROGRAMMES



### Hort de la Vila

A residential inclusion centre for people who have socio-educational needs. Coordinated with Barcelona City Council.

**14 places are put aside to care specifically for people with COVID symptoms, where we have looked after a total of 258 people.**



### Creu dels Molers

A residential inclusion centre focused specifically on job finding. Coordinated with Barcelona City Council.

**It celebrated its 10th anniversary in 2021.**



### La Llabor

A residential inclusion centre to provide specific support for homeless women, many of whom have suffered gender-based violence.

Coordinated with Barcelona City Council. In partnership with Fundació Ared.

**We foster complementary care models with the aim of giving tailored responses to the different needs of homeless people.**



### Vesta

Social housing for women with children.

A joint project undertaken by the Town Councils of Badalona, Santa Coloma de Gramenet, Sant Adrià del Besòs and Montcada i Reixac, Càritas Diocesana de Barcelona, Fundació Formació i Treball, Fundació Mambré, Sant Joan de Déu Serveis Socials and the Consorci del Besòs. It is also supported by the Metropolitan Area of Barcelona and Barcelona City Council.

**We are stepping up the care provided to families with young children to break the poverty cycle.**



### Llars

Shared dwellings for people who are self-supporting in activities of daily life. These are resources for transitioning from inclusion centres to independent living.

**Having somewhere decent to live is essential for taking back the reins of your life.**



### Externs

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.

**We have increased the number of places in the programme to boost prevention capacity.**



### Bisbe Carrera Inclusion Programme

A programme to care for homeless people in Badalona and facilitate their full recovery. It has a day centre, where personal support is provided for people who sleep in the street, and 26 inclusion dwellings.

It is supported by Fundació Llegat Roca i Pi, Càritas Diocesana de Barcelona and the Hospitaler Order of Saint John of God. Managed by Sant Joan de Déu Serveis Socials Barcelona.

**We have 24 new dwellings to offer residential solutions for homeless people.**

### Open Llars programme

With this programme, we buy and install furniture and household appliances to update and renovate our dwellings.

**Renovations have been carried out in 52 dwellings. They have benefited 119 people (↑33.7%).**



# COMMUNITY+



## WE MAKE+ KNOWLEDGE MANAGEMENT

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, the Barcelona Housing Council, the ECAS Federation (Catalan social action organisations), church organisations in Barcelona, FEANTSA (European Federation of National Organisations Working with the Homeless), Housing First Hub, the Platform of Christian Entities with Immigrants, Red Faciam, the SJD Mental Health Network, the Table of Third Sector Entities, the Badalona Homeless Table, XAPSELL (homeless care network in Barcelona), the Network of Inclusion Dwellings and the Metropolitan Residential Inclusion Network.



## WE DO+ AWARENESS-RAISING

among the public:

- > With the **#educaSJD** project, we have organised 29 projects with schools (↑ 51.7%), 3 of which are learning and service projects. 780 school students are taking part (↑ 123%).  
With the **Magic Line**, we took part in a charity citizen mobilisation event and we raised €20,000 to fund projects targeting homeless people, especially for housing.
- > We took part in and supported the summer festivities of the districts of Poble-sec, Sarrià and Sant Genís in Barcelona and in other community activities that enable us to reach out to the local people.



## WE MAKE+ TEAM

**206** people / **96** professionals / **13** student interns / **97** volunteers

- > **Employed staff ↑ 12.9%.**
- > **Volunteers are taking part in certain on-site activities again and implementing new forms of on-line support.**



## WE MAKE+ CONNECTIONS

We have built solidarity networks with about 30 organisations to boost our social impact and add expert and specialised knowledge.

Arrels, Assis, Associació Sant Joan de Déu Catalunya, Campus Docent Sant Joan de Déu, Càritas, Congregació Maria Auxiliadora, Consorci del Besòs, DIOMCOOP, EAP Sarrià, FAD, FICAT, Formació i Treball, Fundació Ared, Fundació de recerca de Sant Joan de Déu, Fundació Mambré, Fundació Roca i Pi, Generalitat de Catalunya, Hood, Hospital infantil Sant Joan de Déu, Intecserveis, Red Hospes, Rights First, Salesianes, Sant Egidi, UAB, UB and Xarxa Salut Mental de Sant Joan de Déu.



## WE MAKE+ COOPERATION

we maintain ties with our Sant Joan de Déu sister centre in Mexico, San Juan Grande.



## WE MAKE+ SOLIDARITY

with partner companies:

- > **Moventia and TRAM are now allied with us. For the 5th year running, they have contributed €60,000 to fund transport costs for the people we care for and give them new opportunities. With their support, more than 2,200 people have benefited from the partnership.**
- > Rotary Sarrià organised a charity gospel concert with which they raised €4,000 for various social projects at the Residential Inclusion Centre Hort de la Vila.
- > The Charity Grape Harvest raised almost €2,500 for the Insula project.
- > The Bambolina Negra theatre company donated the profits from one of their performances, €2,100, to the Residential Inclusion Centre Hort de la Vila.
- > Sant Joan de Déu's Obra Social (Social Outreach) provides funding for our social projects.
- > The Associació Cívica La Nau continues to provide donations in kind which help us improve essential services.



## WE DO+ NETWORKING

with almost 40 local entities in Barcelona:

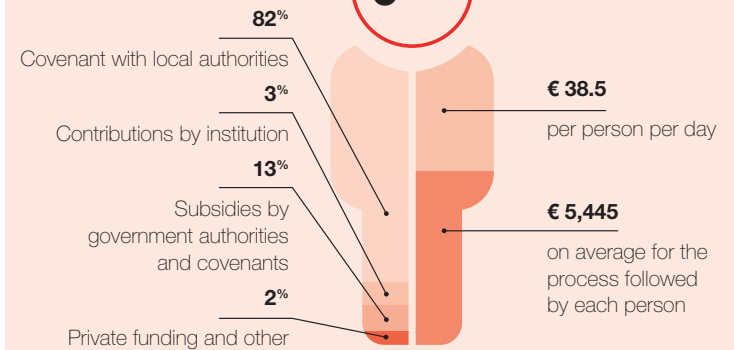
- > Especially in the districts of Sarrià, Poble-sec and Sant Genís.
- > We build new bonds and develop new spaces for interaction for the people we support, helping them in their recovery process.

# TRANSPARENCY+

Income

6.5M€

We invest



- > We manage **6.5 million euros** to care for homeless people.
- > **↑ 20%** of available income.

## To achieve

Promote personal and social development opportunities to help people regain control of their lives:

- > Recover the ability to live independently.
- > Have somewhere decent to live.
- > Have their own income.
- > Restore family ties and build a relational network.
- > Have emotional stability, improve self-esteem and motivation.
- > Have a decent job.
- > Have access to treatments to improve their physical and mental health.

WE GIVE+ care with a gender perspective. We have invested **1.2M€** euros in launching and consolidating projects targeting homeless women.



We have audited our accounts and we have been recertified to ISO 9001:2015.

# INNOVATIVE PROJECTS+

## Free Dental Care

The dental service for vulnerable adults and children is growing after just one year. We are now providing dental care 4 days a week.

To date:

- > **305** men
- > **133** women
- > **60** boys
- > **70** girls

have received dental treatment:

- > **130** dental hygiene sessions in adults
- > **512** treatments in adults
- > **247** treatments in children

Project implemented jointly with the Hospital Sant Joan de Déu and coordinated with Barcelona City Council.

**Dental treatment has a direct impact on people's health and self-esteem.**

## SJD Social Innova

We continue to **work for social innovation** with this project of the Hospitaller Order of Saint John of God, promoted by SJD Research Foundation with EU funding, to respond more effectively to new needs.

## Hood Project

We continue to participate in the Homeless Open Dialogue (HOOD) project as operating partners. During 2021, we have created a **European occupational mentoring methodology** for homeless people.

We have run a pilot test with two people supported at the Residential Inclusion Centre Creu dels Molers and the Bisbe Carrera Inclusion Programme dwellings, and we have trained new professionals in the new work methodology. During 2022, we will start to apply the methodology in the other projects.

HOOD is led by Oficio Pio and is part of the Erasmus+ European programme.

## Som Salut Mental 360

We continue to participate in developing the **Som Salut Mental 360** digital platform, together with 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, to inform about and provide training in mental health

[www.som360.org](http://www.som360.org)

## Rights First

We are partnering with this comprehensive care project for homeless people led by the Brussels Help consortium within the framework of the 2022-2024 European programme.

We are working on a **mentoring process** based on our experience in the In-sula programme. In 2022, we will organise training sessions in Barcelona and Brussels.

## Hort de la Vila 2.0

We continue to advance in the project to transform a residential centre for homeless people with a background of many years of social exclusion and difficulties in keeping a dwelling, turning it into a space which fosters self-reliance, provides facilities for privacy while also promoting community life. At present, we are working on the architectural design and **continue to build alliances**.

Partners: Ajuntament de Barcelona, Departament de Drets Socials de Generalitat de Catalunya, Universitat de Barcelona, EAP Sarrià Vallvidrera les Planes, aliança Hospes, Feantsa, Fundació Formació i Treball, SJD Fundació de Recerca and SJD Xarxa de Salut Mental.

## Homeless Law

During 2021, together with other organisations and universities, we have submitted a draft for urgent temporary measures to address and eradicate homelessness in Catalonia. A pioneer in European legislation, the draft is now under discussion at the Parliament of Catalonia.

**It is expected that the law would benefit 18,000 people over a period of 5 years.**

Sponsoring institutions: Universitat Autònoma de Barcelona, Universitat de Barcelona, Assís Centre d'Acollida, Arrels Fundació, Càritas Catalunya, la Comunitat de Sant'Egidio and Sant Joan de Déu Serveis Socials.

# 2021 REVIEW<sup>+</sup>

## 2021

2021 has been a year for strengthening strategic alliances in innovation programmes, boosting housing projects in Badalona and other municipalities along the River Besós, and partnering in European programmes

## 2022

In 2022, we will continue to be alert to particularly vulnerable population groups, such as young people, the elderly, women with young children and people with mental health problems:

- > We are starting cooperation with the **Fundació Bosch Aymerich** to care for elderly homeless people through housing projects. The Foundation is helping to fund subsidies for rental and utilities payments and in adapting new dwellings.
- > We are providing housing and social support to 40 people from Ukraine who have requested international protection as a result of the armed conflict, jointly with the religious community Religioses Filles de Sant Josep.
- > Through the Red Faciam, we have started a pilot programme to deinstitutionalise homeless young people aged between 18 and 29, funded by the Spanish Ministry of Social Rights with Next Generation funds, together with another 8 organisations.

## SJD

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Our partners

