



Warsaw Support System for the Homeless

„Ways out of Homelessness” Partner’s meeting

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Julia Wygnańska, The Ius Medicinae Foundation

Content – Context bit darker than the full picture which you will hopefully see after two days 😊

1. Public tasks in regard to homelessness **defined in legislation**
2. Three tiers of local government in one Warsaw 😊
3. Distribution of public tasks among tiers of local government and its agencies
4. Public tasks implemented by **NGOs**
5. **NGOs work: services funding and data collection**
6. „Issues”
7. **Developments**

1. Public tasks in regard to homelessness (1)

Social Welfare Act – gmina lowest tier of local government

- **Each gmina is obliged to provide temporary abode as well as meal and clothing to each person in need on its territory**
- crisis intervention – mostly for victims of domestic violence (specialist psychological legal and hostel services available round the clock 24h)
- Gminas can grant the right to public health services for 90 days to people who are homeless, people who have no income and are not covered by Public Health Insurance.
- Welfare financial benefits (targeted, temporary, permanent – 604 PLN)
- Organize Funeral
- Individual Program for Getting Out of Homelessness and other social contracts
- Gates to welfare: Welfare Diagnostic Interview and income criteria

Public tasks in regard to homelessness (2)

Act on Protection of the Rights of Tenants and Local Housing Stock – gmina

- Gmina provides **communal housing** and **communal social housing as well as** replacement apartments in order to meet housing needs of low income households.

Act on Local Government - gmina

- Managing (building as well) local housing stock

Acts regulating public space (begging, dirty words, drinking, loitering)

Obligations of „Powiat” – second tier of local government:

- Issuing disability status
- Labour Support Services
- referral and provision of place in Welfare Home for elderly or long term sick unable to look after oneself.
- Foster care

2. Three tiers of local government in one Warsaw 😊



Tiers of local government

- 18 districts and its governments,
- Central government - Municipality of Warsaw (MSTW) and its Departments
- „Powiat” administration:

Warsaw

- 1,711 mln inhabitants
- Migrants from other regions „słoiki”
- Unemployment (official 4,3%, practically lower)

3. Distribution of public tasks among tiers and its agencies

- Districts (18):
 - Welfare Centers
 - crisis intervention for victims of domestic violence (not in all districts)
 - right to to public health services for 90 days
 - Welfare Diagnostic Interview
 - Individual Program for Getting Out of Homelessness
 - Financial benefits (targeted, temporary, permanent)
 - Funeral
 - Housing Stock Departments
 - Communal housing and communal social housing (lists and provision)
- Municipality of Warsaw (MSTW):
 - Office for Social Policy and Projects
 - **provision of temporary abode, meal and clothing**
 - overall policy on homelessness, coordination
 - Homelessness Dialogue Commission for NGOs
 - Municipal Police
 - Office for Housing Policy (data collection, overall policy) on housing
- Warsaw Centre for Family Support (Powiat):
 - Labour Support Services
 - Welfare Homes for the elderly and/or long term sick
 - Disability status

4. Distribution of public tasks among tiers and its agencies and **NGOS**

- **Districts (18):**
 - Welfare Centers**
 - (crisis intervention for victims of domestic violence (not in all districts))
 - right to to public health services for 90 days
 - **Welfare Diagnostic Interview** **NGOS**
 - Individual Program for Getting Out of Homelessness
 - Financial benefits (targeted, temporary, permanent)
 - Funeral
 - Housing Stock Departments**
 - Communal housing and communal social housing (lists and provision)
- **Municipality of Warsaw (MSTW):**
 - Office for Social Policy and Projects**
 - **provision of temporary abode, meal and clothing** - **NGOS 100%**
 - overall policy on homelessness, coordination
 - **Homelessness Dialogue Commission for NGOs** - **NGOS AND MSTW REPS**
 - Municipal Police** (anti freezing , monitoring public space, begging/loitering execution)
 - Office for Housing Policy** (data collection, overall policy)
- **Warsaw Centre for Family Support (Powiat):**
 - Labour Support Services - **NGOS**
 - Welfare Homes for the elderly and/or long term sick - **NGOS**
 - Disability status - **NGOS**

5. NGOs – powerful stakeholder

- **Provision of temporary abode, meal and clothing – NGOs provide 100% of services**
- Homelessness Dialogue Commission within Dialogue Forum - **dialogue and cooperation between NGO service providers and MSTW,**

=> NGO run agencies are the first contact agencies and major provider of support to any homeless person in town. People come to NGOs first and only then some of them are referred to district welfare Centre and other.

- Welfare Diagnostic Interview: **Social worker employed in NGO service conducts the interview and fills the papers. Then it is sent to Local Welfare Center to be signed by its social worker to become officially accepted as basis for welfare benefits/services.>issues**
- Labor Support Services - NGOs: Social Economy, Job Consultancy, Job placement in addition to Labor Office of MSTW which is rather used for registration (health insurance in package) than real employment.
- Welfare Homes for the elderly and/or long term sick and issuing disability status - NGOs: supporting referral process (collection of documents, appeals, client advocacy, etc.)

Temporary abode, meal and clothing – **NGOS provide 100% of services**

Services „for the homeless“:

- Soup-kitchens – 7-9
- Street work – in few Districts for certain periods - **GAP**
- Abode – number of places in MSTW founded 1750?:
 - Night shelters – 2 for 350 places
 - Shelters for men 10, women 6, women and men not couples (2)
 - Specialist shelters 9 (6 in greater Warsaw)
- Supported housing – 3 programs (about 100 places) - **GAP**
- Medical ambulatory – 3
- Advisory – 3

Temporary abode, meal and clothing – **NGOS provide 100% of these services**

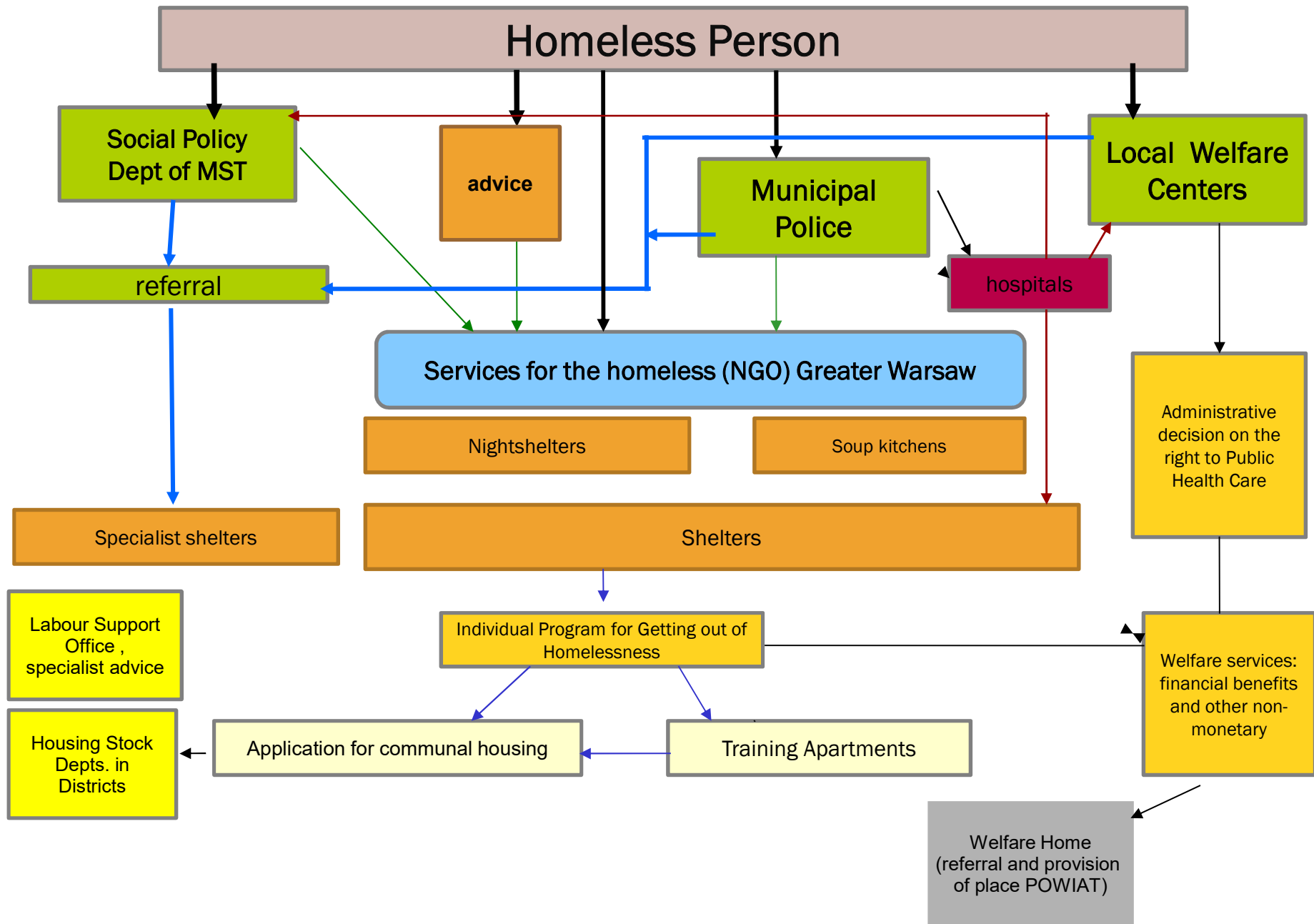
Founding:

- MSTW – **up to about 80%** of defined costs in contracts for 3 years, supporting (grants) no entrusting (contracts)
- In kinds – facilities-infrastructure, food, clothing, inhabitants-volunteers or in social work
- Regional competitions for grants – for 7 months, homelessness one of the priorities
- National competition for grants – ministerial program for 7 months
- Competitions for grants from EU funding distributed on different levels – low usage
- Private donations

Temporary abode, meal and clothing – NGOs provide 100% of these services

Data Collection:

- Obligatory Quarterly Reports from ngos that get founding
- Point in time: end of each quarter
- Karta mieszkańca – not in all shelters
- Some electronic systems but not standardised (some biwm stadardised)
- Still parallel systems: paper and electronic



Municipal Scheme of Homelessness System in Warsaw – Social Policy and Projects Office

6. „Issues” (1)

- **Service gap**
 - Shelters full all year round
 - too little training and supported apartments
 - not full coverage of street work services: not all districts and not through the whole year – due to founding
- **Founding**
 - 80% of defined costs which do not cover all costs so in fact 80% is much less of a total
 - Some services get no funding due to e.g. not meeting formal criteria in grant competition -> service gap,
- **Data Collection – very poor** 😞
 - Quarterly point in time reporting from MSTW funded services
 - Ministerial counts in public space: 2013, 2015
 - Not possible to generate flow data
- **Policy (not evidence based)**
 - Strategy 2010-2015 – nicely written, hardly anything implemented, no monitoring, no advocacy.
 - „City movements” start to pick up the issue – against ZTM bus statue

„Issues” (2)

- **Coordination:**

- Referrals: MSTW pays 80% and has no means to decide who gets the place. It is up to each NGO to decide who is accepted. No procedure for booking the place by any agency eg. District Welfare Center, exception: specialist shelters out of Warsaw, one center for women.
- NGOs have no power over benefits and welfare services.
- Theoretically MSTW is responsible for coordination but it has no power over ngos which are independent private organizations.
- If no ngo submits proposal to run a nightshelter then it will not be run - Municipality is very vulnerable to NGOs.
- Homelessness Dialogue Commission within Dialogue Forum lets NGOs and MSTW REPs discuss but its competence is only consultative (TWA)...
- ... and no representatives of district welfare centres nor housing departments participate although they could

- **„Informal” coordination:**

- Local informal networks in districts between district stakeholders: Wola – most known
- Informal networks between certain NGOs (some like each other better and accept referrals, some are bigger networks like Caritas, MONAR
- Subsystems each ngo tends to provide all services for its clients – rather building own capacity then building it with others in cooperation.

7. Developments

- Programs that will be presented to you:
 - Wola/Mokotów program/mechanism for Exiting Homelessness through supported communal social housing (today)
 - Individual In-Depth Personal Development IPRO of Antidotum Association (today)
 - CMSA Scattered Training Apartment Program (tomorrow)
 - „We’ll make it” of Caritas Poland (tomorrow)
 - Training Apartments of HfH Poland (site visit)
- Ideas and interest in new programs including HF 😊
- HF evidence based advocacy project esp. research on dual diagnosis and long term homelessness among users of services for the homeless in Warsaw.
- More electronic data collection systems in single service providers (uncoordinated standard)
- Commissioner for Human Rights to the President of Warsaw – need to provide more public baths including baths for the homeless
- Next move of MSTW not known, previous attempt to coordinate and establish referral system rejected by NGOs due to its incompetency and change in power over decision who is served (from NGOs to Local Welfare Centers).