

The city of Poznań is a partner in the European “ROOF” project co-financed by the URBACT programme. The City of Poznań is represented by the Housing Affairs Office and the Project Coordination and City Revitalization Office. The partnership of two departments created for the project allowed for effectively implementing the assumed goal.

The aim of the project is to develop an innovative support instrument for people in the crisis of homelessness by implementing the concept of “Najpierw Mieszkanie” (Housing First) and exchanging experiences in the field of the methodology of collecting data on homelessness.

As part of the project, the Housing Affairs Office created the Local URBACT Group, which includes the representatives of the Poznań City Hall, non-governmental organisations, the Municipal Police of the City of Poznań, the Municipal Family Assistance Center in Poznań, the Najpierw Mieszkanie Foundation, the Board of the Komunalne Zasoby Mieszkaniowe (Municipal Housing Resources) sp. z o. o., the Center for Homeless People No. 1 in Poznań, and the Regional Center for Social Policy in Poznań.

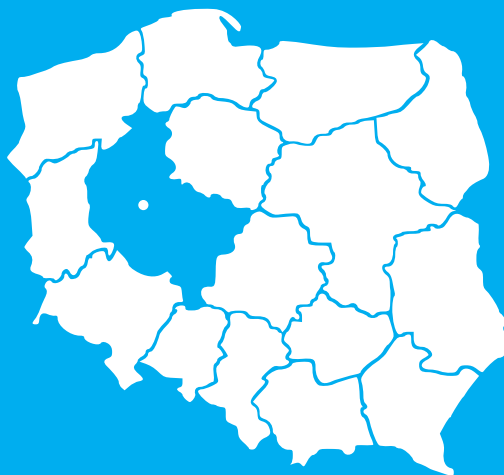
The members of the URBACT Local Group agreed that the pilot activity will consist in creating an app to monitor people in the crisis of homelessness. This tool will allow to determine the scale of homelessness in Poznań and enable the use of data on the number of people in the crisis of homelessness to a greater extent.

The concept of “Housing First” was developed by Doctor Sam Tsemberis of the Pathways to Housing Inc. organisation in the 1990s. The method is addressed to people who experience the crisis of homelessness for a long time, take advantage of services provided by night shelters, day shelters, and eateries. The concept of “Housing First” assumes, first of all, that a person in a crisis of homelessness should find an independent place to live. Only after living on their own, it is proposed to start working on a person’s problems. The assistance provided by the support is the opposite of the traditional systems known as “ladder”, in which one has to first earn an independent home by making progress in therapy or by proving “housing independence”.

The URBACT programme is implemented from May 2020 to August 2022.

Characteristics of Poznań

- number of residents: **532 thousand**
- unemployment rate: **2%**
- number of higher education institutions (public and non-public) in Poznań: **25**
- number of students: **123.2 thousand**
- number of residential housing units: **271.7 thousand** with a total usable area of **17.5 million m²**
- the average floor area of a flat is **64.4 m²**
- number of communal housing units: **12,553**, i.e. approx. **5%** of the city's entire housing resource
- the area of the city: **261.9 km²**, including **45%** built-up areas, and **48%** of which are arable lands, forest areas, and green areas. Most of the municipal land is owned by the municipality (**35%**), private entities (**29%**), and the State Treasury (**27%**)
- number of people using urban space every day: **approx. 700 thousand**. These are people who live in the city permanently, people staying in Poznań for a longer period of time, people who commute to study or work, as well as tourists and businessmen staying in the city
- number of cultural institutions: **41 libraries, 21 museums, 11 cinemas, 10 theatres.**



Poznań is located in Greater Poland, on the Warta River, west of the center of Poland.

Poznań is one of the oldest cities in Poland. The granting of city rights took place in 1253. Poznań was very important for early Poland at the turn of the 10th and 11th centuries. In the past, Poznań served as the seat of Poland's rulers, and was also one of the most developed fortresses in Poland at that time.

Poznań is a city with powiat rights. It is the seat of the voivodeship and the Poznań powiat. The city is the administrative center of Greater Poland, it is home to offices of a regional range.

Poznań is one of the largest cities in Poland. It has about 532.8 thousand residents, with almost 1.2 million people living in the entire Poznań agglomeration. The metropolitan area of Poznań is inhabited by 1.3–1.4 million people, making it the fourth largest metropolitan area in Poland.

Nowadays, Poznań is one of the largest Polish commercial, industrial, sports, educational, technological, tourist and cultural centers. The city is characterized by a very high potential for economic growth on a national scale. The value of gross domestic product

per capita amounts to PLN 108.2 thousand, which means that in terms of this value, Poznań ranks second in the country, just behind Warsaw.

The end of the communist system gave the authorities of Poznań and suburban areas an impulse to implement numerous investments in the field of infrastructure, including public transport, and administration. These activities led to an increase in foreign investments in the city.

Tasks and responsibilities of entities in supporting people in a homelessness crisis

Housing Affairs Office – an organisational unit of the Poznań City Hall

The office ensures the implementation of the housing policy conducted by the Mayor of the City of Poznań, the framework of which is set by the City Council of Poznań, by developing draft legal acts regulating the principles of renting premises from the City's housing resources, the principles of managing a given property, and regarding the rental policy of the City's housing resources. It participates in developing solutions, projects and programmes aimed at satisfying the housing needs of the city community. The employees of the Office conduct activities aimed at diagnosing the housing needs of Poznań residents and determining the methods of satisfying them.

The office cooperates with non-governmental organisations, administrators of extra-budgetary funds, and other entities in the field of: solving housing problems of people in the crisis of homelessness, preventing social exclusion caused by homelessness, and obtaining funds and subsidies to fight homelessness (social exclusion).

The office supervises the implementation of the housing policy by companies with the participation of the City, whose statutory purpose is to conduct housing construction for various groups of residents, create conditions to meet the housing needs of the local government community and manage the housing resource of the commune on the basis of resolutions or contracts entrusting them with this task.

Department of Health and Social Affairs – an organisational unit of the Poznań City Hall

The Department of Health and Social Affairs participates in creating and coordinating the implementation of pro-family policy, and coordinates the cooperation of the Poznań City Hall with non-governmental organisations in this regard. It conducts cases related to repatriates, foreigners, prevention as well as health protection and promotion, family support, social policy, counteracting domestic violence, supporting people with special needs, especially the elderly and people with disabilities, preventing addictions and solving problems arising from them.

The Department of Health and Social Affairs constantly conducts activities aimed at helping people at risk of social exclusion, including people in a homeless crisis. Performing these tasks, the Department supervises the activities of the municipal facility, the Center for the Homeless No. 1, and cooperates with non-governmental organisations by providing them with funds in the form of grants for activities for people experiencing homelessness.

Types of support for people experiencing homelessness implemented by the Department of Health and Social Affairs with the participation of non-governmental organisations:

- providing places in shelters and night shelters,
- ensuring the functioning of a mobile help unit for people in the crisis of homeless,
- providing the possibility of an intervention stay in a heating facility,
- ensuring the operation of the municipal bath and the emergency zone,
- enabling streetworking among people in the crisis of homeless in Poznań,
- enabling the operation of a mobile medical help point,
- providing meals to people who are unable to provide them by their own efforts,
- providing places in sheltered and training housing,
- supporting programmes to reduce social and health damage for addicts in the crisis of homelessness,
- financing by the City of Poznań of projects proposed by NGOs financed under the so-called small grants, for example, supporting people in the crisis of homelessness and the poor during the Easter and Christmas period by providing holiday meals and food packages.

Municipal Family Support Center in Poznań – a municipal organisational unit of the City of Poznan

The Municipal Family Support Center in Poznań performs social assistance tasks. The aim of the actions taken is to enable the residents of Poznań to overcome difficult life situations which they are not able to overcome by using their own resources, capabilities, and powers.

The center offers professional help and support, and in terms of individual problems is guided by the resources and possibilities of both the person and the family. It helps to do what is achievable for the family, with the consent and active participation of the family and with respect for its right to self-determination.

In terms of activities related to people in the homelessness crisis, the MFSC undertakes the following tasks:

- provides social security to people in the crisis of homelessness through, for example, constant contact with institutions, providing people who, by their own efforts, cannot provide themselves with one hot meal a day, necessary clothes, necessary drugs, motivate addicts to start treatment in drug addiction treatment facilities,
- creates opportunities and conditions for getting out of homelessness by, among others, concluding social contracts, developing individual programs of getting out of homelessness, enabling the use of addiction therapy, assistance in applying for social housing,
- provides administrative services in implementing tasks for people in the crisis of homelessness, including by requesting reimbursement of the costs of assistance provided at the place of stay to people in a homelessness crisis from outside of Poznań,
- undertakes intervention actions, including those that save the life and health of people in the crisis of homelessness and are aimed at securing the client's needs, health and life through, inter alia, providing information on the possibilities of using places of refuge and other forms of assistance under the act on social assistance, as well as on securing the life and health of clients staying in encampments,
- undertakes activities to raise awareness of the Poznań community in the field of homelessness through, inter alia, participation in meetings with the Police

and representatives of housing estate councils, participation in meetings with residents, providing information in the media.

- collaborates with street workers working for the unemployed, including periodic meetings, information exchange, joint cleaning of encampments, or identification of environments that require special commitment.

Board of Municipal Housing Resources Sp. z o. o. – a municipal company

The subject of the Company's activity consists in implementing the commune's own task consisting in creating conditions for satisfying the housing needs of the self-government community and in the area of commune housing construction. The company is obliged to maintain and renovate buildings, structures, premises and related infrastructure in order to keep them in a non-deteriorated condition.

The Board of Municipal Housing Resources sp. z o. o. on behalf of the City of Poznań manages the housing and utility resources. It implements the list of people entitled to housing assistance and executes court judgments concerning eviction with the right to a social flat by submitting an offer to rent a communal flat. Persons and families who do not have their housing needs satisfied are offered premises for renovation, attics for adaptation, or other non-residential premises for adaptation to housing.

The Municipal Police of the City of Poznań – a budget unit of the City of Poznań

The Municipal Police is a uniformed local government formation dedicated to protect public order.

The tasks conducted by the Municipal Police include supervising the following of principles of cleanliness of public places, controlling of municipal waste management, caring for ensuring the peace and sense of safety of residents, responding to cases of improper parking of vehicles, observing images from urban monitoring cameras, taking actions in the field of environmental protection.

One of the most important tasks of the Municipal Police is to ensure peace and a sense of security for the residents. In this regard, the Municipal Police puts a lot of emphasis on helping people in the crisis of homelessness. During the year, while carrying out these tasks, the municipal police officers carry out several thousand inspections of locations where people in the crisis of homelessness live.

Each time, the policemen indicate to people in the crisis of homelessness the possibility of obtaining social assistance and encourage everyone to take advantage of the City's offer.

Monitoring from urban cameras constitutes a useful tool in the implementing the tasks of the Municipal Police, especially during the autumn and winter period. The operators react to all noticed cases in which a person in public space needs help. Most often it concerns people lying down, who fall asleep on benches or public transport stops. Hundreds of such cases are disclosed every year. In all of these situations, after information from the monitoring staff, the municipal police officers or policemen provide first aid immediately.

NGOs implementing the concept of assisted housing in Poznań

Assisted housing is a form of social services addressed to people in need of support, in particular to people with intellectual disabilities, seniors, people leaving prisons, care and educational institutions, or people in a crisis of homelessness. Supported housing is implemented in a flat by providing a package of services to increase independence, resourcefulness, and social integration, aimed at developing and strengthening personal and social competences.

In Poznań, the above-mentioned concept is being implemented as part of the Social rental of premises with support programme implemented by the Housing Affairs Office.

The program is addressed to people expecting support in the field of social assistance and entitled to conclude a social rental agreement for premises on the basis of a list of people entitled to social rental or an unrealised court judgment established by a separate order of the Mayor of Poznań.

The programme covers 162 premises in 50 municipal flats with an area of more than 80 m². The flats have been divided into independent premises with a separate common area, which includes a kitchen, bathroom and corridor, and a common room that serves as a room for providing support.

The program's support is granted by non-governmental organisations selected in an open competition of tenders for entrusting the implementation of a public task.

The non-governmental organisations selected in an open competition of tenders for entrusting the implementation of a public task:



**Fundacja Inicjowania
Rozwoju Społecznego**

Social Development
Initiation Foundation



**Przedsiębiorstwo Społeczne
Diakonijna Spółka
Zatrudnienia Sp. z o.o.**

Social Enterprise Diakonijna
Company Employment
Company Ltd.



**Wielkopolskie
Stowarzyszenie Lokatorów**

Greater Poland Tenants'
Association



Fundacja Pomocy Wzajemnej BARKA

BARKA Mutual Aid Foundation



Pogotowie Społeczne

Social Emergency



**Wielkopolskie Centrum Pomocy
Bliźniemu MONAR-MARKOT**

The Greater Poland Center for Aid
to Neighbor MONAR-MARKOT



**Caritas
Poznańska**



Zrozumieć i Pomóc

Stowarzyszenie Osób i Rodzin
na Rzecz Zdrowia Psychicznego

**Stowarzyszenie Osób
i Rodzin na Rzecz Zdrowia
Psychicznego
“Zrozumieć i Pomóc”**

Association of People
and Families for Mental Health
“To understand and help”

Important strategies and legal acts concerning the situation of people in the crisis of homelessness

Legal acts in force in Poland:

- the act of March 12, 2004 on social assistance,
- the regulation of the Minister of Family and Social Policy of April 8, 2021 on environmental family intelligence,
- the act of June 14, 1960, Code of the Administrative Procedure,
- the Social Employment Act of June 13, 2003,
- the act of August 27, 2004 on health care services financed from public funds.

Strategy of the Greater Poland Voivodeship:

- the resolution No. XXV/476/20 of the Sejmik of the Greater Poland Voivodeship of December 21, 2020 on the Social Policy Strategy of the Greater Poland Voivodeship until 2030.

Legal acts in force in Poznań:

- the resolution No. XI/162/VIII/2019 of the Poznań City Council of May 14, 2019 on the adoption of the Social Problem Solving Strategy for the City of Poznań for 2019-2025,

- the resolution No. XLI/708/VII/2017 of the Poznań City Council of January 24, 2017 on the Development Strategy for the City of Poznań 2020+.
- the resolution No XXIII/441/VIII/2020 of the Poznań City Council of February 25, 2020 on detailed rules for paying for a stay in shelters for the homeless and shelters for the homeless with care services.

Legal acts concerning assisted living, which are in force in Poznań:

- the resolution No. LVIII/1095/VII/2017 of the Poznań City Council of December 5, 2017 on the adoption of the Housing Policy of the City of Poznań for 2017-2027,
- the resolution No. XIX/322/VIII/2019 of the Poznań City Council of November 19, 2019 on the principles of renting premises included in the housing resources of the City of Poznań,
- the resolution No. XIX/164/V/2007 of the Poznań City Council of July 17, 2007 on establishing detailed rules for paying for stay in protected apartments run by organisational units of the City of Poznań or acting on its behalf.

System of assistance and the principles of counting people in the crisis of homelessness in Poznań

Poznań has created an efficiently functioning system of assistance to people in the homelessness crisis. Different units offer support tailored to the needs of the individual. A person in a homelessness crisis may report to the unit of his or her choice and receive help adapted to his current life situation.

The City of Poznań's offer for people in the crisis of homelessness:

- **support for addicts** – an addiction treatment clinic, addiction therapy clinic,
- **financial and material assistance** – providing statutory support by the Municipal Family Support Center in Poznań,
- **emergency telephone numbers** – the 112 emergency number and the number of the Municipal Police 986,
- **Crisis Intervention Center and a free phone number for people in the crisis of homelessness** – 19515,
- **places where clothing is issued,**
- **shelter facilities** – e.g. Center for Homeless People, shelter, night shelters,
- **emergency shelter facilities** – heating room, bath,
- **medical services** – health insurance and a referral from a family doctor is not required,
- **places where free meals are distributed** – Zupa Na Głównym (Soup on the Main), Jadłodajnia (food providing facility), of the Archdiocese of Poznań,
- **streetworking** – conducted by the Association of Social Emergency and Caritas.

The number of shelters for people in a homelessness crisis, offered by the City of Poznań

Location	Number of places	The number of people using
Center for the Homeless	95	247
NGO facilities – places for people in the crisis of homelessness contracted by the City of Poznań	194	370
Night shelters	65	564
Supported, protected, and training housing for people in the crisis of homelessness	49	63
Heating facilities	30	412
The number of people who have paid the costs of staying in shelters in Poznań and outside the city borders	330	330
Total	763	1986

Help provided to people in the crisis of homelessness in providing shelter by the Municipal Center for Family Support in Poznań

The form of support given to a person in the crisis of homelessness	Number of people
Assisted people in the crisis of homelessness	1431
Indication of a place of refuge (agreed by phone) in an institution for homeless people (one person receives more than one referral during the year)	592
Issuance of a decision referring to support centers in accordance with the resolution No. XXIII/441/VIII/2020 of the Poznań City Council of February 25, 2020 on the detailed rules of paying for the stay in shelters for the homeless and shelters for the homeless with care services	799
Payment of the cost of sheltering in an institution for homeless people in the form of a targeted benefit	330
Number of admissions to heating facilities for the homeless	412
Establishing entitlement to health care benefits from public funds	965
The number of credited tickets for people in a homelessness crisis	102
Help in the form of one hot meal a day	368

The number of people in the crisis of homelessness in Poznań and the method of their calculation

In Poznań, the procedure of counting the people affected by the homelessness crisis takes place every two years. The last counting took place in 2019. People in the crisis of homelessness were not counted in 2021 and 2022 due to the COVID-19 pandemic.

The research is conducted by the employees of the Homeless People Support Department of the Municipal Family Support Center in Poznań, with the participation of partners such as the Police Headquarters in Poznań, Municipal Police of the City of Poznań, the Railway Security Police, the Investigator's Detention Center in Poznań, hospitals, and non-governmental organisations.

The study was conducted in encampments, night shelters, shelters, heating facilities, railway stations, sobering stations, hospitals, a mobile bus, eateries, sheltered flats, and the Municipal Crisis Intervention Center in Poznań.

The study involved 1,030 people in the crisis of homelessness in Poznań. In total, it was: 773 men, 211 women, and 46 children.

The adopted methodology for counting people in the crisis of homelessness assumes counting all of the people who are in the crisis of homelessness on a given day and place. This type of research is the so-called "commune photo".

It happens that people from Poznań in the crisis of homelessness are also staying outside of the city, for example, in facilities in Błońsk, Roźnowice, Gościejewo, and other centers in Poland, as there are too few contracted facilities in Poznań.

The number of people in the crisis of homelessness who stay in facilities outside Poznań, and for whom the City of Poznań paid for their stay in 2019, is 129 people.

The total number of people participating in the study as homeless people and people for whom the City of Poznań bears the costs is 1159.

A typical person in a homelessness crisis in Poznań:



SEX:
male



AGE:
41–60 years old



EDUCATION:
occupational training



**PLACE
OF RESIDENCE:**
shelter



REGISTRATION:
none



**MARITAL
STATUS:**
divorced or single



**DURATION
OF HOMELESSNESS:**
up to 10 years



**CAUSE
OF HOMELESSNESS:**
family conflict



**HEALTH
CONDITION:**
good or satisfactory

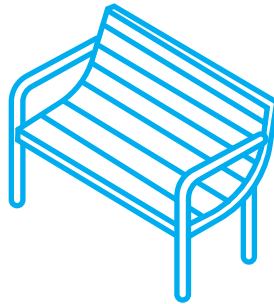
**Crisis
Intervention
Center**

**A shelter
for people
in a homelessness
crisis**

**Dormitories,
heating rooms**

**Places where people
in a homelessness
crisis live**

**Non-residential
places: streets,
staircases, basement,
bus and train
stations**



**Sobering-up
stations, social
emergencies**

**Hospitals,
hospices and other
health facilities**

**Other facilities –
sheltered, supported,
training housing,
workers' hotels**

**Vacant houses,
houses and gazebos
on allotments**

Costs allocated to the fight against homelessness in Poznań

The annual costs allocated to fighting homelessness in Poznań amount to approximately PLN 12.5 million (approximately EUR 2.7 million).

These are the costs incurred by the City of Poznań, the Greater Poland Voivode, funds obtained from the European Union and own funds of non-governmental organisations implementing the task.

The costs are covered by undertaking, for example, the following actions:

- providing cash and non-cash benefits from social assistance,
- functioning of the Centre for the Homeless,
- providing shelter in night shelters and shelters,
- operating sheltered and training flats,
- streetworking
- providing meals for people in the crisis of homelessness,
- organizing mobile support points.

An attempt to analyse the reasons of homelessness

According to a study conducted by the employees of the Municipal Family Support Center in 2019 in Poznań, the main causes of homelessness are:

- a family conflict,
- leaving/death of a parent/caregiver during childhood,
- domestic abuse,
- relationship breakup,
- indebtedness,
- unemployment,
- bad health condition/disability,
- failure to look for a job outside of the place of residence,
- eviction/registering out from a flat,
- addiction,
- migration/permanent departure to another country,
- leaving an educational and care facility,
- leaving prison.

Assumptions for the Housing First concept

In this document, the information about the Housing First concept comes from the studies “Initial Model – Housing First” and “Housing First – advocacy based on evidence”, the author of which is Julia Wygnańska – the vice president of the Housing First Foundation.

Housing First is a philosophy, a method of helping, the basis of which consists in a set of values relating to human dignity in all of its dimensions, not only the right to housing. These values are used to build both comprehensive support systems at the level of national policies and individual programmes supporting selected groups of people.

The Housing First program is addressed to chronically homeless people, i.e. those who have been using traditional homelessness assistance for many years, incl. eateries, night shelters, shelters, training flats, and yet they are still homeless. In the programme, a person is first offered to move to an independent flat that meets their expectations in the terms of location, neighbourhood, furniture, etc., if it is financially possible (for the person and the programme), and only then, based on the enthusiasm resulting from having an “own” flat, it is proposed for the person to start working on the problems usually standing behind chronic homelessness: mental disorders, social relationships, interpersonal skills, addiction. The order of providing help is somewhat reversed – in traditional systems, often referred to as a “ladder”, one has to first earn an independent living by making progress in therapy, for example, maintaining abstinence, mending relations with the family, keeping a job. For those who are chronically homeless, the “deserving” takes a long time, and the progress needed to earn a housing reward never comes.

The Housing First programme allows eliminating homelessness by providing an independent, good-standard flat and allows to receive support from social welfare. Homelessness is a major social problem in any city and, in addition to being a symptom of deep social inequalities, it is also expensive. Structural changes and radical rethinking are necessary to reduce the effects of long-term homelessness.

Benefits of the Housing First programme for individual stakeholders:

People in a homelessness crisis

– an opportunity to participate in a program aimed at ensuring housing conditions and a better life (for example, professional activation, consultations with a psychologist).

Local government

– savings potential resulting mainly from reducing the frequent use of homelessness and related services.

Management of municipal housing resources

– a guarantee that people who receive constant support from a social worker will be placed in public housings.

Non-governmental organisations

– the opportunity to develop their competences in the field of social welfare and gain experience in running an international project.

Police, municipal police, and medical staff

– reducing the number of interventions related to homelessness (relieving the services) and increasing the safety of citizens.

Assumptions of the Housing First programme in Poznań

The expected result of the actions taken

The assumption behind the developed Local Action Plan is to recognize the Housing First method as one of the possible long-term methods of solving the problem of homelessness in Poznań. The expected result is the implementation of the Housing First method as another tool in combating the homelessness crisis in Poznań.

The assumptions of the Housing First programme in Poznań:

1. Presenting the Local Action Plan to the authorities of the City of Poznań.
2. Preparing the draft resolution of the Poznań City Council on implementing the project in Poznań.
3. Acquiring three flats from the municipal or private stock.
4. Creating a support team – an intensive case management team.
5. Qualifying three programme participants selected by the NGOs.
6. Presenting the beneficiaries of the programme with the conditions of living in a flat.
7. Signing an agreement for participation in the programme and for staying in a given flat.
8. Working with the participant for a period of two years.
9. Moving the program participant to independent premises.
10. Completing the pilot project and developing its results.

The assumptions for implementing the Housing First concept in Poland

At the national level, the concept of Housing First was included in public policy – “The National Programme for Combating Poverty and Social Exclusion. 2021–2027 Update, public policy with a perspective for 2030”. One of the priorities listed in this document is “Counteracting Homelessness and Housing Exclusion”. It indicates the need to adapt various housing solutions to local conditions and possibilities, and emphasizes the essence of popularising knowledge about the Housing First model. The following activities will be undertaken in designing and implementing solutions for the transition from institutional to housing support:

1. The development and support of various forms of housing as tools for solving the homelessness crisis,
2. The development and implementation of housing solutions for people at risk of homelessness and recovering from the homelessness crisis, requiring support in maintaining housing,
3. Development of anti-homelessness programmes based on the Housing First model:
 - a) popularising knowledge about the Housing First model,
 - b) creating and promoting housing homelessness-solving programmes based on the Housing First idea.
4. Developing alternative functions of individual institutional forms of providing temporary shelter to people in a homelessness crisis.

Pilot projects to implement the Housing First concept are being implemented in Poland. As part of these projects, the study was conducted between December 2019 and May 2021. In the „Report on the first stage of the economic efficiency study of the Housing First method” developed by Paweł Jaskulski PhD, the re-

sults of the activities related to the implementation of the Housing First method in three Polish cities: Gdańsk, Warsaw, and Wrocław were presented. 36 people have been selected for the study group, who were offered independent housing units, along with individual support, in line with the Housing First method. The group consisted of 11 women and 25 men. In accordance with the basic assumptions of the method, these people met the following criteria:

- have been permanently homeless (at least 6 years),
- suffered from mental disorders or were struggling with long-term addiction to alcohol or other psychoactive substances,
- experienced long-lasting episodes of street homelessness.

The research results showed that people in the crisis of homelessness, left without support, constitute the users of many social services (accommodation centers, eateries, mobile support) or become frequent clients of institutions not related to social welfare (health care, sobering centers), generating a noticeable cost covered by public finances. Therefore, it is important that there are as many different forms of assistance as possible for people in a homelessness crisis.

The conditions underlying the decision to develop the concept of the Housing First in Poznań

- Participation of the Head of the Housing Projects Department in the Housing Affairs Office, as a representative of the City of Poznań in the Eurocities association, in the homelessness working group, in which the Housing First concept was presented during project meetings, including in Lyon.
- No possibility to compare data on people in a homelessness crisis at international meetings between European cities, difficulty in assessing the scale of the phenomenon.
- Following the example of Finland, where the implementation of the Housing First concept contributed to the reduction of the phenomenon of homelessness. The information appearing in the press on this topic aroused the interest of the City of Poznań.
- Exchange of good practices with countries – members of the Eurocities association and partners with ROOF in the framework of project meetings.
- Cooperation with the Housing First Foundation, in particular, with the expert – Julia Wygnańska. The analysis of the implementation of the concept of Housing First in Warsaw.
- People in a homelessness crisis submitting applications for a municipal flat rental agreement at the Poznań City Hall have been in a homelessness crisis for a long time. On the basis of analyzing the applications, it was found that people do not receive support adequate to their needs.

The purpose of developing a Local Action Plan and aspirations in terms of its promotion

The assumption of the Local Action Plan is to develop a pilot concept for the implementation of Housing First in Poznań and a method of counting people in the crisis of homelessness in accordance with the ETHOS typology.

An additional benefit of the project is the cooperation of units that have not been able to work together so far and exchange experiences and data on homelessness. The creation, as part of the activities undertaken in the project, of an app for monitoring people in the homelessness crisis will allow to determine the scale of homelessness in Poznań and to use the data in the form of an active database.

The implementation of the pilot activities may be an inspiration for other cities in Poland to strive to introduce the Housing First method on a national scale in the future.

Representatives of the Housing Affairs Office will present the concept of:

Deputy Mayor of the City of Poznań responsible for housing matters.

The Deputy Mayor of the City of Poznań has signed a document confirming the support of the key assumptions of the ROOF project for the future operation of the European Platform Against Homelessness.

Deputy Mayor of the City of Poznań responsible for social affairs.

The result of the activities was the implementation of the Housing First concept and an attempt to change the system of counting people in the crisis of homelessness in Poznań.

The composition and tasks of the URBACT Local Group and its role in the process of project implementation

As part of the project, the Housing Affairs Office created the URBACT Local Group, which consists of representatives of departments and organisational units of the Poznań City Hall and external entities.

The creation of the URBACT Local Group aims to develop an innovative instrument for combating homelessness, not included in the Act on Social Assistance, using elements of the Housing First concept and creating a system for counting people in the crisis of homelessness that would allow more people to be counted.



Members of the URBACT Local Group	Tasks
Housing Affairs Office of the City of Poznań	<ul style="list-style-type: none"> • work coordination – organisation of the URBACT Local Group • organisation of working meetings • defining the tasks of the individual group participants • preparing a Local Action Plan
Project Coordination and City Revitalization Office of the Poznań City Hall	<ul style="list-style-type: none"> • financial service of the ROOF project
Department of Health and Social Affairs of the Poznań City Hall	<ul style="list-style-type: none"> • determining the scope and forms of the social support adequate to the needs of the beneficiaries
Municipal Police	<ul style="list-style-type: none"> • conducting control of encampments of people in the crisis of homelessness in terms of determining the profile of the programme's beneficiaries • estimating the financial costs of supporting a person in a homelessness crisis borne by the Municipal Police
MONAR Association, The Greater Poland Center for Aid to the Fellow Man	<ul style="list-style-type: none"> • determining the profile of the beneficiaries of the Housing First Programme • defining the scope and methods of social support appropriate to the needs of the beneficiaries
Municipal Family Support Center in Poznań	<ul style="list-style-type: none"> • determining the current method of counting people in the crisis of homelessness – an attempt to assess effectiveness and efficiency • a proposal to change the way people are counted in the homelessness crisis in relation to the ETHOS typology • presenting the financial calculation of the support of a person in the homelessness crisis by the City
The Housing First Foundation	<ul style="list-style-type: none"> • providing substantive knowledge about the Housing First concept
The board of Municipal Housing Resources Sp. z o. o.	<ul style="list-style-type: none"> • analysing the possibility of choosing three separate flats for the implementation of the Housing First programme
Social Emergency Association	<ul style="list-style-type: none"> • defining the profile of the programme beneficiaries • defining the scope and methods of social support appropriate to the needs of the beneficiaries
Center for the Homeless No.1 in Poznań	<ul style="list-style-type: none"> • determining the scope and forms of the social support adequate to the needs of the beneficiaries
Regional Centre for Social Policy in Poznań	<ul style="list-style-type: none"> • determining the scope and forms of the social support adequate to the needs of the beneficiaries



Resources required for the Housing First concept

- **three independent flats** – from the municipal stock or rented on the private market,
- **financial resources** – needed for the rent subsidy and providing support to the beneficiaries,
- **personnel** – support team (social worker, psychologist, psychiatrist, therapist),
- **an application** – for monitoring people in a homelessness crisis,
- **project participants** – people in the crisis of homelessness who will agree to participate in the programme.

Acquisition of housing for the programme

As part of the Housing First in Poznań programme, premises may be obtained in two ways:

1. Preparing a draft resolution of the Poznań City Council concerning the separation of three premises over 80 m² from the municipal resources of the City of Poznań

Risk: lack of consent of the councillors of the City of Poznań

Risk minimization: detailed presentation of the programme to decision-makers and demonstrating the benefits of implementing the Housing First programme for the City

2. Renting a premises from a private resource through popular real estate portals

Risk: too high rent prices, no co-financing

Risk minimization: submitting an application for funding from European Union funds

The concept of creating a support team for the programme's beneficiaries

In the Housing First programme, there are two concepts of support teams – an assertive environmental support team and an intensive case management team. Both teams are guided by the Housing First values, which at the level of teamwork organisation means: working with the environmental method, continuity of help and multidisciplinary support. Teams differ in the intensity of support provided to the participants of the Housing First programme and in the manner of ensuring the level of support adequate to their needs.

Assertive community support teams are conducted in the Housing First programmes, in which the participants are people who require intensive support due to specific needs. These are people with serious illnesses and mental disorders, incl. schizophrenia and other psychotic disorders, profound depression accompanied by high or low intensity substance addiction, along with chronic diseases as a consequence of long-term homelessness.

Intensive case management teams are conducted for participants who are unlikely to have mental disorders such as personality disorders, post-traumatic stress disorder, or behavioural disorders. Their level of addiction may be high or low, but is not life threatening.

In the project implemented by the City of Poznań, the concept of an **intensive case management team** will be used. The intensive case management team consists of the following specialists:

- project coordinator (1 job, 168 hours per month),
- person caring for the flat (1/8 of a full-time job, 21 hours a month),
- social worker (1/8 of a full-time job, 21 hours a month),
- addiction therapist (1/8 of a full-time job, 21 hours per month),
- psychotherapist (1/8 of a full-time job, 21 hours a month),
- lawyer (1/16 of a full time job, 12 hours a month),
- employment counsellor (1/16 of a full-time job, 12 hours a month).

Programme implementation costs

Costs of implementing the housing first programme over a period of 2 years		
Category of costs	Data	Calculation of costs
Premises from the housing stock of the City of Poznań	Number of premises: 3 Area: 25 m ² Cost of rent: PLN 2.45/m ² Independent fees: PLN 500	PLN 4,410 (rent) PLN 12,000 (cost of independent fees)
Premises from a private resource (secondary market)	Number of premises: 3 Area: 25 m ² Rent cost: average price in Poznań PLN 1,200 Independent fees: PLN 500	PLN 86,400 (rent) PLN 12,000 (cost of independent fees)
Project Coordinator	Number of hours per month: 168 h Rate: PLN 40 net/h	PLN 161,280.00
Person responsible for the flat	Number of hours per month: 21 h Rate: PLN 30 net/h	PLN 15,120.00
Social worker	Number of hours per month: 21 h Rate: PLN 45 net/h	PLN 22,680.0
Addiction therapist	Number of hours per month: 21 h Rate: PLN 65 net/h	PLN 32,760.00
Psychotherapist	Number of hours per month: 21 h Rate: PLN 65 net/h	PLN 32,760.00
Lawyer	Number of hours per month: 12 h Rate: PLN 85 net/h	PLN 24,480.00
Employment counsellor	Number of hours per month: 12 h Rate: PLN 45 net/h	PLN 12,960.00
The costs of the programme, including premises from the housing stock of the City of Poznań:		PLN 306,450.00 (EUR 66,764.70)
Programme costs including premises from private resources:		PLN 399,000.00 (EUR 88,928.10)

Sources of obtaining financial resources:

- Budget of the City of Poznań – notification of changes to the resolution on the budget of the City of Poznań and their introduction to the Multiannual Financial Programme of the City of Poznań.
- Co-financing from the European Union – European Social Fund, European Regional Development Fund, and Operational Programme Knowledge Education Development (POWER).



Proposal to change the counting system for people in the crisis of homelessness in Poznań, in line with the ETHOS category

ETHOS – European Typology on Homelessness and Housing Exclusion – typology of homelessness and housing exclusion prepared by the European Federation of National Organisations Working for Homeless People FEANTSA in 2008. The definition was developed in order to standardise the system of collecting data on the number of people in the homelessness crisis in European cities and to make it possible to compare the information collected on national levels. The concept of the typology is also to influence the shaping of social policy programmes.

The definition contains three basic categories, and the lack of any of the areas means the crisis of homelessness:

- **physical area** – applies to the appropriate usable space,
- **social area** – concerns the maintenance of privacy and satisfaction with social relations,
- **legal area** – applies to the possession of a legal title to real estate (flat or house).

The system of counting people in the crisis of homelessness in Poznań with the use of the ETHOS typology

The ETHOS category	Housing Situation Based on ETHOS		The number of people in the crisis of homelessness in Poznań and people for whom the City of Poznań pays, and who are located in centres in other communes	Proposal for counting people according to the ETHOS typology (changes in relation to the current rules)	The number of people in the crisis of homelessness defined in accordance with the ETHOS typology (the sum of data in green and blue)
Without shelter	People living in public spaces	Public or "outside" space	282	0	282
	People housed in an intervention manner	Night shelter	94	0	94
Without a flat	People housed in institutions for the homeless	A shelter for the homeless	574	0	574
		Temporary/rotary flats	29	0	29
	Transitional supported flats	91	0	10	
People who are due to leave an institution	Medical institutions (including drug addiction centers and mental hospitals)	10	0	10	

Unsecured flat	People at risk of eviction	With an eviction order	0	230 (the number of people with eviction orders without the right to a social flat)	230
		With an order to return property	0	4	4
Inappropriate flat	People who live in substandard conditions	Inhabited premises below housing standards	79	0	79
Other situations, for example: hospitals, healthcare institutions			101	0	1393
		Total:	1195	234	1393

Expanding the category of people in the homelessness crisis will allow us to show a wider scale of the problem of homelessness in Poznań and to precisely compare the data on people in a homelessness crisis between European countries.

A list of key challenges the City of Poznań faces in connection with the implementation of the Housing First project and proposed actions

Obtaining the approval of decision-makers on the implementation of the Housing First programme in Poznań

proposed actions: presentation of the concept to the Deputy Mayor of the City of Poznań responsible for housing

Acquisition of housing for the programme

proposed actions: introducing two systems of acquiring flats to the project: from private resources (searching through portals offering flats for rent) and from the municipal resource (draft resolution regarding designating flats from the housing resources of the City of Poznań)

Acquiring beneficiaries for the programme

proposed actions: a detailed interview with potential project participants, recommendations of social workers, non-governmental organisations and the support team, data from the application for monitoring people in the crisis of homelessness

Determining the scope of support needed by the beneficiaries

proposed actions: a detailed analysis of the individual needs of the participants, cooperation with social workers, probation officers and consultation of activities with the support team

Establishing a support team

proposed actions: employing people with experience and relevant professional qualifications

A change in the methodology of counting people in the crisis of homelessness in Poznań, extension to the ETHOS category

proposed actions: consultations with an expert on Housing First in Poland and units working with people in the crisis of homelessness in Poznań: the Municipal Family Support Center in Poznań, the Municipal Police of the City of Poznań, and the Police

Determining the costs of implementing the program, assuming the pilot project in 3 flats over a 2-year period

proposed actions: consultation with the Finance Department of the Poznań City Hall, preparation of a detailed cost estimate, obtaining non-budget funds for the implementation of the programme – consultation with the Project Coordination and City Revitalization Office

Acquiring sources for project funding, i.e. support costs and rent subsidies

proposed actions: acquiring sponsors, co-financing from the budget of the City of Poznań and European Union funds

No information about people in the crisis of homelessness who would like to receive support under the Housing First programme

proposed actions: the necessity to create a database of interested clients, creating an application and an easy data collection and processing systems

Other activities supporting the project implementation

- creating an inter-departmental/inter-unit team dealing with programme implementation – exchange of knowledge and experience,
- implementing an application to monitor people in the crisis of homelessness,
- implementing the concept of Housing First in other cities in Poland,
- early information about the project through local mass media,
- establishing contact with non-governmental organisations by presenting the assumptions of the programme,
- raising awareness among people who have a direct impact on the implementation of the Housing First programme.

A pilot action tested in the framework of the development of the Local Action Plan – an application for monitoring people in the crisis of homelessness

The URBACT Local Group within the ROOF project decided that the funding for the pilot activities would be allocated to financing apps for monitoring people in the crisis of homelessness. The basic assumption is the registration of the location of a homeless person with the help of the system. A social worker would mark the place of the meeting with a given homeless person and record basic data about that person in the integrated system. The application will enable the exchange of data concerning the situation of people in the crisis of homelessness between the Municipal Family Support Center and the Municipal Police and is going to improve the recording of the scale of the homelessness phenomenon in Poznań.

The application is a tool which will facilitate the counting of people in a homelessness crisis. Thanks to the app, the employees of the Municipal Family Support Center and other interested units will be able to use a professional system for collecting data and recording the scale of homelessness in Poznań.

Entities responsible for implementing the concept – division of tasks and the scope of responsibility of the stakeholders

The Municipal Family Assistance Center in Poznań

– cooperating in the development of the app, creating an app design for counting people in the homelessness crisis.

The Board of the Municipal Housing Resources Sp. z o. o.

– designating three independent flats for the implementation of the Housing First programme.

Housing Affairs Office of the City of Poznań

– coordinating activities, organising meetings with the councillors of the City of Poznań, the Mayor of the City of Poznań and his Deputy responsible for housing matters, as well as meetings of the URBACT Local Group. The frequency and time of the meetings will depend on the ROOF programme implementation phase.

GEOPOZ

– making the programme available to create an additional “information layer” – the possibility of counting people in the crisis of homelessness and cooperation in the development of the app.

Non-governmental organisations

– profiling the beneficiaries of the programme and determining the scope and methods of the social support adequate to their needs.

Municipal Police of the City of Poznań

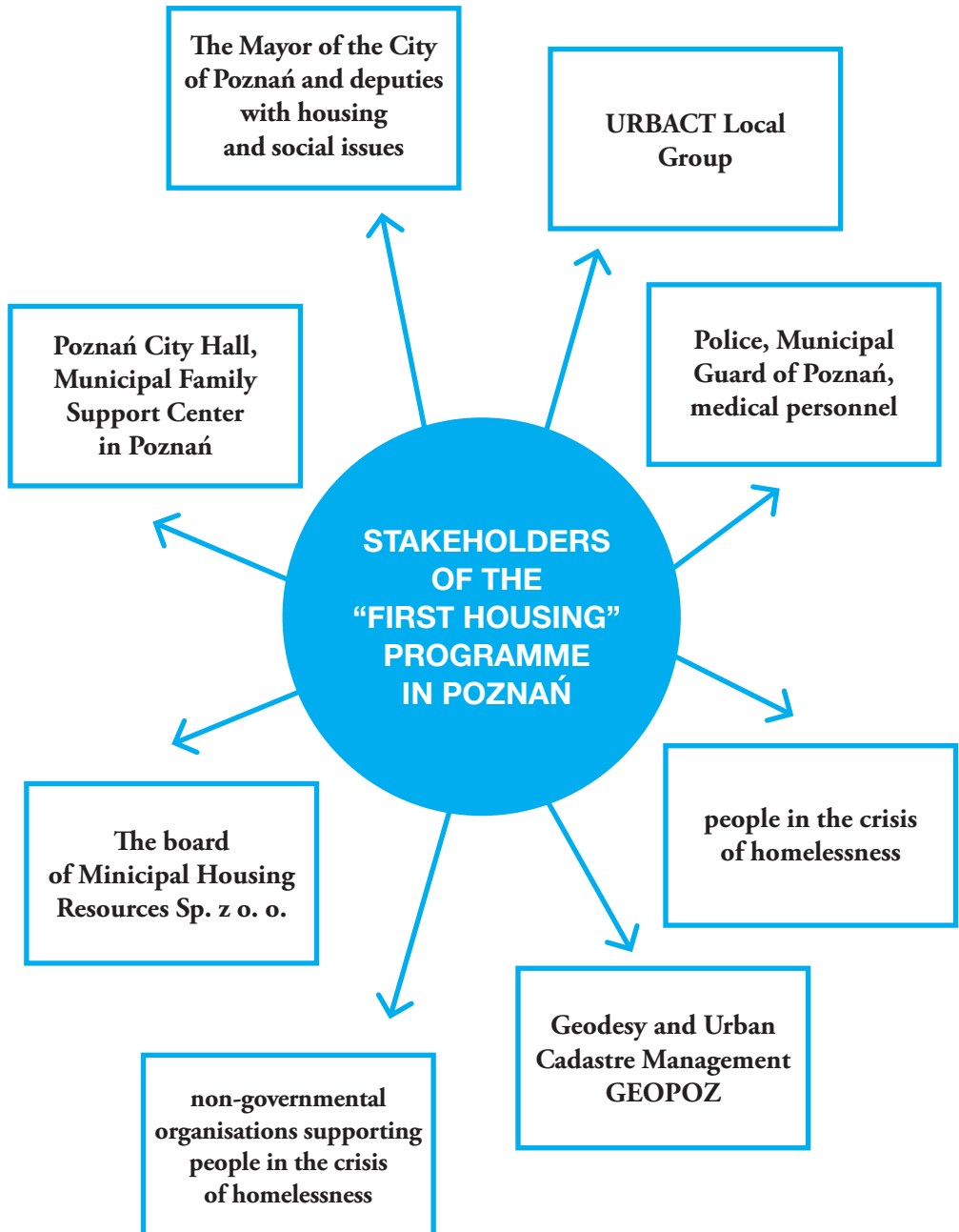
– controlling encampments of homeless people, informing about potential programme beneficiaries.

Manners and methods of implementing the Housing First concept

- meeting with the Deputy Mayor responsible for housing and the Deputy Mayor responsible for social affairs in order to inform about the current effects of the programme, presenting as many advantages of the Housing First in Poznań method as possible and inviting the Mayor to conferences/meetings related to the ROOF programme,
- information on the website of the City of Poznań and articles in the local press to reach the widest possible audience,
- posts shared on social media via the account of the City of Poznań in order to present the Housing First method and media interest in this topic,
- informing people in a homelessness crisis by street workers (distribution of leaflets with the programme description).

Target stakeholders in implementing the Housing First concept

- people in the crisis of homelessness,
- The Mayor of the City of Poznań and deputies dealing with housing and social issues,
- Poznań City Hall (Housing Affairs Office, Project Coordination and City Revitalization Office, Health and Social Affairs Department),
- Municipal Family Support Center in Poznań,
- The board of Municipal Housing Resources Sp. z o. o.,
- non-governmental organisations supporting people in the crisis of homelessness,
- URBACT Local Group,
- Municipal Police of the City of Poznań
- GEOPOZ



Promotion of the programme at local level

The implementation and promotion of the programme will focus on the local level to build awareness of the value of the Housing First programme in Poznań. An important element consists in convincing people who directly support people in the crisis of homelessness in Poznań to accept the Housing First method.

Results of the developed Local Action Plan

- creating an application to monitor people in the crisis of homelessness
- implementing the Housing First method by the City of Poznań as one of the methods of preventing homelessness and expressing it in the city's strategies, plans, and reports
- improving the housing quality (questionnaire/interview with three people in the crisis of homelessness who participated in the Housing First programme confirming the improvement of their quality of life)

