

2013 QUANTITATIVE REPORT OF THE SAINT LAZARUS BOARDING HOUSE

*Camillian Mission for Social Assistance
Warsaw, Poland February 2014*

SAINT LAZARUS BOARDING HOUSE, CAMILLIAN MISSION FOR SOCIAL ASSISTANCE (CMSA)

Service type:

Accommodation for homeless men whose life is endangered or who are in transition to independent housing

GOAL:

The purpose of activity of St. Lazarus Social Boarding House in general: social inclusion of persons experiencing the crisis of homelessness through the provision of safe accommodation for the night and boarding, and facilitating social inclusion through employment.

Service users are supported by a team of our employers: street workers, social workers, an employment counsellor, psychologists, therapists, a psychiatrist, and clergymen. Jointly with our service users, we conduct an individual programme to end homelessness, and we motivate them to permanently change the way they live and their lifestyle. The end result we want to see is the service user's entirely independent life and his/her return to the society, but this rarely happens during the first stay. We always cater for the basic needs of our service users, and give people time to analyse their situation and find their own internal strength to take yet another difficult attempt to change their life. We do not have a magic wand, but we have extended hands, warm hearts, open minds, and an unshakable belief in other people. Everyone arriving at our Boarding House may count on the full professionalism, and friendliness of our multi-disciplinary team. We try to assist people in recovering contact with their families, finding a job, or stabilising their situation if they are in debt, and we provide them with information on the steps necessary to be granted a council flat or rent a flat. If there are serious health issues involved, people requiring support are referred to residential homes or residential medical care facilities. To strengthen and broaden the range of assistance provided to the people staying in our House, we provide all of them with information on the services offered by other local institutions, such as welfare centres, and outpatient clinics. For many years, we have been cooperating with institutions providing assistance in the area of addiction treatment, psychological and psychiatric support, as well as employment counselling. Our service users may use the entire spectrum of assistance services offered in the Capital City of Warsaw. We endeavour to continue cooperation with the persons leaving our service.

SHORT DESCRIPTION OF THE DATA COLLECTION SYSTEM:

Data collection tool:

Electronic MS ACCESS Data Base by Foundation for Social Innovation and Research „Shipyard” based on **Homelessness and Housing Exclusion Data Collection Standard** (pl. *standard gromadzenia danych biwm*) – 2011 Full Version for Shelters, expanded in 2012 with the Streetworking Module and in 2013 with Training Apartments Module.

Data collection procedures:

Client data is entered on ongoing basis by social workers as an inherent part of social work, since January 2012. In addition, some retrospective data was added (back to 2008) on previous stays of people who were clients since January 2012.

Data is gathered at the beginning of the stay, during the stay and at the end of the stay:

- Full interview at the beginning of the stay is conducted with each person who stayed for at least 3 days.
- Information on support provided and important event's in inhabitant's live is gathered on ongoing basis,

however in 2013 not all support was mentioned in the Data Base (quite a few dates were missing and therefore significant piece of support is not included in 2013 report)

- Full interview at the end of the stay (Discharge Interview) is conducted with each inhabitant whose leaving is planned and agreed with Staff. For other inhabitants information is gathered according to the best knowledge of Staff.

Personal identification data (name, last name, date of birth, sex) and dates of stays or visits is gathered for all clients regardless of the length of stay, also for clients who were rejected.

Rejections are marked for each person who came to the Pension and personally asked Staff for a place. Rejections to people who asked for a place by phone or came to the Pension under influence of alcohol or other substances are not marked (people under influence of alcohol are not allowed to social worker's office).

The Boarding House still runs parallel paper based data collection system which is a result of long term tradition and staff habits as well as requirements from founders including Municipality of Warsaw. Complete replacement of the paper based system is planned in 2014.

REPORTING PERIOD:

1st of January 2013 – 31st of December 2013

PART 1. SCALE OF THE SERVICE AND SUPPORT PROVIDED

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| Number of places/beds | 100 |
| Avarage stock for the year (number of inhabitants on each day of the year - Mean) | 99 |
| Number of stays which began in 2013 | 192 |
| Number of stays which ended in 2013 | 189 |
| Avarage lenght of stay which ended in 2013 | 199 |

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| Number of rejections | 509 |
| - including rejections due to lack of available place/beds | 469 |
| - including number of unique people who were rejected | 342 |

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| Support provided to inhabitants and important events in their life according to classification used by CMSA social workers | 909* |
| Looked up by the police | 96 |
| Motivation and support talk with inhabitant | 66 |
| Registration for Temporary Stay under Pension's address | 64 |
| Written request for access to personal data in other institution | 60 |
| Getting a job by inhabitant | 47 |
| Registration at Local Employment Office | 42 |
| Issuing certificate of the stay at the Pension | 34 |
| Contact with psychological support services | 32 |
| Contact with Local Welfare Centre | 29 |
| Referral to CMSA Work Counselor | 29 |
| Getting Personal Identification Card by inhabitant | 28 |
| Contact with health services | 25 |
| Contact with a doctor (general, psychologist, psychiatrist) | 24 |
| Support in writing a letter to bailiff, Social Security Office, Local Communal Housing Office | 24 |
| Taking pictures to Personal Identification Card | 23 |
| Contact with potential employer (support in looking for a job) | 19 |
| Contact with Local Disability Office | 19 |
| Alcohol dependency treatment in an institution (closed) | 15 |
| Getting financial benefits for the inhabitant from Local Welfare Centre | 15 |
| Inhabitant taking part in Motivation Support Group for Alcoholics at VICTI | 14 |
| Inhabitant begins alcohol treatment | 14 |
| Inhabitant is placed at hospital, sanatorium | 12 |
| Inhabitant referred to Local Welfare Centre for a full Social Welfare Interview | 11 |
| Writing to Local Welfare Centre to cover costs of stay of the inhabitant | 9 |
| Filling in annual Personal Income Tax Form for inhabitant | 9 |
| Inhabitant takes part in AA or Al-Anon meetings | 8 |
| Referral to Residential Welfare Home | 7 |
| Inhabitant losses a job | 7 |
| Contact with probation officer | 6 |
| Support in getting important documents e.g. work certificate | 6 |
| Support in filling forms to Employment Office, Communal Housing Office, Tax forms, etc. | 6 |
| Contact with court of law | 5 |
| Making an appointment with a specialist doctor | 5 |
| Getting a place in Residential Welfare Home for inhabitant | 3 |
| Other | 86 |

**Data is not complete – it presents only activities which were registered under certain date.*

PART 2: CLIENT PROFILE: CORE VARIABLES ON HOMELESSNESS (MPHASIS)

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| Annual Flow (number of unique people who were inhabitants for at least one day regardless of the number of stays and length of stay): | 256 |
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| Age | 256 |
| Mean | 52 |
| Median | 53 |

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| Sex | 256 |
| Female | 0 |
| Male | 256 |

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| Number of people with Disability Status | 81 |
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| Highest educational attainment (ISCED 2011) | 256 |
| Unfinished primary school and/or gymnasium (Unfinished lower secondary education) | 0 |
| Primary school and/or gymnasium (Lower Secondary/Compulsory education) | 45 |
| Vocational education (Short-cycle tertiary education) | 107 |
| High school/technical school (Upper secondary/Post-secondary non-tertiary) | 70 |
| Unfinished higher education (not sufficient for Master or equivalent) | 21 |
| Higher education (Master or equivalent) | 10 |
| Missing data | 3 |

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| Marital Status | 256 |
| Never married/available | 96 |
| Married | 21 |
| Divorced | 121 |
| Separated | 6 |
| Informal relationship | 0 |
| Widowed | 11 |
| Missing data | 1 |

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| Geographical/territorial origin | 256 |
| Number of inhabitants born in the local <i>gmina</i> (community): Municipality of Warsaw | 57 |
| Number of inhabitants born outside of Poland | 4 |
| Number of inhabitants with non-Polish or undeclared citizenship | 3 |
| Missing data | 0 |

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| Administrative origin – registration for permanent stay | 256 |
| Number of inhabitants currently registered for permanent stay in local <i>gmina</i> (Warsaw) | 7 |
| Number of inhabitants with no current registration but lastly registered for permanent stay in the local <i>gmina</i> (Warsaw) | 76 |
| Number of inhabitants currently or previously/lastly registered for permanent stay in one of the <i>gminas</i> from local <i>voivodship</i> (Mazovia) | 140 |
| Missing data | 0 |

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| Support needs/problems <i>(several answers possible)</i> <i>(measured at the end of the last stay finished in 2013)</i> | 256 |
| Lack of occupation (school/work/supported employment...) | 174 |
| Alcohol dependency (suspected or diagnosed) | 154 |
| Hopelessness, helplessness in life | 122 |
| Nicotine (cigarettes) dependency | 103 |
| Long term health problems/diseases | 62 |
| Disability | 46 |
| Other physical health problems | 28 |
| Debts due to unpaid alimonies | 26 |
| Mental problems (suspected or diagnosed) | 24 |
| Rent arrears | 14 |
| Debts due to unpaid credits | 11 |
| Other substance dependency e.g. drugs (suspected or diagnosed) | 7 |
| Dependency on gambling (suspected or diagnosed) | 6 |
| Experience of domestic abuse/violence | 2 |
| None of the above | 22 |

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| Declared length of homelessness – how long have you been homeless? | 256 |
| Less than 2 months | 22 |
| 2 to 6 months | 25 |
| 6 months – one year | 24 |
| 1 to 3 years | 30 |
| 3 - 5 years | 30 |
| More than 5 years | 124 |
| Missing data | 0 |

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| Reasons for homelessness <i>(measured at the beginning of the last stay finished in 2013)</i> | 256 |
| Personal (diseases, dependencies) | 124 |
| Loss of job/employment | 71 |
| Conflict in a family/household, relationship breakdown | 55 |
| Financial | 52 |
| Institutional discharge (hospital, penitentiary, foster care) | 15 |
| Failure to find work outside the place of residence (during migration) | 13 |
| Landlord action (eviction, cancellation of the rent contract) | 11 |
| Termination of the rent contract | 3 |
| Violence in a family/household | 3 |
| Immigration | 3 |
| Force majeure | 0 |
| None of the above | 35 |

PART 3. CHANGE – SITUATION OF SERVICE USERS BEFORE AND AFTER: ETHOS AND MPHASIS

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| Number of inhabitants who ended their stays in 2013 – regardless of the number of stays | 174 |
| - including number of inhabitants who went through Discharge Interview with social worker while leaving the service | 55 |

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| Leaving the Pension | 174 |
| Leaving without contacting the Staff, so called „no return” | 71 |
| Planned, „with good bye”, including: resignation and being taken by the Police | 55 |
| Removed due to breaking the regulation/Statute of the Pension | 47 |
| Death | 0 |
| Missing data | 1 |

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| Former stays (back to 2008) | 174 |
| First stay | 122 |
| Second stay | 37 |
| Third stay | 9 |
| Forth stay | 4 |
| Fifth and following stay | 2 |

| Housing situation according to ETHOS 2008 (<i>based on declaration of inhabitant and the best knowledge of the social worker</i>) | The night before stay at the Pension | The night after stay at the Pension |
|--|--------------------------------------|-------------------------------------|
| 1. Living in public space | 57 | 36 |
| 2. Emergency accommodation: Night shelter, warming up facility | 4 | 0 |
| 3. Accommodation for the homeless: shelter, specialist shelter, training and supported apartments, other ... - including CMSA Training Apartments | 36 | 16 (10) |
| 5. Accommodation for immigrants | 0 | 0 |
| 6. Released from institutions: hospital, penitentiary, foster - including Residential Welfare Home | 19 | 10 (5) |
| 7. Longer term support due to homelessness | 0 | 0 |
| 8.1 Living with a family or friends due to lack of housing | 8 | 9 |
| 8.2 No legal (sub)tenancy (rented room, room from employer) | 18 | 29 |
| 11. Living in temporary non-conventional structures: abandoned buildings, gardening allotments, self-made structures, mobile... | 13 | 0 |
| (12. Unfit housing) Social apartment (<i>lokal socjalny</i>) | 0 | 1 |
| Home: communal housing, privately owned housing, family home, legal long term rent contract for an apartment/home | 2 | 0 |
| Missing data | 17 | 73 |
| Total number of inhabitants | 174 | 174 |

| Main activity (<i>several answers possible</i>) | First day of stay | Last day of stay |
|--|-------------------|------------------|
| Unemployment | 125 | 148 |
| Long term sick/disable | 18 | 19 |
| Pension | 4 | 3 |
| Paid employment | 3 | 53 |
| Voluntary work | 1 | 0 |
| Supported employment | 0 | 0 |
| School or training | 0 | 0 |
| Missing data | 28 | 53 |
| Total number of inhabitants | 174 | 174 |

| Source/type of income (<i>several answers possible</i>) | First day of stay | Last day of stay |
|--|-------------------|------------------|
| No income | 113 | 46 |
| Pension or long term welfare benefits | 28 | 22 |
| Long term legal employment | 2 | 6 |
| Short term legal employment | 1 | 40 |
| Unemployment benefits | 1 | 1 |
| Employment with no contract/illegal | 0 | 5 |
| Registered self-employment | 0 | 1 |
| Income from begging, collecting garbage, sex working... | 0 | 0 |
| Alimonies | 0 | 0 |
| Educational grants | 0 | 0 |
| Support from the family | 0 | 0 |
| Missing data | 29 | 54 |
| Total number of inhabitants | 174 | 174 |