

Strategies to Help Homeless People in Lisbon City Area



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Structure of Presentation

- 1 – Homelessness: The Portuguese and Lisbon Reality – *The People*
- 2 – Strategies to Support the Homeless in Lisbon – *The Action*

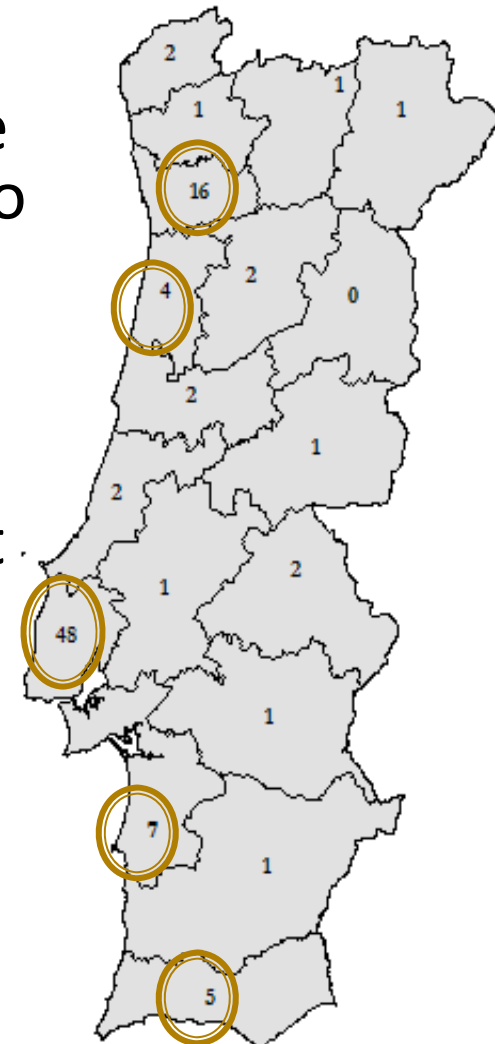
Homelessness: The Portuguese and Lisbon Reality

The Homelessness in Portugal and Lisbon

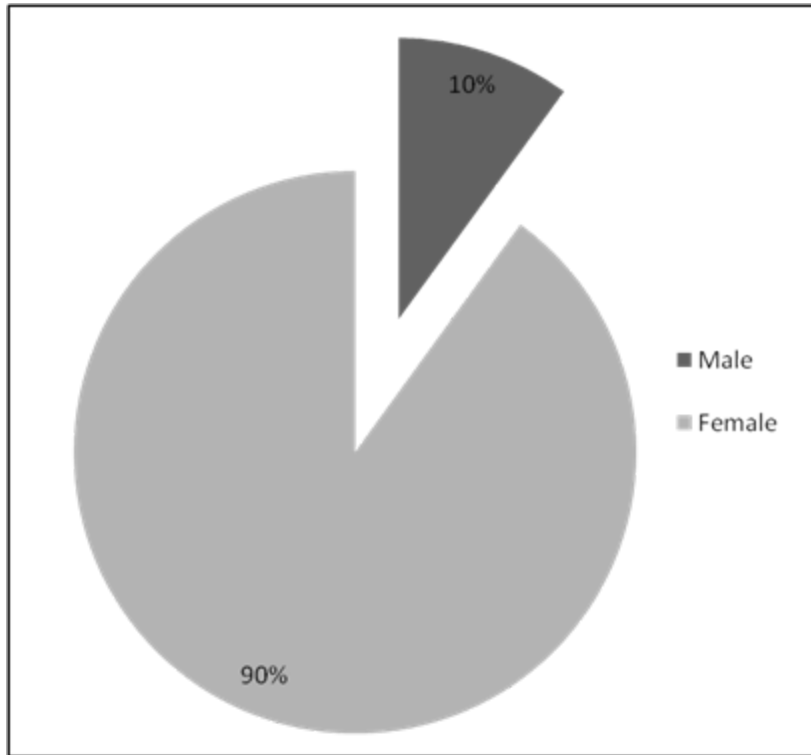
- In Portugal, studies about homelessness are scarce;
- The first studies in this area date back to the 80's of the last century;
- Currently, it is estimated that Portugal's homeless population ranges between 2500 and 3500 individuals, however, this value is not a consensual one;

The Homelessness in Portugal and Lisbon

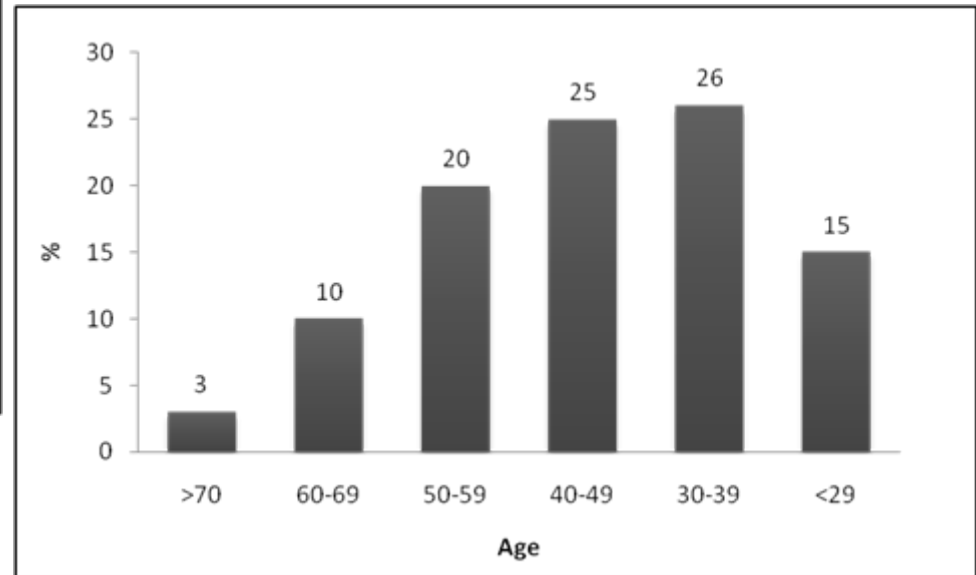
- Recently, Portugal's Social Security Institute (ISS) conducted a study designed to know the reality of homelessness in Portugal in order to better define strategies for the promotion of this population's vocational training and employability;
- The study determined that Lisbon is the most worrying district with 48% of the cases. However, the districts of Oporto (16%), Setubal (7%), Faro (5%) and Aveiro (4%) are also problematic. This fact demonstrates the vulnerability of the largest urban centers to this phenomenon.



The Homelessness in Portugal and Lisbon

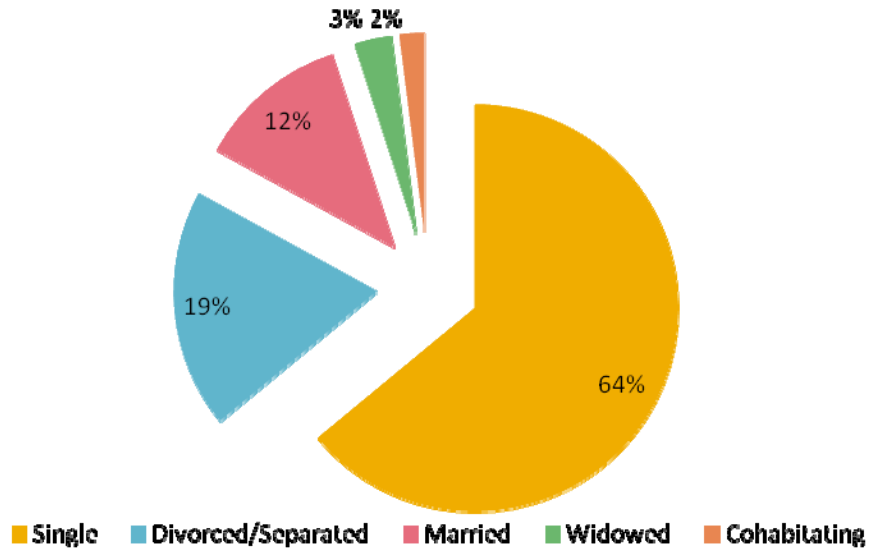


Homeless by Gender in Portugal
(Source: ISS, 2005)

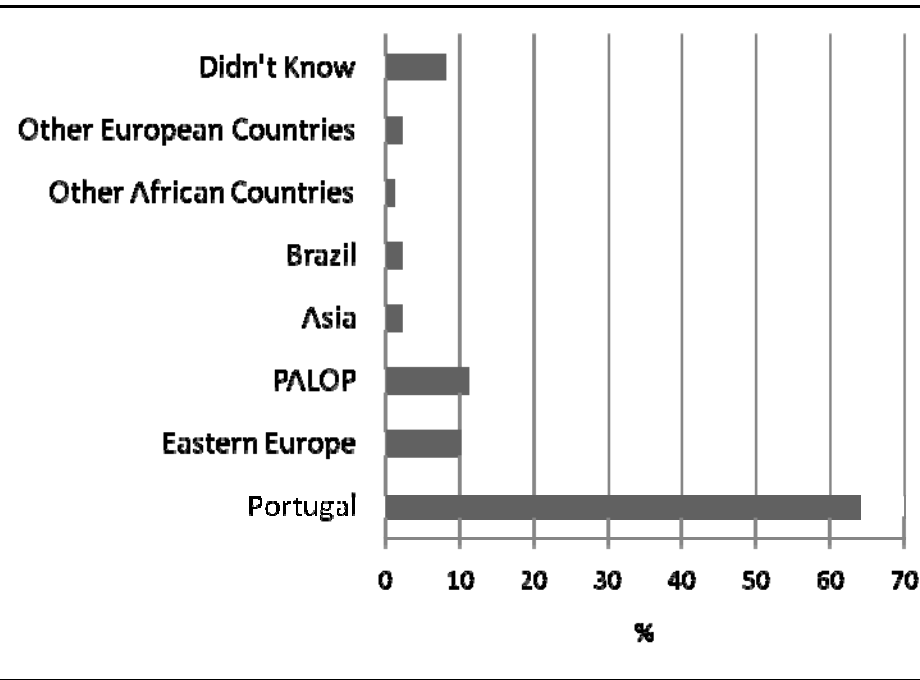


Homeless by Age in Portugal
(Source: ISS, 2005)

The Homelessness in Portugal and Lisbon



Homeless by Marital Status in Portugal
(Source: ISS, 2005).



Homeless by Nationality in Portugal
(Source: ISS, 2005)

The Homelessness in Portugal and Lisbon

- Employment related statistics show that:
 - **73% of the homeless are unemployed;**
 - 44% of them were in this situation more than once;
 - 27% of them worked in a very precarious situation;
 - **85% never received an unemployment subsidy;**
 - **Only 2% receive, or have received, this allowance;**
- Conclusion: This segment of the population is normally unemployed, economically inactive or inserted into the alternative market, socially vulnerable, poorly paid and has no Social Security benefits.

The Homelessness in Portugal and Lisbon

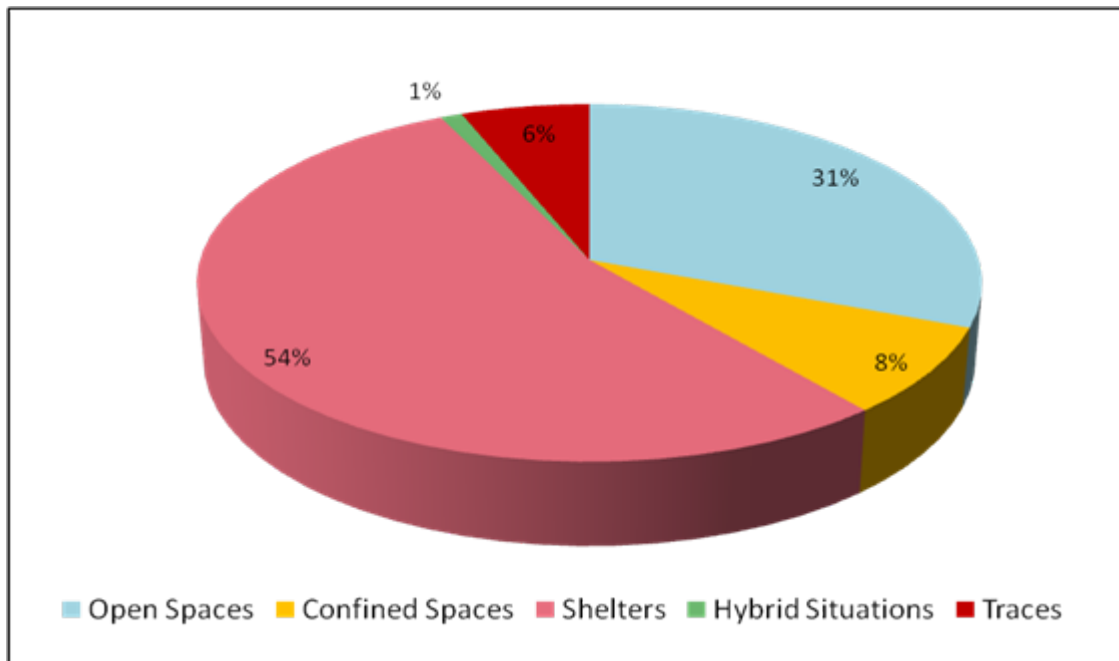
- When employed, these individuals tend to persist homeless because of their normally low salaries and the high values and bureaucracy inherent to house renting.
- Most renting contracts require the payment of two months in advance; banks only concede credit if you have a trustful warrantor and a long-lasting and relatively secure employment contract.
- There is no policy strictly directed for these individuals to pay their rents and utilities (e.g. water or electricity).
- Homeless people also have to overcome social stereotypes that inhibit them to be equally treated (FEANTSA).

The Homelessness in Portugal and Lisbon

- Our characterization of the homeless in Lisbon, will rely primarily on two reports;
 - The first was prepared by the National Civil Engineering Laboratory (LNEC) in 2000 and it was requested by the Municipality of Lisbon;
 - The second was coordinated by the Department of Social Welfare of the Municipality of Lisbon in 2007;

The Homelessness in Portugal and Lisbon

- The first study revealed that in Lisbon live about 1.366 homeless persons. It allowed to know their main overnight places and also to understand their spatial distribution in the city;



Homelessness Overnight Places in Lisbon
Source: LNEC, 2000

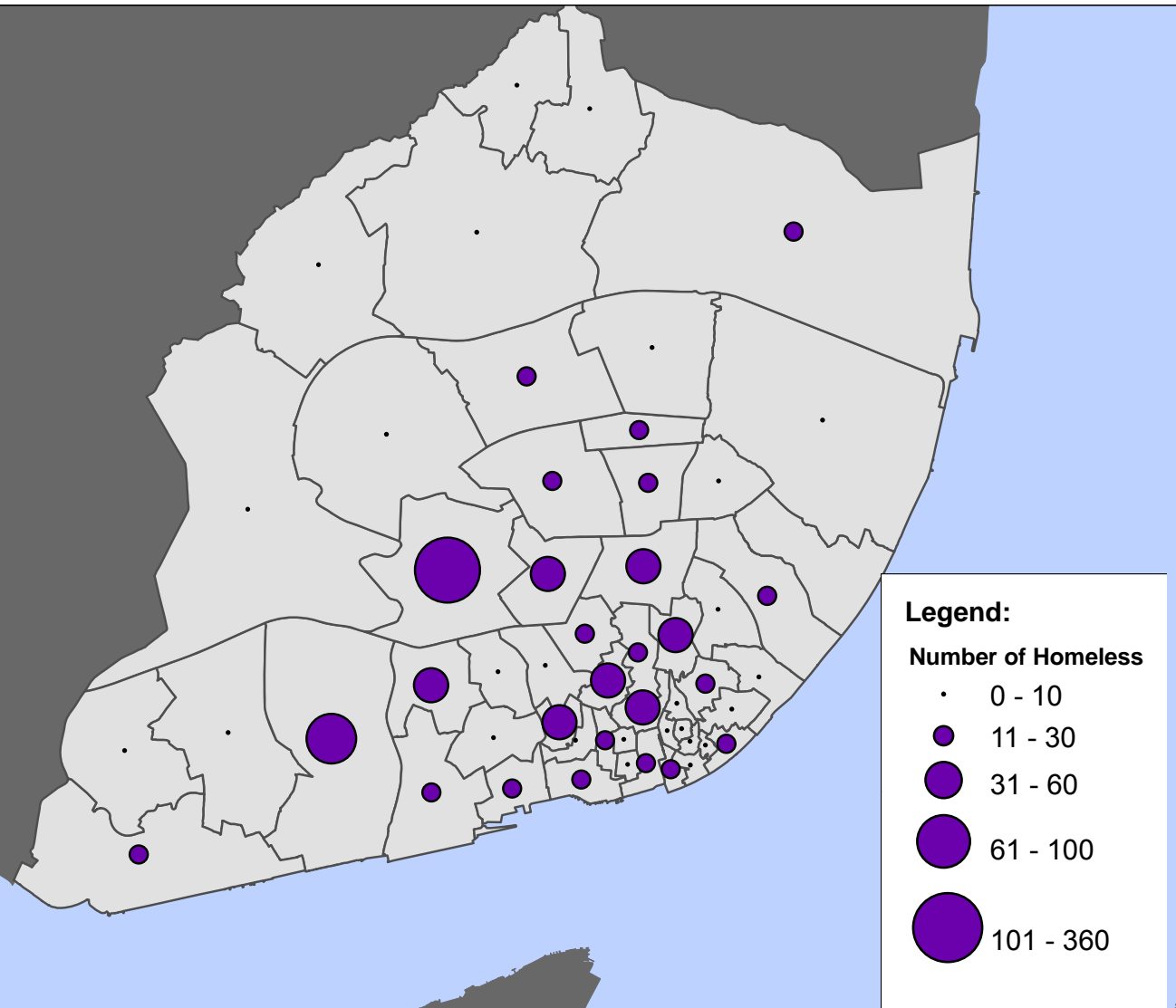
The Homelessness in Portugal and Lisbon

	N	%
Abandoned Residential Areas	90	6.6
Abandoned Non-Residential Areas	44	3.2
Vehicles	119	8.7
Buildings' Doorways and Nearby	184	13.5
Public Spaces for Recreation	19	1.4
Sidewalks and Streets	53	3.9
Open and Unused Fields and Reeds	28	2.0
Bridges and Related Structures	25	1.8
Hostels and Related "Shelters"	736	53.9
Bus Stops	14	1.0
Other Sites	54	4.0
Total	1366	100

Detailed Homelessness Overnight Places in
Lisbon

Source: LNEC, 2000

The Homelessness in Portugal and Lisbon



Legend:

Number of Homeless

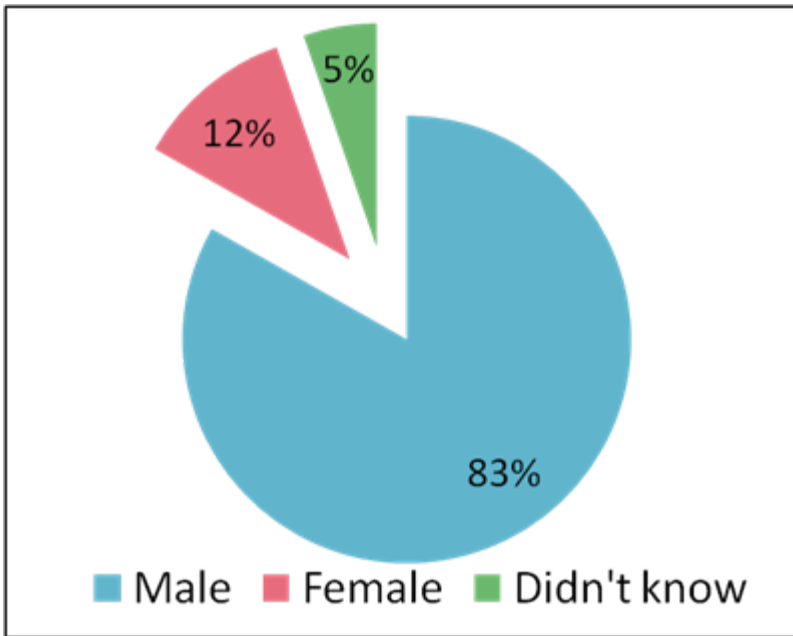
- 0 - 10
- 11 - 30
- 31 - 60
- 61 - 100
- 101 - 360

Homeless Distribution in Lisbon
Statistical Source: LNEC, 2000

The Homelessness in Portugal and Lisbon

- The second report's main objective was to know some characteristics of the homeless population such as their age, gender, or nationality, and also their main social and health problems;
- The inquiry was applied to people whose profile would fit on the following concept:
“group of people that, having no alternative options, use the public spaces as their dwelling places either it is in a circumstantial, emergent of definitive way”
- About 766 homeless persons were identified;

The Homelessness in Portugal and Lisbon

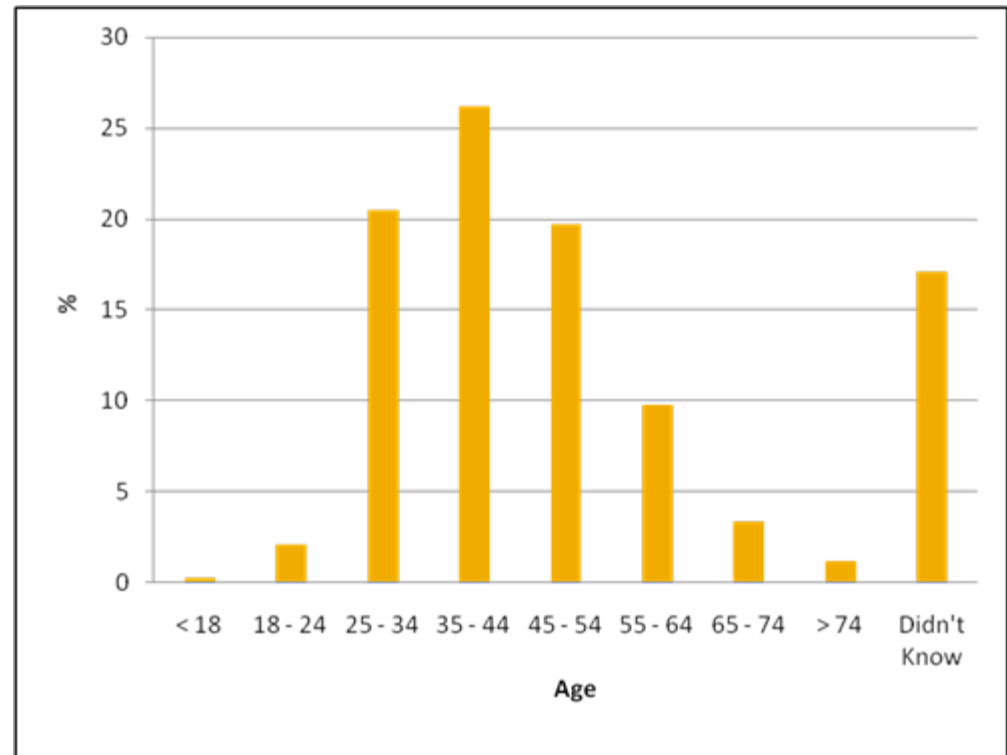


Homeless by Gender in Lisbon

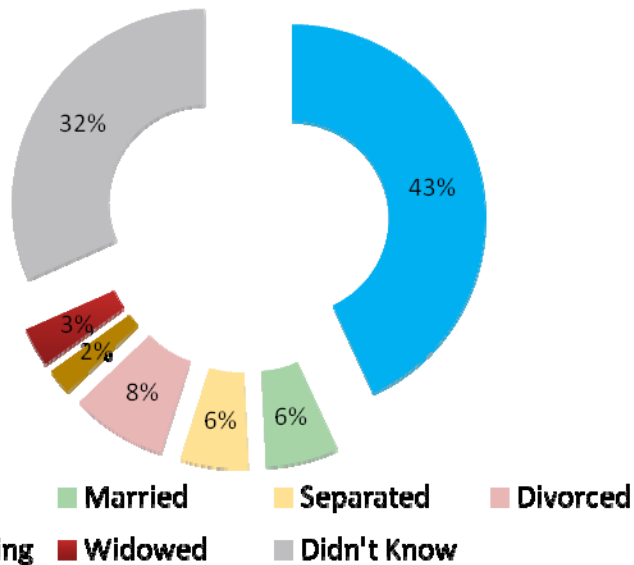
(Source: LNEC, 2000)

Homeless by Age in Lisbon

(Source: LNEC, 2000)



The Homelessness in Portugal and Lisbon

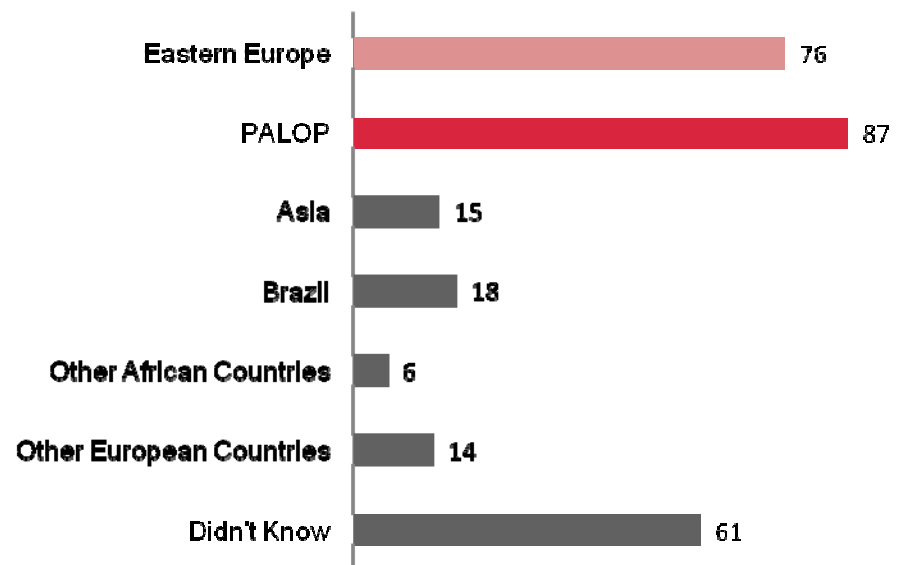


Homeless by Marital Status in Portugal

(Source: LNEC, 2000).

Foreign Homeless People according to their origin

(Source: LNEC, 2000)



The Homelessness in Portugal and Lisbon

<i>Social Problems</i>	<i>%</i>
Unemployment	27,2
“Deinstitutionalization” (not usual to go to the formal support institutions)	8,3
Prostitution	0,6
Lack of Documentation	11,7
Family Problems	4,5

<i>Health Problems</i>	<i>%</i>
Mental-illness	11,4
Physical Disabilities	0,8
Alcohol Abuse	22,6
Drug Addictions	5,4
Sexually Transmissible Diseases	2,0
Tuberculosis	0,6
Chronic Diseases	2,2
Other Diseases	2,8

The Homelessness in Portugal and Lisbon

- Baptista (2004) traced the profile of the homeless in the city of Lisbon stating that:

“they are normally single male individuals with scarce affective and even family bonds, and with virtually no emotional and/or social support networks; they are often chronically unemployed and register low educational qualifications; their physical and mental health is poor and situations of co-morbidity (health problems + substance abuse) are frequent”.

Current Strategies to Support the Homeless in Lisbon

Historical Background

- In Portugal, in the XIVth century, begging was only allowed to the old, the sick and the physically disabled people;
- In the XIVth, XVth and XVIth centuries those without a “a job, a Lord or a master” should be arrested and publicly whipped;
- In Europe, during the XVIIIth and XIXth centuries, we saw the establishment of large infrastructures that started to function as alternatives to imprisonment (ex: Dépôts de mendicité);

Historical Background

- Such political answers to poverty did not find their match in Portugal; instead the Mercies, the Churches and the Monasteries were the providers of all the support and charity services;
- In the XIXth century, mendacity was criminalized based on each individual's absence of domicile and ability to work;

Historical Background

- Until 1976 homelessness was criminalized; the ones in that situation faced serious consequences;
- After 1976, the understanding of the problem of homelessness changes.
- Mendacity is a consequence of the socioeconomic and cultural developmental characteristics of the affected populations which create them important obstacles to their economic subsistence.

Social Responses

- The Social Responses identified here result from a study conducted in April 2009 by the Working Group for the Homeless;
- This working group identified two types of answers, the “support responses” (interventions that expand beyond the scope of homelessness to the vast group of socially excluded people) and the “directed responses” (the ones that concede their privilege to the homeless persons).

Social Responses

REDE VOCACIONADA			
	Entidades	Equipamentos	Resposta
COMUNIDADE DE INSERÇÃO	AMI - Fundação de Assistência Médica Internacional	Centro Porta Amiga das Olatas	Comunidade de Inserção
	CAIS - Associação de Solidariedade Social	Centro CAIS Lisboa	Comunidade de Inserção
EQUIPA DE RUA	AMI - Fundação de Assistência Médica Internacional	Equipa de Rua	Equipa de Rua
	Centro de Apoio Ao Sem Abrigo	Equipa de Rua CASA	Equipa de Rua - distribuição de alimentos
	Centro Social do Exército de Salvação	Equipa de Rua	Equipa de Rua
	CML/ Departamento Acção Social	Equipa de Rua ERASA	Equipa de Rua
	Comunidade de São Egidio	Equipa de Rua	Equipa de Rua - distribuição de alimentos
	Comunidade Vida e Paz	Espaço Aberto ao DBlogo	Equipa de Rua - distribuição de alimentos
	Igreja Evangélica do Sétimo Dia	Equipa de Rua	Equipa de Rua - distribuição de alimentos
	Legião Boa Vontade	Equipa de Rua	Equipa de Rua - distribuição de alimentos
	Médicos do Mundo (Associação)	Noite Saudável - Unidade Móvel	Equipa de Rua Para Pessoas Sem Abrigo
	Movimento ao Serviço da Vida	Equipa de Rua Projecto Sentidos	Equipa de Rua
	Novos Rostos Novos Desafios	Equipa de Rua Cidade Segura	Equipa de Rua
	Santa Casa da Misericórdia de Lisboa	Serviço de Emergência Social	Equipa de Rua
	VITAE - Associação de Solidariedade e Desenvolvimento Internacional	Equipa de Rua - ETIR	Equipa de Rua

Social Responses

CENTRO DE ALOJAMENTO TEMPORÁRIO	AMI - Fundação de Assistência Médica Internacional	Centro de Abrigo da Graça	Centro de Alojamento Temporário
	Associação dos Albergues Nocturnos de Lisboa	Albergue Nocturno	Centro de Alojamento Temporário
	Centro Social do Exército de Salvação	Centro de Acolhimento Temporário para Sem Abrigo - Xabregas	Centro de Alojamento Temporário
	Santa Casa da Misericórdia de Lisboa	Centro de Alojamento Temporário Mãe d'Água	Centro de Alojamento Temporário
			Centro de Alojamento Temporário (Extensão)
		Centro de Apoio Social dos Anjos	Centro de Alojamento Temporário de Emergência
	Centro de Apoio Social dos Anjos	Centro de Alojamento Temporário	
	VITAE - Associação de Solidariedade e Desenvolvimento Internacional	Centro de Acolhimento para os Sem Abrigo de Lisboa	Centro de Alojamento Temporário
REFEITÓRIO CANTINA SOCIAL	Santa Casa da Misericórdia de Lisboa	Centro de Apoio Social dos Anjos	Refeitório/Cantina Social
ATELIER	Associação Crescer na Malor	Atelier Ocupacional	Atelier Ocupacional
	Santa Casa da Misericórdia de Lisboa	Centro de Apoio Social dos Anjos	Atelier Ocupacional e Sala de Convívio
		Centro de Apoio Social de São Bento	Atelier Ocupacional
ATEN DIMEN TO	Santa Casa da Misericórdia de Lisboa	Serviço de Emergência Social	Atendimento/Acompanhamento Social

Social Responses

- The following types (and numbers) of equipments are available in Lisbon:

Inclusion Communities	2
Outreach street team	13
Shelters (Number of beds – 494)	8
Social mess hall	1
Tenants Ateliers	3
Attention to service	1

Strategies for Homeless people

- For the city of Lisbon there are two major strategies to help the homeless:
 - The “*Estratégia Nacional para a Integração de Pessoas Sem-Abrigo*” – ENIPSA – **National Strategy for the Inclusion of Homeless People;**
 - The “*Plano Cidade para a Pessoa Sem-Abrigo – Lisboa*” – PCPSA – **City Plan for the Homeless People.**

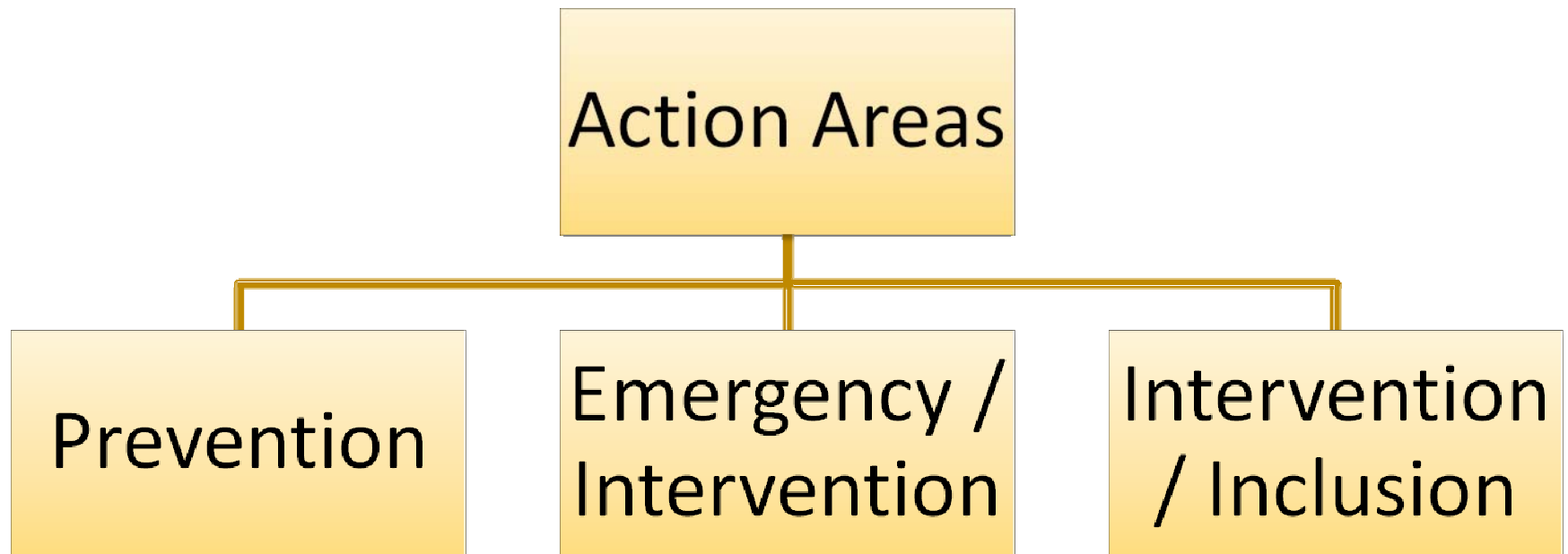
National Strategy

- The **National Strategy** (ENIPSA) was developed when the National Government decided to create an Interinstitutional Group commissioned to develop a National Strategy for the Integration of the Homeless. This strategy aimed at the fulfillment of both the European homelessness Directives and the need to implement a set of measures destined to prevent the loss of habitation by the risk groups, and to ensure that no one had to live in an undignified dwelling”

National Strategy

- **This National Strategy:**
 - Outlines a set of guidelines and commitments between all the entities (public and Private);
 - It is based on the respect for the Human Rights especially the rights to citizenship;
 - Recommends that the implementation of the measures should be undergone locally through the application of plans targeted to the specific needs identified.

National Strategy



National Strategy

- It is organized into two Pillars:
 - Pillar 1: Knowledge about the phenomenon, information, awareness and education
 - Pillar 2: Information qualification

National Strategy

Pillar 1 – Objectives

Promoting the use of a single concept of “homeless person” on a national basis;

Ensuring the phenomenon’s monitoring in order to adequate the responses to the actual needs posed by the problem, by means of an Information and Monitoring System (IMS);

Ensuring that the Diagnosis and the Social Development Plans of social networks include indicators of the homeless phenomenon;

Ensuring the permanent updating of the knowledge and of the fight against discrimination;

To ensure access to and availability of permanently updated information about this subject and about the existing resources.

National Strategy

Pillar 2 - Objectives

Promoting the quality of technical assistance;

Ensuring the intervention's effectiveness and efficiency;

Ensuring the quality of the responses, the rendered services and the operational logistics of the equipments used in supporting the homeless;

Ensuring the existence of responses that guarantee no one will be deinstitutionalized without the previous execution of all necessary measures to grant them an appropriate place to live and all the necessary support, whenever required;

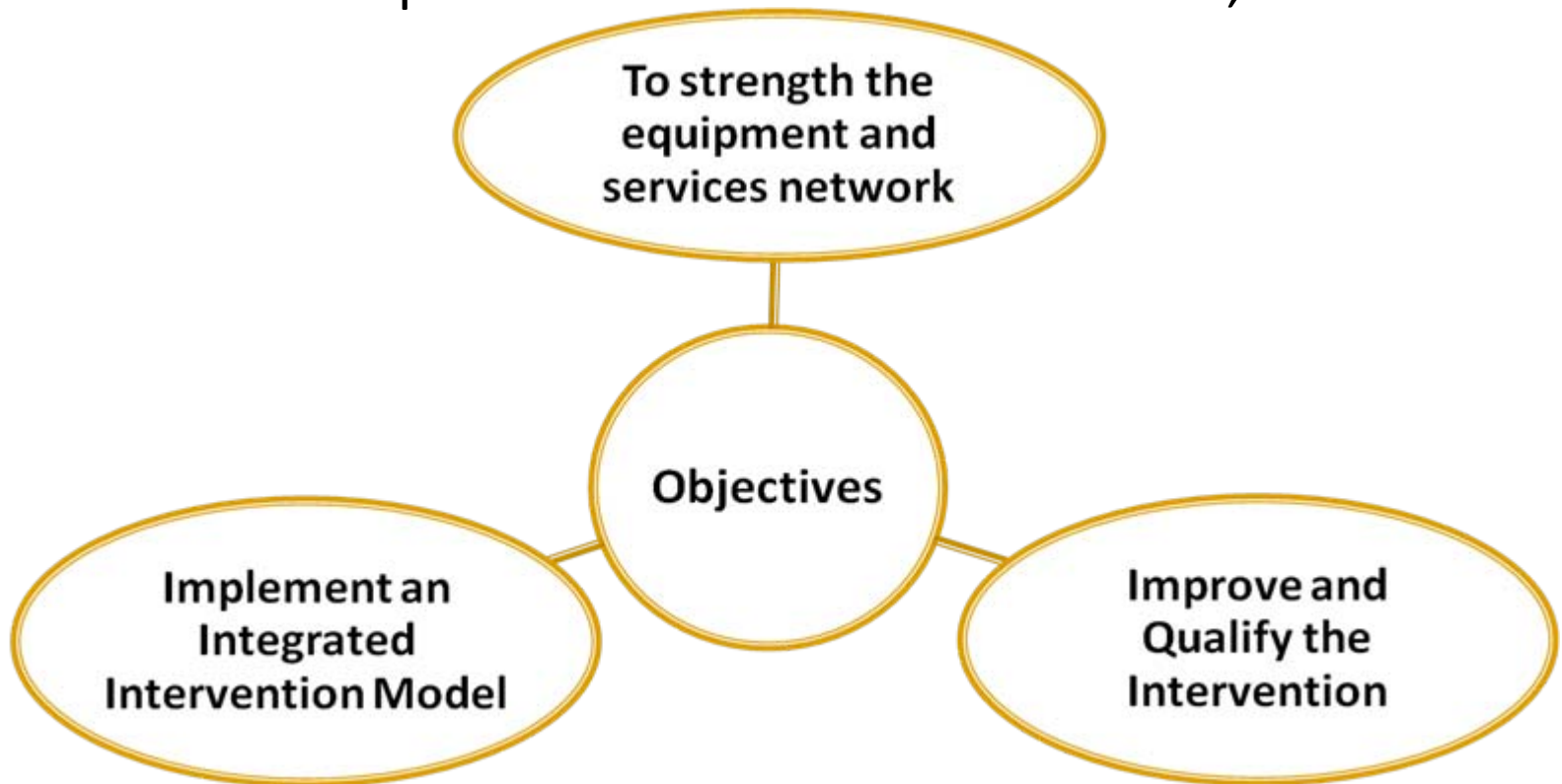
Ensuring no one will stay on the street for more than 24 hours;

Ensuring technical support for as long as necessary after leaving temporary lodging;

Ensuring the existence of conditions that guarantee the promotion of autonomy through the mobilization and contracting of all available resources, according to the diagnosis and the identified necessities

City Plan

- The **City Plan** (PCPSA) emerged within the Social Network for Lisbon: A working group represented by 13 institutions that work in the scope of homelessness was created;



City Plan

Strengthen the equipment and service network

Actions planned

Evaluate the current responses and propose new models

Create an emergency plan consisting of responses, monitoring and integration

Monitor the food distribution institutions

Evaluate the reopening of public baths

Create a GIS to map the social responses

Create local support centers in areas of high concentration of homeless

Optimize the work of the street teams in the identification and monitoring of homeless

Implement an Emergency Center

Adopt a model based on Housing First

City Plan

Implement an Integrated Intervention Model

Actions planned

Define an
Integrated
Intervention Model

Create a manual of
procedures of
intervention strategies

Define the functional
model for the Case
Manager

Create a guideline to define
the profile of a process
manager

Create a
digital
platform

Operationalize the model, with the
objective of social reintegration and
training of homeless

Create a website with information
about the resources and the
responses existing in Lisbon

City Plan

Improve and Qualify the Intervention Actions planned

Develop a training plan for stakeholders

Empower the technicians working in the integrative treatment

Evaluate the set of good practices

Inform and alert health professionals for the problem

Educate the Directive Boards about the qualification processes