HOUS-
ING
FIRST '18
INTERNATIONAL
CONFERENCE

Third International housing first conference

Padova

18-19

June 2018

Working in Housing First. Breaking the cycle of homelessness through empowerment and community integration

The aim of the Conference is to share knowledge about research, practice, policy and activism and promote the international dissemination and sustainment of Housing First Programmes.

On the 19th june 2018 an Italian workshop will be held in collaboration with fio.PSD, celebrating 20 years of research on homelessness in Italy.

THIRD INTERNATIONAL HOUSING FIRST CONFERENCE

Padova, 18th-19th June 2018

Work in Housing First

Breaking the cycle of homelessness

through empowerment and community integration

ABSTRACT BOOK

TUESDAY JUNE 19th 2018 **9.30-10.30**	**Session 1: "Homelessness in different countries"** "Examing Homelessness in 10 Developed Nations: Prevalence and Public Opinion" Toro, P.A. paul.toro@wayne.edu Belgium Nationally representative samples of 244-523 adults were interviewed by telephone in 10 different developed nations (total N=4,427). The same sampling methods and survey instrument were used across all 10 nations. Six nations included interviews conducted by both fixed and mobile phones (the other four only interviewed by fixed phones). The interview included questions on respondent attitudes, knowledge, and opinions regarding homelessness; respondents' own personal experiences with homelessness and homeless people; and demographic characteristics of the respondents. Based on fixed phone interviews, for which the clearest evidence of national representation exists across all 10 nations (N=3,192; $\chi^2(9)=35.94$, p<.001), the highest rates for lifetime literal homelessness were found in Canada (8.2%), the UK (7.6%), and the US (6.1%), with the lowest rates in France (2.0%), Germany (2.3%), the Czech Republic (2.4%), and Portugal (2.8%). Intermediate rates were found in Poland (4.2%), Italy (3.6%), and Belgium (3.4%). Across the six nations with interviews done by mobile, only Belgium showed rates of lifetime literal homelessness that varied significantly (p<.001) by contact source (3.4% among 323 fixed phones vs. 11.1% among 200 mobile phones). An array of national differences were also found on public attitudes, opinion and knowledge about homelessness. For example, considering a broad factor assessing the extent to which respondents felt that the personal failings of homeless people were responsible for their homelessness, high scores were found for the US, Canada, the Czech Republic, Portugal, and Poland, while relatively low scores were found for Germany France, Italy, and Belgium. On another factor assessing the extent to which respondents felt that economic factors were responsible for homelessness, high scores were found for Poland, Germany, France, Italy, and Portugal, with low scores for Belgium, the US, Canada, and the Czech Republic.

"Evaluating Housing First in Italy: methods and results"

Molinari, P.

molinari.p18@gmail.com

How were evaluated results of Housing First projects in Italy? Since 2014, a Scientific Committee started to observe and analyze implementation of 35 pilot projects of the Network Housing First-Italy (fio.PSD) for two years. More than 500 people are housed today, 80% "feels at home", the 20% have improved physical health and 60% enjoys of socialization and relationship with people living in the neighborhood. Fidelity scale assessment, housing stability, social integration, learning organization, cost-effectiveness and ontological security of users, are some of the dimensions analyzed by an equipe of researchers with multi-disciplinary approach (sociological, evaluative, anthropological, architectural). All of these contributes are collected into the recent book published in Italy and titled "Prima la casa". The aim of this paper is to bring to the attention of European scholar community the main results achieved in Italy by Housing First approach and how it has been implemented across Italian cities.

"Housing First in New Zeland"

Aspinall, C.

clare.aspinall@postgrad.otago.ac.nz

New Zealand has an ongoing homelessness crisis, with 41,705 people having 'lack of access to minimally adequate housing' on the night of the 2013 census. Of these, 4,197 people were without shelter. Māori, the indigenous people of New Zealand, are over-represented in the homeless population; nationally, 35% of chronically homeless people are Māori. New Zealand is in the initial stage of implementing Housing First.

The Housing and Health Research Group (He Kainga Oranga) and partners are in the second year of a five years study of Housing First in New Zealand. The programme has a strong focus on how the New Zealand context affects the implementation and outcomes of Housing First across five cities. Aim (i) to identify the factors that impact the effectiveness of Housing First and describe the nature and extent of the interplay between these factors in the implementation of Housing First (ii) to understand the effect these factors have on the design, implementation and outcomes achieved by Housing First in New Zealand. Methods We used The Context and Implementation of Complex Interventions (CICI) Framework to review the international Housing First literature and to analyse initial data from interviews with participants implementing Housing First in New Zealand. Results Initial data on factors affecting the design, implementation, and outcomes achieved by Housing First shows consistency with highly important factors such as leadership, political buy-in and resources, local housing markets and existing health and social services. Other important factors include the values, beliefs and skills of organisations and staff delivering services. Conclusion The CICI Framework is a useful tool to conceptualise and analyse Housing First within a complex adaptive system, and to assess the implementation of Housing First in New Zealand.

"A grassroots perspective on regional Housing First Implementation in Ireland - Ambitions, Barriers and Solutions"

Burns, U.

una.burns@novas.ie

The focus of the proposed presentation is the experience of implementing a Housing First initiative in a small regional Irish town and regional Irish city (Tralee and Limerick respectively). The proposed presentation would consist of three main sections. The presenter will first outline their research. This research was carried out to explore the possibility of implementing Housing First in the aforementioned sites. An assessment of Housing First as a possible approach to working with homeless people was drawn from the local research and international evidence. Key stakeholder perspectives on Housing First and factors integral to Housing First will be examined. The study findings will be presented in eight themed sections identified during the research, namely: current overview; outcomes; barriers; housing services; housing supply; support services; fidelity to the Pathways to Housing First (PHF) model. The second section would be a presentation of how Novas actualised a HF initiative in both sites. Themes of this component will be the statutory and regional context; Novas initial efforts to garner support from funders for such an initiative; Novas' leadership in making Housing First a reality. The third section would be a descriptor of Housing First in Limerick after four years and in Tralee after one year. There would be three themes to this component. Firstly, initial stakeholder perspectives and in particular the initial perspectives of homeless service providers; local authorities; homeless support workers. Secondly, the affect demonstration has had on perspectives. Thirdly, the evolution of Housing First in both regions.

"Proposal to share knowledge implementing a Housing First team in Bergen, Norway"

Franzen,E.

efra@hvl.no

The number of homeless in Norway has remained unchanged over years. In 2013, the number was 6200 homeless. In Bergen, the number was more than 400 and about 250 person was in the category "chronic homeless". January 2014 Bergen established a Housing First team aiming to give 40 homeless with severe drugs and mental health problems a permanent home. It was also an aim to make specialist health services more accessible. A long-term lack of permanent housing-alternatives offered by the municipality made it necessary to use private property owners. We met the scepticism an unwillingness from private property owners with and open mind. A budget for unforeseen events helped us, and the team were available 6 days a week. The team worked closely with decision makers and others who provided money to the project. For better access to healthcare, a nurse from the local ACT – team had his daily base in the HF team. The team used their knowledge to be ahead of challenges we knew would come. We worked to convince property owners, money-providers and other co-workers that the important question to ask

the homeless is; "what do you need?" The team housed 39 homeless in this period. About 70 % managed to stay housed. Constant focus on high fidelity to Housing First model and emphasising consumer's choice and immediate housing, was key factors. We housed people who had been homeless for years and considered "help resistant" by the social system. We managed to get in touch with and establish relationship with persons with little or none faith to the system. We made god relationship with property owners and the word spread that we were reliable. On the self-assessment survey application the team had a total score on 135, and showed high fidelity in housing and services, service philosophy and team structure and human resources. Today a Housing First team is a permanent offer to homeless people in Bergen.

Session 2 : "Social policy and Housing First"

"Implementing Housing First as government policy – a case study of Amsterdam"

Boogaard, V.

Valerie.boogaard@hvoquerido.nl

The Housing First model was piloted in Amsterdam in 2006, with great scepticism and resistance by the city council. Fast forward 10 years, and these same reluctant councillors formally established the Housing First model as policy for homelessness. Through extensive collaboration and partnering between Discus and the Amsterdam housing corporation, both agencies were able to provide substantial data analysis and explain why Housing First was considered best practice for overcoming homelessness. This presentation will focus on what led to this successful change in policy through following the Housing First Core Principles and entrenching scattered housing as a well-known associated social benefit for reintegrating clients.

"The Virtuous Cycle of Participation. Housing First in the Italian Public Policy"

Pascucci, R.

roberta.pascucci@fiopsd.org

Italian policies against homelessness have changed in the last years and Housing First approach (HF) has represented an innovative solution for tackling homelessness in Italy. The paper aims to describe the virtuoso cycle occurred in Italy for getting Housing First in political agenda thanks to the participative process involving different stakeholders. Looking to the phases of implementation of HF, we describe how in Italy the Housing First was initially promoted and supported by the Italian Federation of Organizations for Homeless People (fio.PSD), also by the implementation of some pilot projects at local level, in the framework of a private-public partnership (Network Housing First Italia). Afterwards, the HF approach has been incorporated in the National Guidelines regarding the fight against adult exclusion in Italy (Linee di indirizzo per il contrasto alla grave emarginazione adulta in Italia). This acknowledgement has favorite the dissemination of approach across territorial services. The Guidelines are binding for regions and cities when they are programming and implementing the integrated public services for homeless people funded

by the structural funds through the Operational Programmes. Complete this framework, the allocation of 50millions of euros (ESF and FEAD funds) for promoting innovative policies based on HF. This long process has been the result of a virtuous cycle of bottom-up and top-down participation and advocacy, trying to challenge the traditional view of public policy in homelessness.

"Dealing with homelessness in a Nordic welfare state. Why does homelessness exist in such a wealthy society and how do we deal with it?"

Dahle, P.

petter.dahle@napha.no

Homelessness has existed in Norway as long as other European countries despite that we the last 50 years has experienced enormous prosperity when it comes to standard of living and the development of social welfare and health care services. Norway has topped the UN Human Development index for the last several years. The country has a high rate of employment and generous welfare schemes. Research shows that welfare states that provide a well-developed safety net have a lower degree of homelessness (Stephens 2010). Still, people get homeless and some of them stay homeless for years. Several national strategies have been implemented the last 15 years to address the problems, and the numbers of homeless people have been reduced from approximately 6000 to 4000 people according to the nationwide mapping study (NIBR 2017:3). Research shows that homelessness occurs of many reasons, structural as well as individual. In this presentation we will focus on some of the measures that has been done the last 15 years and the results of the inventions. But we will also look upon some of the reasons that Norway, despite the means and the generous welfare system, still struggling with longtime homelessness.

"Rethinking homeless policies: the importance of the street- level bureaucracy approach"

Leonardi, D.

d.leonardi@campus.unimib.it

The aim of this paper is to give a contribution to the analysis of social policies with particular attention on the level of implementation. Starting from my PhD experience regarding the policies for homeless people in the city of Turin, the objective is to stress the importance, for the researcher, to focus on the practical level in order to understand how the policies really work. Following the Street Level Bureaucracy approach the focus is on the places in which the policies are put into practice (Ferrazza, 2008). '[The term] "Bureaucracy" is a system of rules and structures based on authority; [the expression] "Street Level Bureaucracy" refers to the distance from the centre in which the authority presumably resides' (Lipsky, 1980/2010, p. XII). According to this perspective social workers who are most in contact with those in need can be defined as de facto policymakers, since they informally construct and reconstruct policies through their everyday work (Brodkin, 2011). The focus on the practices and on the meaning of these for the actors makes this approach extremely useful for the analysis of implemented policies. The structure of the paper has a twofold aim: a more descriptive and a more analytical one. The first one is about the advantage in using the street-level bureaucracy approach in the analysis of policies. The second one concerns the concrete use of this

approach inside the welcoming model for homeless people. The contribution is based on the empirical documentation collected during the PhD research: in depth interviews with the actors involved in the implementation and participatory observation in night shelters. During the conference preliminary results will be presented.

"Housing First: Scaling up and transitioning from service delivery to systems planning -

Lessons and challenges from Ireland"

Quinn, A.

aquinn@focusireland.iee

Ireland has made the HF model a key response to long term homelessness in its current strategy. At present it is implemented primarily as singular service interventions with less influence on complimentary systems and policy, as such there are key tensions that may impede its full potential. These tensions include housing delivery, eligibility and rights. As a result they hold key lessons for the overall implementation of a cohesive homeless strategy and sustainable upscaling. Due to its person-centred and harm-reduction approach it can provide policy makers the opportunity to see the benefits of pursuing a more systemic and intersecting approach to social inequity and homelessness. In this regard, coherent delivery can offer the chance for Housing First to act as a 'Trojan Horse' (Turner, 2014), with the potential to allow for a transformative move from a standalone social policy innovation to wider systemic transformation of strategy. In reflecting on the role of systems planning and housing in delivering HF in Dublin different sources of housing bring challenges and opportunities. The most problematic of these related to security of tenure, availability and accessibility. For example, the private rented market is found to be most vulnerable to evictions while viable support plans remain in place due to weak security of tenure. There continues to be an emphasis on securing units from the private rented market in line with recent government targets and wider housing policy direction. This area of competing agendas and target setting can increase the risk of inconsistent application and risk 'loosening' of criteria for inclusion in an effort to build confidence and results. Should this affect the sustainability of approaches, the model's potential to act as the aforementioned 'Trojan horse' and instigator of change within social and housing policy, risks losing potency.

Workshop: "From principles to practice: Implementing Housing Firt Programs"

Tsemberis, S.

sam@pathwaysnational.org

Workshop: "Methods and Challenges Associated with Conducing Program Fidelity Assessments of Pathways Housing First Programs in Different Countries"

Aubry, T.

taubry@uottawa.ca

Conducting program fidelity assessments has emerged as an important area of focus for evidence-based interventions like Housing First (HF)programs. Previous studies have demonstrated that Pathways HF programs with higher levels of fidelity achieve better client outcomes in relation to achieving housing stability and improving quality of life. With the diffusion of the Pathways model of HF across Europe, an important issue involves ensuring that programs are developed with a high level of fidelity. At the same time, the different contexts in European countries results in various adaptations of the original program. The objective of the 90-minute session, delivered in a workshop format, is to orient participants to the assessment of fidelity of Pathways HF programs. In the session, participants will be introduced to the external team and self-assessment methods of conducting fidelity assessments, exposed to findings from fidelity assessments for HF programs in different countries and how the findings were used to improve the delivery of the HF programs. The presenters will draw on their experience of having conducted an international study of program fidelity of HF programs in 10 different countries. The session will be interactive providing participants an opportunity to discuss the challenges of using the Pathways measure of fidelity in a European context.

TUESDAY JUNE 19th 2018 10.45-12.15	Session 3 : "Spaces' perception in homelessness"
	"The process of self- mapping: the pathway before and after the house"
	Neri, M.
	margherita.neri@piazzagrande.it

The Organization promoter of the H.F Co.BO Program is "Piazza Grande," which has worked with the homeless community since 1993. The program has been running since 2013 and currently 73 people take part, belonging to the category Ethos 1-2. In March 2018 four new people will be entering the program. This qualitative research project's main objective is to identify the changes in the urban habits of the four subjects before and after their entry into the project. The analysis process is carried out with the help of urban city maps that will be mapped by the subjects a month before acquiring a home (still in a homeless situation), accompanied by a semi-structured interview. Subsequently the same subjects will create the maps two more times after gaining a home. Finally, a focus group will be organized with the four participants to collect and analyze the data. According to Lavanco and Santinello's analysis of the perception of time for people experiencing homelessness (2009), it is hypothesized that a change in the living condition would create a different perception and use of urban space. The process of mapping

spaces and places of habitual fruition is an action to verify changes in habits that will also include an emotional dimension, with respect to individual and social service interactions that take place within the city. The team is basing the research methodology on the ecological and collaborative model called Empowerment Theory. This provides the possibility of developing the resources of individuals and groups, and places active events under active control. The transformation of the self and urban map would reflect a change in the perception of the territory and the related habits that will be investigated and evaluated in a participatory perspective.

"Housing in Primer la Llar programme (HF) in the city of Barcelona"

Cartoixà, J.

astigarrabia@gmail.com

This presentation explores the specific role of housing and points the elements that should be taken in consideration for the implementation and intervention phases of Housing First. We show how the characteristics of the house provided by the program, the homeless previous experiences and their meaning of home affects their ontological security. Using a narrative method, we interviewed 22 people who participate in the Housing First pilot programme in Barcelona (Primer la Llar). We inquired about their housing experience, their ideal house, how they view their home in the future, and their routines and daily life before and after their entrance in their new house. The narratives allows us to understand the different meanings of home, highlight its link with ontological security, and exemplify the processes of residential exclusion. We found that service users have trouble in experiencing ontological security. The main reason is the difficulty to take ownership of their new home. For instance, they do not know for how long can they own their new house, and thus feel unstable. Also, their ability to make decision is often restricted by the service providers. This limits their ability to create a safe place where to develop their own identity, routines and daily life development.

"No Ceiling Leiria - Portraits of Invisibility"

Cordeiro, L.

geral@inpulsar.pt

The InPulsar - Association for Community Development (nonprofit organization) in partnership with the District of Leiria of EAPN Portugal promote the exhibition No Ceiling Leiria - A Portraits of Invisibility. An exhibition that featured the photographic look of Paulo Teixeira as part of the Humane Focus humanitarian photography project and which depicts the spaces where homeless people "live" in the city of Leiria, Portugal. This exhibition contributed (and contributes) to the visibility of the problem of homelessness in the city of Leiria, a phenomenon that is often denied and / or devalued, to reflect on the concept of the homeless and to arouse a greater discussion around the responses we need to instigate, in particular on the Housing First model. The exhibition consists of 12 photographs, the first pic is black and white and portrays a switch that when is "turned on" will give light to the problem (hence all other photos of the exhibition are in color). It was

also decided not to photograph faces and people but rather the signs that people lived there.

"Experience of the space in people with homeless past. A field research"

Meola, A.

Antonella.meola01@ibero.it

The importance of the notion of space in the homelessness situation is signaled by the same definition that recognizes such people precisely because of a lack of space. Homeless people live their daily lives in a space that is not circumscribable because they constantly occupy public spaces: sleeping on the street, eating in parks or squares, spending most of their time at the station or wandering through urban centers. Space becomes an important element of the ecological approach of community psychology. Behaviour is interpreted on the basis of the resources that are able to change apparently stable and determined situations. The field research was carried out in Lisbon from September to December 2016 with the aim of identifying the changes occurred in the transition from homelessness status to resident status, establishing a comparison between lifestyle on the street and the assignment of one own space (a private space). The paradigm used belongs to ethnographic research: it was considered useful to use participatory observation, in order to investigate the phenomenon by entering situational reality. The survey has been conducted using semi-structured interviews and images photographed by the participants (and residents of the H.F. project). The aim was to investigate the relationship with the space used in the past situation of a homeless (streets and dormitory) compared to a current situation of residence and the importance that space assumes in the relationship with oneself and with others. The totality of the participants in the interviews reveals an increase in quality of life due to positive perspectives, the possibility of choice and control, a better care of their person and the perception of social inclusion.

"Rethinking homeless policies: the importance of the street- level bureaucracy approach"

Leonardi, D.

d.leonardi@campus.unimib.it

The aim of this paper is to give a contribution to the analysis of social policies with particular attention on the level of implementation. Starting from my PhD experience regarding the policies for homeless people in the city of Turin, the objective is to stress the importance, for the researcher, to focus on the practical level in order to understand how the policies really work. Following the Street Level Bureaucracy approach the focus is on the places in which the policies are put into practice (Ferrazza, 2008). '[The term] "Bureaucracy" is a system of rules and structures based on authority; [the expression] "Street Level Bureaucracy" refers to the distance from the centre in which the authority presumably resides' (Lipsky, 1980/2010, p. XII). According to this perspective social workers who are most in contact with those in need can be defined as de facto policymakers, since they informally construct and reconstruct policies through their everyday work (Brodkin, 2011). The focus on the practices and on the meaning of these for the actors makes this approach extremely useful for the analysis of implemented

policies. The structure of the paper has a twofold aim: a more descriptive and a more analytical one. The first one is about the advantage in using the street-level bureaucracy approach in the analysis of policies. The second one concerns the concrete use of this approach inside the welcoming model for homeless people. The contribution is based on the empirical documentation collected during the PhD research: in depth interviews with the actors involved in the implementation and participatory observation in night shelters. During the conference preliminary results will be presented.

Session 4 : "Comparing key ingredients in Housing First"

"Homeless people's experience of housing support in two housing programs in Sweden -

The traditional housing program and Housing First"

Beijer, U.

ulla.beijer@ki.se

Background: A large proportion of homeless men and women in Sweden have alcohol and/or drug problems and/or mental health problems that impede their possibility to get or keep stable housing. The predominant parts of the homeless population also have experiences of a life in chaos with encroachment, experiences of a life at residential institutions and sleeping rough and complex needs of health care, beyond the lack of a stable housing. The traditional way to address homelessness in Sweden is the Staircase to housing model (SH), but Housing First model (HF) has during the last years being tried out in some Swedish municipalities. Objectives: The aim was to study the experiences of housing support in the two different programs (SH and HF) on the basis of the residents and the support worker's perspective. Methods: Twelve homeless individuals and four in the staff, including housing support workers, were interviewed about their experiences of living, or working, in SH and HF respectively. The interviews were thematically analyzed. Results: Two main themes that emerge when it comes to interviews with respondents in SH and HF were the Need for housing support and Autonomy. Themes emerging from the interviews with the staff were Time and the Prevailing view (support or upbringing, attitude). Conclusion: To have an own home seems to be very important, regardless current housing situation. Housing support, in different housing situations, seems to be significant.

"A new low- threshold shelter project called Zero- Flat"

Cardona, M.

fguasch@arrelsfundacio.org

Arrels Fundació is a non-profit foundation focused on serving the homeless people in Barcelona that was founded in 1987. Our mission is: • To attend to the chronically homeless so that they can be as autonomous as possible • To expose the reality of homeless people to society • To report unfair situations and propose solutions to help transform the causes of social exclusion and poverty In 2015, we began to implement the Housing First program and in January 2017, we started a new project called Zero-Flat. Zero-Flat is a low-threshold shelter for people who have been sleeping in the street long-term and cannot receive other resources or services in the city. In the shelter, people can safely spend the night with their belongings and their pets as well. Since its opening, 52 people (41 men, 11 women), three dogs, and one cat have stayed the night in Zero-Flat. Additionally, 37 volunteers and two professionals helped run the shelter throughout 2017. It is important to note that living in the street deteriorates health and shortens your lifespan. In one year, five people who spent many nights in the flat passed away. Of the 52 people who slept at Zero-Flat in 2017, only 9.6% returned to the street, and 44.2% were able to improve their living situation by entering more stable housing such as an apartment, a care home, a shared unit or an individual unit. In addition, Zero-Flat has served as an opportunity for 23.1% of its guests to stay off the street. These are people who, due to problems with the housing community or non-payment, had to leave their habitual residence and have been able to stay off the street by sleeping at Zero-Flat.

"Understanding the Experiences of Homeless People: A Study of Housing First & Continuum of Care Services in Europe"

Manning, R.

rachel.manning1@gmail.com

Homelessness is a social injustice and a growing European crisis. As part of the Horizon2020 "Homelessness as Unfairness" project, the aim of Work Package 3 is to incorporate the views of homeless service users in understanding how homeless services can most effectively promote recovery. In particular, we are interested in the effects of Continuum of Care compared to Housing First services, which differ in both the amount of choice in housing and services afforded and by the type of accommodation offered to individuals experiencing homelessness. In Continuum of Care services, homeless individuals are typically offered congregate housing with an emphasis on teaching 'housing readiness'. In contrast, Housing First offers independent scatter-site housing with an emphasis on developing consumers' self-determination. We administered quantitative questionnaires to adults (n = 579) residing in either Continuum of Care or Housing First services in eight European countries: France, Ireland, Italy, Poland, Portugal, Spain, Sweden, and The Netherlands. Measures included service users' perceptions of support (e.g., choice, quality of housing, satisfaction) and a range of recovery-related outcomes (e.g., physical health, mental health, substance use, community integration, capabilities). Across countries, Housing

First service users reported significantly more choice, as well as better appraisals of housing quality, compared to Continuum of Care service users. Perceived choice and quality, in turn, predicted several recovery-related outcomes, including community integration, substance use, and mental health. Our findings extend current understandings of the relationship of consumer choice to recovery in homelessness in important ways. Our findings replicate these relationships in eight countries, which leaves no doubt that choice-oriented care and quality housing are important to recovery in homelessness across contexts. More broadly, our findings highlight the impact of services on individual well-being and so the necessity of second-order changes to support planning and provision of homeless programmes according to Housing First principles.

Session 5: "Harm Reduction"

"Harm reduction, Trauma and Broken Heart"

Tsemberis, S.

sam@pathwaysnational.org

Addiction can be considered a signal or a symptom of distress; it tells us that someone is suffering and that suffering must be understood. This interactive workshop on trauma and harm reduction will present the philosophy and practice of harm reduction as it is applied in the context of Housing First programs. A number of harm reduction interventions will be discussed including decision balance, substitution therapy, narrative therapy, syringe access, overdose prevention with naloxone, and other risk reduction strategies. Harm reduction will be contrasted to other approaches to addiction and participants will be invited to discuss the utility of different approaches to addiction as well as to present issues and challenges faced in their own work experience.

"Psychosis, Drugs, Risk Reduction And Their Relations"

Colle, F.

fabiancolle@smes.be

It's well known that health is deeply linked with socio-economical determinants. In a Housing First program, we meet tenants who faced many social difficulties (poverty, lack of education...) but also traumatic experiences (negligence, sexual abuse, prostitution, violence...) which can lead to personnality disorders, cleavage or very negative world views. These contextual elements should be analysed by the professionals in their support work in order to understand the situation in his complexity instead of simplifying it with a single diagnose of psychiatric disorder or addiction. The Housing First model integrate tools that allow to deal with this complexity in a practical and non-judgmental way: harm and risk reduction, motivational interviewing, different psychotrauma therapies or scheme therapies for personality disorders. In the first part of this presentation we will provide a practical view on psychosis, trying to distillate useful and also harmful factors (e.g. a horizontal relationship, providing autonomy, non-judgement, use of understandable and non-painful psychiatric language, abandoning authority and fear of loss of control),

important for a good longterm relationship with the tenants; the most useful tool if we acknowledge a greater importance to long term health effects above symptomatic, short term interventions. In a second part, we will similarly identify useful views, language and tools on drug use e.g. risk reduction strategies, finalizing on the relationship between specific psychiatric conditions and drug use.

"Identification of long- term responders to Housing First program in a randomized controlled population of homeless people with severe mental illness in France"

Loubiere, S.

sandrine.loubiere@univ-amu.fr

Objectives: Extremely few data exist on long-term efficacy differences between Housing First programs (HFPs) and treatment as usual (TAU) services although some data suggested small differences in terms of recovery scores. In order to identify clusters of patients who may benefit more from HFPs, we conducted a supplementary recursive partitioning analysis to multivariate regression analyses to define patient characteristics that might highlight differential treatment effects. Design and methods: Data from 703 French homelessness participants with severe mental illness randomly assigned to HF or TAU group (ratio 1:1) between 2011 and 2014 and followed during 4 years were used. Recovery scale (RAS) scores constituted the main outcome measure and were obtained at baseline, 6, 12, 18, 24, 36 and 48 months. Mixed models were used to examine recovery trajectories between HF and TAU groups. Recursive partitioning trees were modelled to identify groups benefiting from particular modalities. Results: At 48-month follow-up, a total of 163 completed the interviews (99 vs. 64 in HF and TAU group). Adjusting for covariates, RAS trajectory among HF participants did not appear to differ significantly from that of the TAU group during the 48-month follow-up (mean 67.5 (SE:0.63) vs 66.8 (0.69), p=0.41). Model-based recursive partitioning showed 3 modalities being of importance to discriminate RAS score between the two groups: type of mental disorder, substance dependence, and age. Participants aged between 30 to 50 years, having schizophrenia disorder and no substance dependence diagnosed at baseline took advantage from the intervention. Inversely, the subgroup of bipolar individuals was identified as non-respondents to HF intervention. Conclusion: Although these preliminary results need validation though sensitivity analysis, our findings underscore the existence of subgroup of patients achieving better RAS trajectory. Further work evaluating the interaction of individual and process factors with intervention response is needed to further optimize HFP implementation.

"Housing First Principals in a Community of Vulnerable People; Preliminary thoughts at Hickory Crossing"

Greenan, J.P.

jgreenan@citysquarehousing.org

The Cottages at Hickory Crossing are fifty small, detached houses built around a central green on 1.2 hectares, two kilometers from the center of Dallas, Texas. Each Cottage is ten square meters and includes private living, cooking, sleeping and sanitary facilities. The selection process for residents requires chronic homelessness, mental illness or a substance abuse problem, and criminal justice issues. Each potential resident is rated on the VI-SPDAT (Vulnerability Index-Service Prioritization Decision Assistance Tool) scale, with residents selected to live at the Cottages all having scores in the highest priority range. The Cottages were completed in November 2016 and incorporate many of the principles of a Housing First program: immediate access to permanent housing; voluntary participation in service programs; and a harm reduction philosophy, but the Cottages depart from the Housing First program in one significant respect, the residents, although each with their own dwelling unit, live in the equivalent of a congregate setting, where the behavior of one resident tends to impinge on the living conditions of other residents. The original plan for the Cottages called for housing the selected population for a three-year trial period. Half way through this period, we consider its successes and failures, especially in terms of how its departure from the ideal form of a Housing First program affects its residents, its costs and efficiencies, and its impact on the community. Modifications to the current program that have been made or are under consideration for the remainder of the trial period, based on available preliminary information, will be discussed. Even though at the end of the three-year trial period a study of the program's effectiveness by the University of Texas, Southwestern Medical Center will be completed, the performance of the project may make changes prior to the receipt of that study necessary.

"Factors of the Housing First model contributing to the development of strengths in clients with addiction issues"

Talens, F.

ftalens@raisfundacion.org

Which factors of the Housing First model are positively influencing in the addiction recovery processes? In 2017 RAIS Foundation made a comparative study of the intervention with service users with addiction issues both in the Housing First model and in other traditional services. A qualitative research was conducted to identify how the Habitat program (Housing First based) was contributing to develop the strengths in people with addiction issues. Three cases presenting an abusive alcohol use were studied: -Extinction of the addiction -Confronting a relapse -Harm reduction The research showed that Housing First helps people with addiction issues to develop strengths. People could better confront relapse crisis and addiction processes. The factors identified which help people to develop these strengths were related to resilience. Resilience is the ability to adapt to adverse situations. It´s a capacity that

can be learned. The (re)establishment of relationships which provide support, confidence and reaffirmation contributes to consolidating resilience skills in people. The research showed: -Greater adherence to treatments -Enhanced harm reduction in terms of consumption -Less impact of relapses and better recovery processes -More effective use of social and health resources There are still some questions that should be further explored: -Why and how does Housing First work better? -Is institutionalization of homeless people invalidating their personal development to confront addictions? -Are people with a long homelessness history developing resilience skills that do not operate until an opportunity is offered? -What intervention strategies for addictions are more adequate in a Housing First program? -Which factors contribute to the development of personal strengths and skills to confront addictions?

Workshop 3: "Perspectives from Belgium, Canada, and Spain on the Successful Engagement of Landlords in Housing First Programs "

Aubry, T.

taubry@uottawa.ca

The objective of this 90-minute thematic session is to present in a workshop format different perspectives on how to engage landlords from Housing First (HF) programs in Belgium, Canada and Spain. Tim Aubry will introduce a recently released toolkit in Canada that focused on the different steps taken in HF programs to establish and maintain partnerships with private-market landlords. The toolkit is based on findings from the existing literature and consultations with HF programs in Canada. He will discuss the different stages of landlord engagement covered in the toolkit: (1) Laying the groundwork, (2) recruiting landlords, (3) maintaining relationships, and (4) working together as partners. Coralie Buxant will describe the position known of "housing catcher" in Belgian HF programs. She will discuss how this position focuses on meeting two critical objectives: (1) facilitating access to decent and affordable housing solutions, and (2) supporting housing retention by serving as a mediator with HF stakeholders. Using examples, she will demonstrate how developing a trust-based relationship with (private and public) landlords is crucial to the effectiveness of HF programs. She will also describe the importance of the separation between housing and support associated with the housing catcher position. Roberto Bernad, from Spain, will present on three critical issues associated with landlord engagement in Spain. Firstly, he will provide the context of the housing market and the challenges it generates for the organizations implementing HF programs in relation to landlord engagement. Secondly, he will describe the key milestones in the evolution of the Spanish Habitat programme towards the separation of housing and services. Thirdly, he will share some insights on the strategies developed by the program to collaborate successfully with landlords. The session will include an interactive portion providing participants with an opportunity to present their own ideas and experiences about landlord engagement.

TUESDAY JUNE 19th 2018 13.30-15.00	**Session 6: "Recovery and social integration"**
	"Homeless but not skill- less: How the Working First model can support the recovery process in a Housing First program" Depasse, C. hf.cdepasse@gmail.com Within the Working First model (based on Blake's Individual Placement and Support model, 1988), employment has proven its effectiveness in terms of the recovery process of persons with mental health disabilities. The Working First principles are a kind of copy/paste of the Housing First principles (work is considered to be a fundamental right as well as a tool supporting the recovery process, aiming at re-integration into the regular labor market, while adopting a philosophy of respect, self-determination, and harm reduction, including intensive and unlimited support). In order to inject a new dynamic and meaning into the recovery process of some of their clients, the Housing First program undertaken in the City of Charleroi (Housing First Belgium) has decided to develop a Working First project. In this paper, we will describe the daily support provided by the job coach and discuss the added value of such an innovative resource included in a Housing First support team. Launched in 2016, this client-centered and strength-based approach helps the client to instill a new self-perception of his own socio-professional skills. The job coach is supporting the entire process (from the definition of the individual professional project to the training in searching for a job). Results of the 2-year follow-up demonstrate that, behind the direct effectiveness of this job coaching on access to employment (30%) or new qualifications (50%), the clients' recovery process indicators are reinforced: clients gain in self-esteem and self-consciousness of their own strengths and limits (in a harm reduction paradigm), and they start and maintain a care trajectory with a positive impact on the symptoms (70%).
	"Stressful Life Events of the Primer la Llar programme participants" Boixadós, A. astigarrabia@gmail.com In this communication we present the results obtained in the framework of the research about the Housing First pilot programme in Barcelona named Primer la Llar. We use a narrative method to know how was their life before homelessness and their experience living on the streets or shelters. We conducted 22 in depth interviews to the participants of the programme. Before entering the programme, the analyses revealed a high number of stressful life events. Previous research shows that homeless people are a vulnerable group with high prevalence of Stressful Life Events (SLE). We encounter similar findings to those studies. Gender violence is present in the lives of women, while substance abuse, jail and health problems are more prevalent in men's lives. We also look deeper into the relationship between immigration and homelessness. We found that the migratory journey, irregular administrative situations, unemployment, the lack

of resources and the consequences of life on the streets draw the path of homeless immigrants. Any model interested on the recovery process of homeless individuals, such as Housing First, may benefit from a biographic approach to map the SLE. This map could provide information about how their past experiences influence the service users and consequently which interventions might be more desirable for their recovery process.

"Community integration of homelessness people: what do we mean?"

Gaboardi, M.

marta.gaboardi@phd.unipd.it

The main difficulty for research in homelessness is the lack of a gold standard to define and operationalize the construct of 'community integration', so it is difficult to compare and integrate research findings. Moreover, an operationalization that also reflects marginalized people's experiences and cultural background is needed.

So, what does it mean 'community integration' when referring to homelessness? Which factors can facilitate or hinder the integration of homeless people? How does research measure integration?

To achieve this goal, we analyzed the point of view of homeless people through a qualitative approach (semi-structured interviews) with the aim of understanding what they mean with 'integration'.

This research involved 26 homeless people, living in different organizations in Italy (shelter, shared housing and independent housing).

Through a content analysis, we found the main categories of meaning attributed to the terms 'integration' and related their facilitators/obstacles. We then compared these categories with the definitions emerged from the literature on the topic of integration in homeless people.

The main categories are related to work, relationships and personal characteristics. Some factors (at the individual and contextual level) emerged as facilitating or hindering community integration.

Implications of findings are discussed as suggestions for both policies/practices and for future research on community integration in homeless people.

"Housing First: a pathway to community integration"

Geraci, I.

Ireger91@gmail.com

Individuals that have lived for several years in homelessness often have lost their connections with natural resources and other community members. This condition usually gives to the person that live in the street a sense of alienation that can produce a lack of belief in human principles.

In this field the Housing First programs give to people the opportunity to rebirth as vital members of community that can be an added value to the world. For this reason, this study aims to analyse in which way the Lisbon model promoted by the Portuguese

Housing First program "Casas Primeiro" foster the Community integration of 22 formerly homeless people.The first part of the research has been conducted through ethnographical interviews that aimed to investigate how the formerly homeless people involved in "Casas Primeiro" program spend their days.The interviews were based on the question "Could you tell us how you spend your day?" in order to leave the person free to describe their daily actions and observe their spontaneous interactions within the community.

The second part of the research had the aim to observe which daily actions and elements of the "Casas Primeiro" program promote community integration. With these goals, this research individuates two fundamental factors that are related to integration of the participants: having a home and the involvement in "Casas Primeiro" program. These two factors encourage the development of individual social network and social interactions and contribute to give to the participants the opportunity to get rid of the social barriers they have suffered, caused by their previous life condition.

Session 7: "Family homelessness"

"Providing housing for vulnerable groups in the framework of Social Rental Enterprise model. The innovative solutions of Home Lab pilot projects"

Somogyi, E.

somogyi@mri.hu

HomeLab is an EaSI project funded by the DG Employment, Social Affairs and Inclusion, launched in October 2016, and will last until the end of September, 2019. It aims to promote the social integration of vulnerable groups through integrated housing, employment and social services in the framework of implementing the Social Rental Enterprise (SRE) model in four Central European countries (Czechia, Hungary, Poland and Slovakia). The project consists of five pilots accompanied by a firm evaluation procedure. Each pilot targets different vulnerable groups among them homeless people and families, migrants, marginalized Roma families, sharing common profile of disadvantaged or excluded situation in the labour and housing market. The integrated service provision is based on individual case management in each pilot addressing the complex needs of the target groups. The paper examines the main achievements of pilots but also analyses the main constraints of delivering housing solutions for vulnerable households in the framework of SREs in countries with weak welfare systems and weak social housing policies, and where

a substantial part of the society experiences housing affordability problems. It examines the innovative practices in delivering housing and employment solutions and how the complex problems of households can be handled through the integrated services. Regarding housing, pilots use different options including municipal housing, private rentals, or even housing ownership in smaller villages in Slovakia. The paper also analyses those constraints of the model that requires institutional changes on national level. As there is no possibility to provide additional benefits to households in the project other than locally and nationally exist, all the pilot have to use a selection process among the potentially eligible households. A main criterion has proved to be so far the motivation level of households, which means that households with complex problems, long-term employment and being substantially indebted are able to participate in the project if they are able to cooperate with the service providers.

"Process of implementation of housing first for families with minors in the city of Brno – an ongoing challeng"

Cerna, E.

eliska.cerna@osu.cz

Housing first for families with minors is a pilot project based on principles of housing first approach in the Czech Republic (city of Brno). Its aim is to end homelessness of 50 families (out of 421 registered in homeless families´ count in Spring 2016). Although proving successful retention rates of housing after 12 months (80 % in March, 8 families still awaiting contract extension), the implementation has not undergone without challenges, related to Central European context. Main of them being overindebtness of families (often caused by setting of social care system), neighbours´ cohabitation, allocation and quality of housing units, exit strategy in case of eviction and extensive caseload for workers. In few cases, social workers could as well recognize trauma related experiences of families, possibly related to residential alienation, threatening families´ housing stability. To face all these issues, social workers were delivered a training in ICM services, based on the methodology of HVO Querido Discus. We will discuss what proved to be useful elements of using ICM method in social work provision, identify possible gaps in designed support and suggest modification for the case of programme replication in other parts of the Czech Republic.

"Randomized control trial of housing first for families: 6 – month impacts"

Ripka, S.

stepan.ripka@socialnibydleni.org

Family homelessness is a growing problem in Czech Republic: more than 6 000 families were homeless in 2015, and with recent cuts in housing allowances, and the lack of social housing legislation, the situation is deteriorating. The regional capital of South Moravia, Brno, decided to give an end to family homelessness. Registry week in 2016 found 421 homeless families in the city, two thirds of them single mothers, two thirds being Roma. Most of the families lived in private hostels and shelters, smaller share in extremely overcrowded households or doubled up. A pilot project was designed to test whether housing first could be used to end family homelssness in the city. A treatment group of 50 families was randomly assigned to the program. They moved to municipal flats between 09/2016 and 06/2017, and have been recieving ICM services based on the methodology of HVO Querido Discus. Each family has a 12-month contract either directly with the city of city borrough, and when asking for renewal they need to prove lack of debt and compliance to the lease. The housing retention rate was expected at 80%, which was alredy fullfilled in March 2018. Two families dropped out and eight families were housed less than 12 months. The project is accompained by a randomized control trial, which measures impact of housing and services on family well-being, social integration and school results of children. The main expected impact was: reunification of families with children from institutional care, and prevention of institutionalizuation of children; improved school attendance of children; improvements in physical and mental health of both parents and children; increased economic stability of the families; improved quality of life; improved social integration of the families. The proposed paper will present 6-month impacts of housing first on homeless families in Brno.

Workshop: "Implementing and Developing Housing First Programmes:lessons from Housing First England"

Harris, J.

jennifer.harris@homelesslink.org.uk

Presenters/Workshop leaders: Jennifer Harris (Research Manager, Homeless Link), Brian Matthews (Housing Commissioner and Partnership Manager, Camden Council) Homeless Link is the national membership charity for services working directly with people experiencing homelessness in England. Representing over 700 organisations, we work to improve services through research, training and guidance, and to promote policy change that will ensure everyone has a place to call home and the support they need to keep it Homeless Link's Housing First England project is building a National Housing First movement to support and improve the lives of some of society's most vulnerable members. Drawing on findings from our mixed-method research programme, the first part of this session will look at the different models of Housing First programmes in England and variations in their development and implementation. The session will draw out key learning points on how different operating models affect the delivery and impact of Housing First services, and

the role of these services in igniting wider systems change. Drawing on a commissioner's perspective from England's original Housing First pilot service in England (Camden Housing First), the second part of the session will explore how Housing First programmes are currently commissioned and integrated within local housing strategies. By integrating perspectives from practitioners, local policy makers, commissioners and researchers, this session will share guidance and invite discussion on the practical challenges and opportunities to ensure that Housing First is a viable option for all those who need it.

Session 8: "Innovative approaches and tools for special needs"

"The core features of local, national and transnational coalitions for research and action to end homelessness: Lessons learned from other examples"

Vargas-Moniz, M.J.

maria_moniz@ispa.pt

Partnerships and coalitions became required endeavours within local and European Projects, policy guidelines or program implementation. Over the last 30 years there has been a substantive body of research produced to support that coalitions are a privileged endeavour to attain complex social change aims. The core elements of effective and productive partnerships are associated with sustainable, multilevel, ecologically anchored project or program implementation. Those elements are: a) social climate (shared decision making; conflict resolution; inclusive leadership, and shared mission); b) Impact in the community (perception of influence; results attained; observed change). The research and evaluation methods to observe sustainable community change through community partnerships and coalitions tend to be multi-method combining QUANT/QUAL (concurrent, sequential or convergent) approaches, to understand in depth the changes resulting from effective partnerships. We will present the process, including the application of the core elements and balance among leadership and participation identified of building a successful partnership from diverse experiences and the lessons from other areas that are relevant for homelessness interventions.

"Applying Housing First principles: Real- world challenges and creative solutions to maximizing fidelity during the current housing crisis. Lessons from the experiences of Mid West Simon Communities Housing First Programme"

Reddy, T.

traceyreddy@midwestsimon.ie

The Mid West Simon Community is a charitable organisation which provides housing and support to those affected by or at risk of homelessness in the counties Limerick, Clare and North Tipperary, and is part of the confederation of Simon Communities of Ireland. In 2015 the MWSC commenced operating its Housing First Project, funded by Limerick City and County Council. To facilitate readiness for a planned service evaluation the project team undertook an exploratory and expansive reflective

analysis of its program through free-flowing discussions both within the staff team and through the involvement of the project's clients. These reflective discussions were thematised using the five Housing First guiding principles suggested by Stefancic et al. (2013): (a) eliminating barriers to housing access and retention, (b) fostering a sense of home, (c) facilitating community integration and minimizing stigma, (d) utilizing a harm-reduction approach, and (e) adhering to consumer choice and providing individualized consumer-driven services that promote recovery. The reflective analysis manifested cognisance within the team of the project's close adherence to the HF guiding principles in the face of significant structural challenges. Specific outcomes of the reflective analysis included the initial mapping of the internal and external blocks and gaps limiting higher fidelity; an enhanced focus on the objectives required to achieve the project's aims; the opportunity for the project team to consider the achievements of the program in the context of a severe housing shortage and rising rental market; and an increased sense of preparedness for full fidelity evaluation. These thematic outcomes in addition to the key quantitative outcomes of the project are presented. Reference Stefancic, A., Tsemberis, S., Messeri, P., Drake, R. & Goering, P. (2013). The Pathways Housing First Fidelity Scale for Individuals With Psychiatric Disabilities. American Journal of Psychiatric Rehabilitation, 16 (4), 240-261.

"Using shared housing as an accommodation model for Housing First and applying innovative psychological approaches"

Duncan, H.

hayden.duncan@emergingfutures.org.uk

The Housing First model has been demonstrated effectiveness around tenancy sustainment, independence, reductions in alcohol and/or substance misuse and mental health episodes. There has been some suggestion that Housing First models also require benefit from additional approaches. Emerging Futures has successfully delivered intensive support using: 1. Psychologically Informed Environments: Our delivery model also draws upon the concept of Psychologically Informed Environments. (PIE) approach was developed through initiatives led by the Department of Communities and Local Government, psychologists, academics, and supported housing organisations, in the face of growing evidence of the extent and range of psychological and mental health problems amongst homeless people and rough sleepers. A radical rethink about mental health services showed a growing recognition that many of the people who used homelessness services had poor mental health, life-long experiences of trauma and rejection and chaotic emotions but were not being served well enough by services and standard treatments were not geared towards working with people who were street-homeless or living in supported housing. 2. Acceptance and Commitment Therapy (ACT) The underlying principle of ACT is to help people seeking recovery to build a better life by focusing on what is important. The process is a behavioural scientific approach and delivered in a peer to peer setting. It is open access and based on the idea that if you practice it will work, and if you don't it won't. These combined processes delivered in a safe and secure housing setting help reduce or remove the factors which increase peoples' risk of misusing drugs and/or alcohol (such as family conflict, parental or sibling alcohol use or economic deprivation), while enhancing protective factors (such as strong family bonds, strong support structures, problem solving

	skills, constructive interests and activities.

TUESDAY **JUNE** **19th** **2018** **15.15-16.45**	**Session 9: "Team of Housing First Services"**
	"Adapting the Housing First fidelity assessment method to the Spanish context"
	Bernad, R.
	roberto.bernad@raisfundacion.org
	The increasing implementation of the Housing First model across Europe raises some important challenges such as fidelity assessment. Two years after the launch of its Housing First "Hábitat" program, RAIS conducted a fidelity assessment using the Pathways to Housing First Fidelity Scale (Gilmer et al. 2013). This assessment was conducted within the framework of a transnational project co-coordinated by RAIS in which 11 international Housing First programs conducted fidelity assessments using this same method. The fidelity assessment was very useful to identify barriers and facilitators for the Hábitat program, although some concerns were raised on the validity of some of the scale items when applied to the Spanish context. Since the beginning of 2018 RAIS is implementing a project to adapt the fidelity assessment methodology to the Spanish social welfare system. The aim of this paper will be to explain the adaptation process and to present some preliminary findings. The adaptation project started with a bibliographic review to determine the needs of a fidelity assessment in this context and how some contextual facilitators and barriers challenge fidelity. Key informants were also consulted to contrast collected data and to receive feedback about the analyses. An overview of structural, organizational and individual facilitators and barriers will be provided. We also highlight the necessity of building context-based instruments to evaluate Spanish Housing First programs in order to contribute to the growing literature on this topic and to ensure good practices observing the fundamental principles of the Housing First model while operating efficiently in local contexts.
	"Change comes from within. How to create a Housing First initiative from an existing network"
	Schepens, K.
	karolien.schepens@cawlimburg.be
	Developing Housing First (HF) support in response to the high and complex needs of this specific target group requires specific knowledge and expertise. A variety of issues in many different areas need to be covered. The HF model calls for support organized by an Assertive Community Treatment team (multidisciplinary team) or through external channels, via an Intensive Case Management team. In this paper, the development of an innovative operationalization of HF support will be outlined: a multi-institutional HF team covering 3 different cities (in a region called Limburg, in Belgium). In the context of such a multi-institutional HF team, social workers are detached from their institution and are

fully integrated in the HF team. The HF support is thus organized inside a coordinated network. We will describe the key ingredients for success (need for minimal coherence, with a strong but open coordination, need for formal agreements but with enough autonomy and recognition of institutional identity) and the added values of this original way of working. These are mainly individual (addressing the specific needs of the clients in the best possible way), but also institutional and strategic, linked to the paradigm shift process (these institutions are formal partners of the new HF program and become its spokespersons). The paper will also focus on the systemic barriers and on the creative solutions that have been developed to meet these challenges. A social worker, who is a member of this multi-institutional HF support team, will further explain how this new way of working has impacted his daily activities, both in a positive and a negative way.

"Implementing Housing First training, an adventure towards a culture change"

Boogaard, V.

Valerie.boogaard@hvoquerido.nl

Based on our positive experience, our organisation has received numerous requests – both domestically and internationally – in how to successfully implement the Housing First model. We have developed extensive and engaging material on a number of related topics. Amongst our available trainings, we offer a Train the Trainer program on actual project implementation, to introducing effective recruitment methods, finding creative and innovative methods to establish rapport between clients and case workers, and transitioning clients from 24-hour shelter situations to independent living.

"Analysis of the professional practice of the teams in Primer La Llar (HF) pilot project, from the city of Barcelona"

Cladera, S.B.

sanbatle@gmail.com

This presentation makes explicit the methodological proposal that is being used in the ongoing evaluation of the Primer la Llar (Housing First) pilot program in the city of Barcelona. It is a qualitative research project on the development of the professional practice of two management teams. There is a lacuna on the praxis of the teams in Housing First programs. This presentation is addressed to professionals as a means to explore and develop reflexive techniques for future action and learning. This is an opportunity and at the same time a challenge for the research team because it lacks a theoretical framework per se. In this context, we have developed a unique methodology capable of generating theory from the parameters of grounded theory. The strategies that specify the collection of data in the field offer depth of biographical techniques such récits de pratique as the practice story -used regularly in the Francophone educational field- and the effectiveness of group and individual interviews. This combination leads directly to a valuable material for its usefulness in future implementations. Traditionally qualitative assessments in Housing First programs have been developed through the fidelity scale. Our method aims to add

nuances and enrich the results of a qualitative process, with experiences lived by informants. The objective of this presentation is to share the results of the first phase of our on-going research.

"Homelessness, housing first and changes of social work in Italy"

Consoli, T.

consoli@unict.it

The Implementation of Housing First (HF) in Italy can be considered a privileged point of observation for analysing and understanding the current transformation connected to homeless treatment by social services and the correlated changes in social work methods and approaches. HF is inspired by the principles of freedom of choice, recovery and community work and these principles can hardly combine with the "institutionalized" social work approach. As an example, HF accentuates the need for community support, the activation of networks on the territory to prevent accidents and treat the most difficult cases and some recent transformations in social work can fit the expectations on the community level, but still many approaches highlight the individual "take in charge" together with a "deserving" approach and individual treatment that can hardly fit the homeless and also the community needs. The paper aims to focus some of the contradictions of social work in homeless services and offer deeper understanding through in depth interviews with 10 operators directly involved in the implementation of the Housing First model in three Italian regions. The basic goal is to highlight some of the transformations taking place in the professional knowledge within the implementation process of HF in Italy and to focus the new skills required by these interventions in local context.

Workshop: "Housing First ecological and collaborative intervention in housing and community supports"

Duarte. T.

teresa.duarte@aeips.pt

This workshop will focus on housing and community supports provided by Housing First teams. It will introduces the key concepts of collaboration, recovery and community integration, and how each translates into practices. Based on the experience of Casas Primeiro Lisboa and Cascais programs in Portugal, the session will describe methodologies, strategies and tools for planning and delivery individualized supports that are flexible and consumer-driven. It will detail how collaborative relationships between staff and participants can be effective to assist them to achieve the goals and resources that personally meaningful to them. Recovery and community integration should be formulated as a transactional process between people and their environments. Therefore, the session also describe the intervention ecological approach to develop participants' set of opportunities for engagement and participation in community life.

"Homelessness and Health: An Analysis of the Effects of Gender and Age on the Health of Adult Women Experiencing Homelessness"

Underwood, R.

rachel.r.underwood@vanderbilt.edu

Housing status remains an important determinant of health; however, there is a notable lack of information focused specifically on the experiences of older adult women with homelessness. This study explores the compounding nature of health and homelessness through qualitative data from older adult women gathered within two southeastern shelters in United States. Twelve women (40 - 61 years old) experiencing homelessness provided first-person perspectives on the relationship between self-reported health and housing statuses. Findings suggest a need to focus health-intervention strategies for older women experiencing homelessness on their multidimensional health needs, as well as the systemic barriers currently impeding their health. Additionally, investigators found that age-related and gender-related health needs/barriers independently and concomitantly affected the lives of older women experiencing homelessness creating a unique intersectionality of needs to be addressed for this subgroup. Some key relationships explored are the frequency of trauma in the lives of women experiencing homelessness and lack of appropriate health care, the role of transportation in exacerbating existing physical health issues, and the health effects of age and gender on the ability to effectively navigate daily life in a shelter environment. Investigators conclude that providing permanent, long-term housing may minimize negative environmental health effects for older adult women experiencing homelessness. While we present some additional policy implications for prevention and intervention strategies to address these unmet needs, the impact of this study remains in highlighting the need for future research to further investigate the unique needs and barriers for this subgroup experiencing homelessness.

"Physical and mental health of homeless people in the Polish sample. Preliminary results presentation of the HOME_ EU European research project"
Bokszczanin, A.

Abok@uni.opole.pl

The aim of our presentation is to show preliminary results of our study within the HOME_EU project among the long-term homeless, service users in Poland. We want to focus on the demographic characteristics of the studied group and the initial assessment of its physical and mental health. As there are no homeless centers in Poland with the Housing First programs, the collected data comes from the interviews conducted with 45 people (aged between 21-79 years, Mage = 46.42; SD = 16.36, including 31% of women), across 5 different sites in the Southwest of Poland. Physical health (PH1, PH2) was assessed by the scale of Deslavo et al. (2006), mental health by the Colorado Symptom Index (CSI, Stern et al. 1994) and substance use was evaluated by Alcohol and Drug Use Disorder Identification Tests (AUDIT, DUDIT). We have found that almost one-third of the

respondents assessed their physical health condition as fair or poor. In turn, 55% of our respondents revealed different psychiatric problems due to CSI, almost half of them showed harmful alcohol use (including 27% of alcohol dependence) and 27% problematic drug use (including 18% of drug dependence). There were no differences in service users' physical and mental health indicators across. However, some differences we have found between services in the AUDIT and DUDIT scores. In addition, younger participants better self-rated their physical health although they use significantly more substances, in comparison to older service users. There were no gender differences in physical and mental health, but there was more excessive alcohol use among men. In general, our results showed that the long-term homeless are struggling with both physical and mental health problems. We are convinced that our study results will contribute to a better understanding of the problems of homeless people and promote the idea of social justice.

"Housing First as an effective response to chronic homeless people with addiction behaviours"

Nave, A.

americonave@crescer.org

The Project É UMA CASA, Lisboa Housing First, was implemented in 2013 to respond to a significant number of illegal drugs and alcohol users, in a chronic homeless situation, excluded from every health and social services. It has emerged as an alternative to existing treatment programs, which were not effective for these cases – a group of 'poor prognosis' patients that were neglected in the usual medical interventions and very resistant to psychosocial rehabilitation projects. The project was thought to immediately respond to the most complex and vulnerable situations. The main goal of this study was to evaluate the impact of the intervention method on the target-population – a) Does individualized housing help to control psychoactive substance use?; b) Does the inversion of the intervention paradigm, giving priority access to housing, influence the (re)integration into the community?; c) May Housing First complement harm reduction strategies concerning drug addictions, promoting, at the same time, the empowerment of the target-population?; d) Do those who integrate Housing First have better access to social and health services? The data was gathered through: 1) Observation Grid – to register aspects related to: Household Organization; Documentation; Health Care; Mental Health Care; Addictions Care; Networks Development; 2) Individual semi-structured interviews; 3) Group meetings. 32 people, with co-morbidity, who were living on the streets for 15 years (on average), were integrated into individualized scattered houses from the common rental market. Evidence suggests that access to individualized housing facilitates the (re)integration of the target population into the community; Harm reduction approaches seem to enhance beneficiaries' motivation to decrease the consumption of psychoactive substances; Housing First programs appear to enhance beneficiaries' access to health and social services and improve their general living conditions. The project presents a success rate of 88% - percentage of beneficiaries who didn't return to homeless situation.

"Housing First .... ish. An accidental collaboration in London"

Timms, P.

philip.timms@slam.nhs.uk

In the early 1990s, a homelessness panic in the UK government, led to the establishment of the London Homeless Mentally Ill Initiative. This produced a number of mental health outreach teams across several areas of London, focussing mainly on homeless people with psychotic disorders. In South London, at the same time as the START team, the local mental health outreach team, was being established, a homelessness organisation, Thamesreach, had started to build 3 housing projects for rough sleepers. These were small clusters of flats and bedsits, with housing staff on site and no requirement for any treatment or intervention as a condition of entry or tenancy. I will describe how an informal partnership was established between Thamesreach and the START team, leading to a model that approached Housing First, but from a different perspective. It enabled mental health and street outreach workers to move a person directly from the street to a small apartment or bedsit of their own. Residents generally stayed there for 2 - 4 years before moving on to permanent accommodation. It was recognised as effective - but expensive. I will discuss the features that contributed to its effectiveness and some of the problems that arose, with the objective of clarifying some of the conditions that may need to be satisfied for Housing First to work with our most vulnerable clients with psychoses.

Session 11: "Community and users' empowerment"

"Recovering Capabilities:European Homeless Adults' Freedom to Be and Do"

Greenwood, R.

ronni.greenwood@ul.ie

According to Sen (2004), the term "capabilities" refer to the kinds of activities, roles, identities, and responsibilities that an individual can freely choose to engage in, or not, given their personal capacities. An individual's capabilities may be constrained or expanded by their own personal characteristics and by features of their environment. In a just society, constraints on capabilities are minimal and individuals are free to achieve their full potential according to their own talents and interests. Capabilities expand in nurturing and secure environments. The experience of homelessness often strips away individuals' autonomy and self-determination, and thereby reduces the range of capabilities available to them. Settings like homeless services vary in the extent to which they support people in the development or recovery of valued capabilities such as health, affiliation, control over their environment, and participation in civic and community activities (Shinn, 2015). Using a new measure of capabilities (Sacchetto, Ornelas, Calheiros & Shinn, 2017), we collected data from 579 adults in receipt of homeless services in eight European countries, as part of the first wave of data collection for the project "Home-EU". We will present overall findings of patterns of the extent to which participants in these countries affirm that their homeless service ("Housing First" compared to "Other Services") supports them in each of six capabilities domains. Our presentation will include descriptions of associations between capabilities domains and key features of homeless services (e.g., choice, relationships with

key workers) to identify the characteristics of European homeless services that do and do not support individuals to recover the capabilities that underpin a good life. Implications for European homeless policy and homeless services will be discussed.

"Using an "empowerment-community" focused model to foster transformation in the community mental health practice"

Monteiro, M.

maria_monteiro@ispa.pt

Empowerment theory, and specifically its application to research and practice, offers a salient template to respond to the strongest claims for a change in the mental health system (Davidson, Ridgway, Wieland, & O'Connell, 2009; Fisher & Spiro, 2010; Nelson, Lord, & Ochocka, 2001; Ornelas, Duarte, & Jorge-Monteiro, 2014). Empowering community settings framework (ECS) presented by Maton (2008), which encompasses organizational characteristics, psychological mediators and organizational dimensions for individual development and community/societal betterment was previously adapted to community mental health field by Jorge-Monteiro, Aguiar, Sacchetto, Vargas-Moniz, and Ornelas (2013) and appears to be a strong resource to discuss how the empowering setting model may lead to community mental health organizations (CMHO) transformation at various levels. Built-in a larger qualitative research project, the current study used a multiple case study approach (Stake, 2005) and applied the adapted framework for community mental health organizations (ECS-CMHO) to examine data from five CMHO in Portugal. Forty participants were selected for this study from five different but similar non-profit CMHO. Four users were randomly assigned from each organization from a general list of 213 persons with mental illness experience who had also accepted to participate in a previous quantitative phase. Two staff members were randomly sampled from anonymous list provided by the organizations. One board of directors' member and one coordinator from each program were purposively designated as the organization key-informants, also according the selection criteria. Based on literature review, the interview guides were developed collaboratively within the former partnership between academic and organization teams including people who had an mental illness experience (Ochocka, Janzen, & Nelson, 2002). Results were analyzed at multiple levels and across settings using the ECS-CMHO framework and, they were also discussed where and how the adoption of empowering structures and processes challenge CMHO and mental health system change.

"HOME_EU Work Package 3:Overview of Service Users' Survey"

O'Shaughnessy, B.

branagh.oshaughnessy@ul.ie

Home_EU is a consortium of 8 international partners researching the ecology of chronic homelessness in Europe. The aim of Home_EU is to understand and identify key practices for reducing chronic homelessness in Europe through the integration of multiple perspectives. Each work package addresses a unique perspective, including that of EU citizens, homeless services providers, service recipients, and stakeholders. Work package 3 (WP3) is concerned with the experiences of service users in Housing First (HF) or traditional (OS) homeless programmes. In this talk we will describe our sample within and across countries, and also present a description of the project, protocol, and lessons learned during implementation. 579 service users completed baseline questionnaires in France, Ireland, Italy, Portugal, Poland, Spain, Sweden, and The Netherlands. 241 participants were in HF, and 338 were in OS programmes. On average participants were male (74%), 45.2 years old (SD = 7.54), and single (59%). The majority of those in the HF group were in private accommodation (78%), and those in the OS group were in homeless shelters (49%). Our consortium collaboratively tackled issues with flexibility and diplomacy. In particular, we overcame challenges related to the standardization and translation of questionnaire materials, and maintenance of data integrity across partners. We also managed the distinct socio-political contexts in partner countries to account for differences in HF and OS programme implementation. The successful collaboration of 8 European partner countries to complete 579 service user interviews is promising for the achievement of WP3 objectives. Learning from the early stages of this transnational collaboration is key for the continuity and success of Home EU in reaching project milestones, and for other international research collaborations

"400Toits" campaign: Looking for new sustainable solutions to homelessness in the European capital"

Vanvyve, A.

adrienne.vanvyve@idr-sv.org

In Brussels, the number of homeless people living on the street is increasing quite visibly, from 269 in 2008 to 707 in 2016. In the face of such situation, the "400Toits" Campaign was initiated in May 2017 by a group of associations to stop "managing" street homelessness in Brussels and start ending it for good. By the end of 2020, the aim is to create 400 stable housing units for the most vulnerable homeless people in terms of mortality risk. The target group of this campaign are isolated people, living in the street, with physical and mental health problems, addictions and in need of social and/or medical support. Following a first action that mobilized more than 250 volunteers, the "400Toits" Campaign launched a "Citizen Challenge" as an alternative to find housing, based on the resources and skills of Brussels citizens. The challenge is to find, in teams of 4 to 5 people, housing that meets different criteria (quality, budget,

sustainability, etc.). Faced with the cruel lack of housing in Brussels, this project reveals an innovative approach for the end of street homelessness in view of its multi-level objectives: imagining and creating new housing solutions; empowering and involving the local community in the thinking and the creation of housing; raising awareness among citizens about housing issues.

"Individual and process factors influencing user's satisfaction with Housing First services: results from Un Chez Soi d'Abord trial"

Tinland, A.

aurelie.tinland@gmail.com

Objectives: Recent studies in North American and European contexts suggested that the housing first (HF) approach is a promising strategy for providing effective services to homeless people with mental illness. Concern persists that user satisfaction and retention rate are key values in the evaluation of HF programs, to secure good outcomes. The aim of this study is firstly to explore HF services user's satisfaction, and secondly, to determine individual or contextual factors influencing user satisfaction or dissatisfaction with HF services. Methods: Based on the French Un Chez Soi d'Abord sample, we analysed data from 131 participants assigned to the HF group and followed during 3 years. Measures of services experience included team tracking frequency, questionnaire describing service users' needs, and a Client Satisfaction Questionnaire (CSQ-8), describing users' satisfaction. Generalized estimating equations were used with a random effect for site to identify relevant baseline confounders for the CSQ score. Results: At 36-month follow-up, 131 HF participants completed the services user and CSQ-8 questionnaires. Among them, 24% have moved during the past year and 94% were still housed. Respondents had similar baseline characteristics than the initial sample. Most of respondents reported needs from HF team for managing housing (74%), administrative assistance (63%) and less for mental illness (43%). The mean total CSQ-8 score was 25.6 (SD=5.2) out of 32. Variable selection identified four relevant confounders of higher CSQ score: higher frequency of visits (regression coefficients 8.2), lower user's education (-2.2), ever been a tenant (1.4), and suffering of schizophrenia disorder (0.9) (p<.001). Conclusions: The users' perception of the quality of HF services appears to be high. Our results underscore the interaction of individual and process factors influencing user satisfaction. These findings suggested that HF intervention in France is a promising strategy for high quality of services to homeless people with mental illness.