



# 2020 REVIEW+

## SJD

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

[www.sjdserveissocials-bcn.org](http://www.sjdserveissocials-bcn.org)

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#ahomealife

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

In 2020, special efforts have been made to achieve our mission and adjust SJD Serveis Socials services to the COVID-19 situation. It has been a difficult year, especially for homeless people. For that reason, we have broadened and improved our services to ensure that service users are provided with the best support at all times in order to be able to continue improving their lives.

# SUPPORT<sup>+</sup>

THAT HOMELESS PEOPLE FIND A TAILORED SOLUTION TO THEIR NEEDS



## COVID-19 pandemic has presented us with new challenges

↑ the number of places in supported accommodation centres for homeless people with COVID.

COVID 19 effects for service users have been:

- > ↓ social life
- > ↑ time in accommodation centres
- > ↓ job opportunities
- > ↓ income

We have provided support to the service users in our centres, to minimize the effects of the pandemic and guarantee their security.



## People-centred approach

- > ↑ **52%** increase in service users
- > **409** service users daily.
- > **14%** of service users ask for SAER support (Religious and Spiritual Service).
- > **60.5%** of service users\* manage to achieve their personal goals: finding a job, accessing secure housing and getting benefit.
- > Service users in accommodation centres receive on average **258 days** of support.
- > We ensure long-term housing so that the most vulnerable people can keep on improving their lives.
- > We manage **76 housing** units, where **132 people** live.
- ↑ **12%** increase in housing units.

↑ **49%** rise in supported accommodation places, through more beds in the transitional accommodation centre **Hort de la Vila** and the opening of the transitional accommodation centre **La Llabor**.

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



## We provide support to socially disadvantaged people who are experiencing housing exclusion

**1,043** service users ↑ **52%**.

- > **81%** men
- > **19%** women
- > **32%** older than 50
- > **39%** Spaniards
- > **12%** EU nationals
- > **49%** non-EU nationals
- > ↑ irregular migrants

**A new centre for women has opened to provide social support and housing to the most vulnerable people through a gender-based approach.**

**We have responded to new challenges by increasing support for irregular migrants.**



## We work with other organizations so that everyone has a dignified job

- > **28%** people ended their support process with a job.
- > **17%** of service users were working when they entered SJD Serveis Socials support services. ↓ **14%**.

**Special acknowledgements to** Asproseat CET, Associació d'Empreses del Baix Llobregat (AE-BALL), Barcelona Activa through Institut Municipal de Serveis Socials (IMSS) of Barcelona Municipality, Engrunes, Equip d'Assessorament Laboral (EAL), Feina amb Cor of Càritas Barcelona, Fundació ARED, Fundació d'Atenció a la Dependència of Sant Joan de Déu (FAD), Fundació Intergramenet, Fundació Privada DAU, Fundació Esperança, Fundació Formació i Treball, Fundació Joia, Fundació Mambré, Fundació Cares, Hospital de Sant Joan de Déu, INSERCOOP, Intecserveis, Probens, Servei d'Inserció Laboral Equipament Integral Meridiana and Urbacet.



## Income is the key to self-sufficiency

- > **76%** of people end their support process with an income.
- > **55%** of service users manage to leave our temporary accommodation services and improve their lives thanks to social benefits.

**Every person using our support services has the right to housing and income, whether they are able to work or not.**



## The right to dignified housing

- > **68%** people manage to improve their housing situation.
- > **43%** of these people achieve it by accessing their own housing unit.
- ↑ **5%**.

Thanks to an alliance with



## We believe in a gender-based approach

We have opened the supported accommodation centre **La Llabor**, which has **40 places** for women and a **100%** female staff team.

↑ **5%** rise in the number of women accessing our services

# PROGRAMMES+

TAILORED PROGRAMMES. 409 SERVICE USERS EVERY DAY ACROSS 9 PROGRAMMES

 Self-contained housing

 Supported accommodation centres

 Service users

 Shared housing

 Other services

 Places

## WE PROMOTE+ HOUSING PROGRAMMES



### Housing First - Llars

Self-contained flats for people with health problems associated to mental health issues and substance addiction, often triggered by long-term homelessness trajectories, who are in need of a long-term social inclusion plan and ongoing support to achieve their recovery.

This housing programme provides support to the most vulnerable women.

**The project continues to grow and the places have increased 30%. 38% of the service users are women**



### Primer la Llar

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

**98% of the self-contained housing unit programme participants remain housed and have started improving their lives, by rebuilding family ties or accepting health-care.**



### Insula

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

Launched by SJD Serveis Socials, Càritas Barcelona, Fundació Mambré and Fundació Formació i Treball. [www.insula.cat](http://www.insula.cat)

**↑ support services addressed to families with children.**



### Llars

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

**The gender perspective has been implemented in Llars programme. At the start of 2021, 2 flats for women were already up and running.**



### Externs

Prevention service offering social support to people after they have left accommodation centres or transitional flats, to prevent them returning to a homelessness situation.

**We firmly believe that prevention is one of the key aspects of social support.**

## WE PROMOTE+ ACCOMMODATION CENTRES AND OTHER PROGRAMMES



### Creu dels Molers

Supported accommodation centre with a special focus on employment support. Sponsored by the Barcelona Municipality.

**Due to COVID, service users were housed for longer, and found jobs in new and different ambits: mainly the logistics and health sector.**



### Hort de la Vila

Supported accommodation centre for people with social needs. Sponsored by the Barcelona Municipality.

**↑ more places plus 14 emergency beds to attend people with COVID, where 127 people were looked after. ↑ 33.3% increase in places.**



### La Llabor

## La Llabor

Supported accommodation centre for homeless women, the majority of whom have been victims of domestic violence.

The Llar Núria Marcet home also forms part of the centre and caters for women with a higher level of self-sufficiency. Seven places are available. All the women have their own bedroom, almost all of them with a bathroom en suite, and share a common area.

- > La Llabor is the first gender-based accommodation centre in Catalonia.
- > Women without a residence permit are also housed.
- > It was opened by the Mayor of Barcelona, Ada Colau, on the 15th October 2020.

> It is sponsored by 

> and supported by 

**A female shelter promotes women's recovery paths, as they feel safer and regain self-confidence.**



### Bisbe Carrera social inclusion programme

Recovery-oriented programme addressed to homeless people living in Badalona. The programme consists of a day centre, where rough sleepers are provided with individual support and two transitional accommodation flats.

It is organised by Càritas Barcelona, Fundació Llegat Roca i Pi and Orde Hospitalari Sant Joan de Déu. It is managed by Sant Joan de Déu Serveis Socials Barcelona.

**↑ 139% increase in service users, due to the COVID-19 health emergency.**

### Openllars programme

This programme's objective is to buy and install furniture and electrical appliances in order to reform the flats.

**43 housing units have been made available and reformed. 89 people have benefited from this programme.**

In 2020, the Openllars programme received a grant from the Employment, Social and Family Affairs Department, requested by Associació Sant Joan de Déu Catalunya.

# COMMUNITY+



## WE PROMOTE+ KNOWLEDGE EXCHANGE

we participate in different networks to share knowledge and carry out new projects: Barcelona Citizen Agreement, Hospes alliance, the committee of homeless protection laws, the Housing Council in Barcelona, ECAS federation (Catalan organisations of social action), the catholic organisations in Barcelona, FEANTSA (European Federation of National Organizations working with the Homeless), Housing First Hub, the Christian Board of Organizations helping Migrants, SJD Mental Health Board SJD, the Third Sector Board, the Homeless People Board in Badalona, XAPSLL (support network for homeless people in Barcelona) and the Inclusion Housing Network.



## WE PROMOTE+ TEAMWORK

with **173** people / **85** staff / **3** interns / **85** volunteers

- > **↑ 20% staff increase.**
- > **Volunteers are incorporating new ways of support using technology.**



## WE PROMOTE+ RELATIONS

with socially responsible organizations to provide quality support and tackle new social needs: Associació Sant Joan de Déu Catalunya, Congregació Maria Auxiliadora, DIOMCOOP (social cooperative), FAD (Organisation for disabled people support), Fundació Formació i Treball, Hospital Sant Joan de Déu and Intecserveis.

We build alliances with Barcelona University and cooperate with UOC and Esade.



## WE PROMOTE+ COOPERATION

with our twinned centre in Mexico, San Juan Grande, of Sant Joan de Déu.



## WE PROMOTE+ CAMPAIGNING

with the community:

- > the **#educaSJD**: 13 school sessions, 3 of which are academic and training projects. 514 students have participated.
- > We have encouraged citizen participation through **Magic Line**: [www.magiclinesjd.org](http://www.magiclinesjd.org)

*Due to the pandemic, in 2020 the community activities were cancelled, though in 2021 they are being re-scheduled.*



## WE PROMOTE+ SOLIDARITY

with partner companies:

- > Moventia and TRAM reaffirm their commitment with a 60,000€ donation to cover transport costs for service users and COVID-19 hygiene kits.
- > Sant Joan de Déu Community Service provides funds for our social projects.
- > La Nau association donates goods, which contribute to support our organization.
- > During lockdown, we were pleased to have the generous support of: Rotary Club de Barcelona Sarrià, Catering Torres & Hellman and the company Brins.



## WE PROMOTE+ NETWORK

with around thirty community associations:

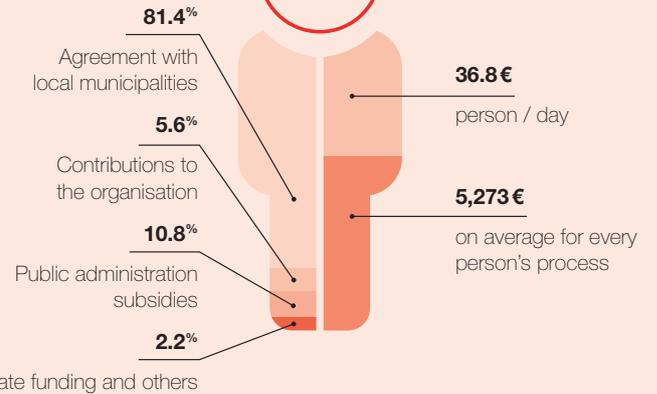
- > Especially in the neighbourhoods of Sarrià, Poble Sec and Sant Genís.
- > We are celebrating our 40th anniversary with a tribute video shared with all our partners and friends.

# TRANSPARENCY+

## Income

**5.5M€**

## We invest



- > We manage **+ than 5.5 million euros** to provide support for homeless people.
- > **↑ 19.6%** disposable income.

## To encourage

more social and personal opportunities so that people can carry out their life goals and can:

- > Restore self-sufficiency.
- > 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 dignified job.
- > Access healthcare services to improve physical and mental health.

We are focused on the effects of COVID, investing **150,000 €** more on staff, hygienic and prevention costs.



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

# LIFE STORIES+

BEHIND THE FIGURES

**Juana** lived on the street for 12 years, where she became a victim of sexual harassment. After some months in public emergency accommodation shelters created for homeless women during the pandemic, she entered La Llabor. According to Juana, the centre “means everything to me”, as she feels safe now and has the opportunity to find a job and a place to live, her wishes for the future.

**Akram** was housed in Creu dels Molers centre after several months sleeping rough. After only three months, he got a job as a tailor and signed a permanent contract. This meant he could start saving money and after nine months he was able to rent a flat for himself. During the time he was supported by Sant Joan de Déu, he had access to public dental care. His improved oral health made him more self-confident and better able to deal with new personal and professional challenges.

**Antonio** is 50 and has lived all his life in vulnerable environments that led him to commit crimes continually. He has spent his life moving between rehabilitation centres and homeless accommodation services. Since entering the Housing First –Llars programme three years ago, he hasn’t committed any crime and has resolved all his legal problems. Safe housing and social support have contributed to a stable life and a healthier future.

**Sara** entered the Insula Programme with her mother and siblings at the start of 2020, as she was suffering the consequences of being under threat of eviction. During that time, she couldn’t concentrate on her studies and she was trapped by the fear of having no place to live. Since moving into an Insula flat, her family has recovered stability and Sara has been able to concentrate on her studies again. She is convinced that they will help her to get a job.

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



# 2020 REVIEW<sup>+</sup>

**2020** has been a year dominated by the pandemic, but specialized projects and new initiatives have also been launched:

- > We have become part of **SJD Social Innova**. It is a project of Orde Hospitalari Sant Joan de Déu, launched by the organization SJD Fundació de Recerca, to promote social innovation and transform ideas into real projects supported by grants, thus improving society.
- > We have joined the digital platform **Som Salut Mental 360**, that seeks to become a model in the mental health area, both on a national and international level, along with the Parc Sanitari Sant Joan de Déu, Sant Joan de Déu Barcelona Hospital, Sant Joan de Déu Terres de Lleida and Solidaritat Sant Joan de Déu.

**2021** we keep focusing on housing access and encouraging service users to achieve their life goals, while at the same time developing new projects:

- > **Subsidised dental care**  
We have launched dental services for individuals and children in socially disadvantaged situations, along with Barcelona Municipality and Sant Joan de Déu Hospital.
- > **Homeless Open Dialogue (HOOD)**  
We are partners of the European project HOOD to test and develop a new support approach for homeless people, along with SJD Fundació de Recerca foundation, Udenfor and Klimaka.  
HOOD is lead by Officio Pio and belongs to the European programme Erasmus +.

## AND NEW IDEAS

### > **Hort de la Vila 2.0**

We are transforming an accommodation centre for homeless people with long social exclusion trajectories and who have difficulties maintaining their housing, into a space where self-sufficiency is promoted and more private areas are provided, while at the same time community life is encouraged.

**Partners:** Barcelona Municipality, Social and Family Affairs Department of Generalitat de Catalunya, Barcelona University, EAP Sarrià Vallvidrera les Planes, Hospes Alliance, Feantsa, Fundació Formació i Treball, SJD Fundació de Recerca and SJD Xarxa de Salut Mental.

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Collaborators

