

# BUDAPEST METHODOLOGICAL CENTER OF SOCIAL POLICY AND ITS INSTITUTIONS



Budapesti Módszertani  
Szociális Központ  
és Intézményei



1134 Budapest, Dózsa György út 152.

[www.bmszki.hu](http://www.bmszki.hu)

# INTRODUCTION

*The Budapest Methodological Centre of Social Policy and Its Institutions (BMSZKI) is the homeless service provider of Budapest Municipality. It was established in 1993 providing service at 'only' 8 sites back then. Since then, significant changes have occurred in BMSZKI's life almost every year: new services have been established, others have been shut down, transformed or expanded.*

*The professional activities of the Institution have also been continuously changing. We have made a great effort to ensure the highest quality of services for vulnerable people who have lost their dignity and have turned to us for help. We have developed a methodology of needs assessment for homeless people. We have established a special professional network in order to solve issues related to housing, health care, addiction and social home admission efficiently. We have differentiated the profiles of our services based on the needs of homeless people; services were adapted to the demands that arose.*

For example:

- 'low-threshold services' can be used without any or with minimal criteria (e.g. public health requirements) – we provide services to those who would otherwise be left without any institutional care;
- in the framework of the 'Opening to the Street' program we have established 'open-access shelters' where rough sleepers can sleep;
- we operate 'move-on' accommodation for those who – together with targeted social assistance – will be able to move on to independent housing within a short period of time. Moving-on is supplemented by housing support as well;
- the quality of the services has greatly improved: our night shelters were renovated, the number of places at mass accommodation was decreased (or is fully sustained during the winter season only) and several newly renovated services have been opened especially for people arriving from the street;
- we have improved our health care services, a modern hospital department has been established on the territory of the former Szabolcs street hospital.

The efficiency of our work is continuously measured, documented and published in our professional reports.

These days BMSZKI is one of the largest homeless service provider of Budapest and the whole Central European region: it provides social services for homeless people at close to 40 service units.

- There are 1470 permanent places in our hostels,
- a further 891 places in our night shelters,
- 80 places in temporary homes for families,



- and 14 places in our Mother-child Crisis Accommodation available for people in need.
- Our Medical Crisis Service operates a chronic inpatient department with 73 beds, GP and specialist care.
- There are more than 500 people on average visiting our day centers daily.
- Our outreach teams are in contact with hundreds of people.

At our services trained social colleagues work at all opening hours; we put a great emphasis on their continuous, specialized and advanced training.



*photo: Peter Brenner*

# OUTREACH WORK, DAY CENTERS

*Our outreach teams seek roofless people living in districts 6, 13, Blaha Lujza square and in the territory of City Park and Margaret-island. Besides protecting rough sleepers from any direct threat to life, outreach work aims to help people into institutional services. Outreach staff keeps permanent contact with rough sleepers in their sleeping spot and in the office as well during opening hours.*

*Day centers provide basic services primarily for rough sleepers and people staying at night shelters; these are basic services that other people can use in their homes: resting, taking a shower, washing, eating and socializing. Besides providing the above mentioned services, social workers of day centers put a special emphasis on individual motivational discussions, dealing with official issues, organizing free-time activities and activation programs.*

*In addition to basic services of the day center, **special day centers** also run Job-seekers' and Housing Offices. Specialized and experienced social workers provide assistance in these fields that are crucial for the social integration of homeless people.*

## VÁCI DAY CENTER

**Address:** 1044 Budapest, Váci út 102.  
(entrance: Rév utca 1.)

**Phone:** +36-1-232-1135

**Opening hours:**

Monday to Friday: 9.30 am – 4.30 pm

The facility is located in a beautiful, green neighborhood on the bank of the Danube. It is accessible with a wheelchair. The Day Center provides basic services, a possibility to wash, have a shower, cook, warm food and take part in community life (for example sport activities). During the winter season, visitors are welcomed by social workers with a cup of hot tea.

## KÖNYVES DAY CENTER

**Address:** 1087 Budapest, Könyves Kálmán krt. 84.

**Phone:** +36-1-333-1194

In addition to the basic services of the day center, the **Special Day Center** also runs Job-seekers' and Customer Service Offices for homeless people. During the winter season the day center is open at weekends as well.

**Opening hours:**

Monday, Tuesday, Thursday, Friday: 9 am – 5 pm,

Wednesday: 1 – 5 pm, Saturday, Sunday: 11 am – 5 pm

The **Client Service Office** helps homeless people manage official issues (such as replacing missing

documents, obtaining social benefit, getting free medication). Computers with Internet access and telephones are available for service users.

**Opening hours:**

Monday, Tuesday, Thursday: 9 am – 3 pm,  
Friday: 9 am – 12 pm, Wednesday: 1 – 3 pm

The **Job-seekers' Office** assists clients in finding a job and issues related to employment by providing information, advice, lists of job advertisements, advertisement newspapers, possibility to make phone calls and use computers with Internet access.

**Opening hours:**

Monday, Tuesday, Thursday: 9 am – 3 pm,  
Friday: 9 am – 12 pm, Wednesday: 1 – 3 pm



## ASZÓDI DAY CENTER

**Address:** 1097 Budapest, Aszódi utca 18.

**Phone:** +36-1-348-4400

**Opening hours:** Monday to Friday 8 am – 4 pm

Aszódi Day Center provides basic services for rough sleepers, people living in surrounding forests or staying at Aszódi Night Shelter.

## TÁBLÁS DAY CENTER

**Address:** 1097 Budapest, Táblás utca 31.

**Phone:** +36-1-347-0257

**Opening hours:** between 1 November and 30 April, Monday to Friday 9 am – 3 pm (open only in winter season)

Táblás Day Center has a capacity of 70 places, but it has a low turnover and a familiar atmosphere at the same time. Most visitors are rough sleepers from the neighborhood. It provides basic services. There is also a hostel operating in the same building.

## FEHÉR KÖZ DAY CENTER

**Address:** 1104 Budapest, Fehér köz 2.

**Phone:** +36-1-260-9220

**Opening hours:** Monday 9 am – 2 pm,  
Tuesday to Friday 9 am – 5 pm

There are several night shelters nearby, and many people in the district sleep rough (in public spaces, staircases or ruined, abandoned buildings). In addition to basic services there are also activation pro-

grams (e.g.: film club, games club) and client services on labour issues.

## ELŐD DAY CENTER

**Address:** Budapest 1105 Budapest, Előd utca 9.

**Phone:** +36-1-260-7047

**Opening hours:** Monday to Friday 9.30 am – 5 pm

Előd Day Center provides basic services for people sleeping rough in the streets or surrounding forests and parks. During the winter season, visitors are welcomed by social workers with a cup of hot tea. There is also a night shelter operating in the same building.

## DÓZSA DAY CENTER

**Address:** 1134 Budapest, Dózsa György út 152.

**Phone:** +36-1-238-9577, +36-1-238-9571

**Origóc Day Center** operates in the basement of BMSZKI's Dózsa György street building. It provides the obligatory basic services and several activation programs especially to rough sleepers and people staying at night shelters nearby.

**Opening hours:**

Monday, Tuesday, Thursday, Friday: 8 am – 4 pm,

Wednesday: 8 – 10 am

## DÓZSA JOB-SEEKERS' OFFICE

**Address:** 1134 Budapest, Dózsa György út 152.

**Phone:** +36 1-238-9571

The **Dózsa Job-Seekers' Office** was established in 2005 within an EQUAL project entitled 'Labour-market reintegration through homeless services'. Since then it has been operating sustainably and serves people who are willing to improve their labour-market position. Not only is it open to rough sleepers or people staying at hostels, but many people arrive from housing – those who succeeded to find a way out of actual homelessness or are threatened by becoming homeless. Specialized colleagues assist in exploring job opportunities, personal counseling, writing a CV, finding a job through phone or the Internet, obtaining documents necessary for training or employment and finding training opportunities.

**Opening hours:** Monday, Tuesday, Thursday 8.30 am – 2 pm, Friday 8.30 am – 12 pm

## HOUSING INFORMATION AND ADVISORY OFFICE

**Address:** 1134, Budapest, Dózsa György út 152.

**Phone:** +36 1-238-9573

The Office started its operation in 2012. It provides tailored counselling and information for those staying at BMSZKI's institutions on night shelters, temporary accommodation, workers' hostels, applications for social housing, rentals and other housing options. The Office provides access to the Internet and telephones for free of charge and coordinates Supported Housing Programs of BMSZKI and professional work of Move-on accommodation.

**Opening hours:**

Monday, Tuesday, Thursday: 8.30 am – 2 pm

Friday: 8.30 am – 12 pm

Wednesday: closed

## SOCIAL INFORMATION CENTER - ADMISSION PREPARATORY TEAM

**Address:** 1134, Budapest, Dózsa György út 152.

**Phone:** +36 1-238-9577

The **Social Information Center** provides colleagues of BMSZKI and other organizations helping homeless people with important information. In addition, there is also a 'crisis desk' where clients can directly turn to our colleagues who help them in solving a wide range of social issues.

**Opening hours:** Monday, Tuesday, Thursday: 8.30 am – 3 pm, Friday 8.30 am – 1 pm

The **Admission Preparatory Team** coordinates admission to BMSZKI's temporary hostels. The Team is the first step where applicants can get information about our services. Our colleagues can direct applicants towards the service that suits their present situation, goals and resources the best.

**Opening hours:** Monday, Friday: 9 am – 1 pm, Tuesday: 10 pm – 3 pm, Thursday: 12 pm – 6 pm





## OUR EMPLOYMENT PROGRAMS

BMSZKI puts a special emphasis on promoting the employment of homeless people as gaining a stable income can be the key of getting out of homelessness.

### JOB SEARCH OFFICES

We operate two job centers (addresses: Budapest, Dózsa György út 152. and Könyves Kálmán krt. 84.) where counseling on job search, CV writing, access to the internet and phones, assistance in obtaining documents necessary for employment and many other services supporting finding employment are offered on a daily basis. We are in close cooperation with the Employment and Provision Department of the 9th district Government Office and other stakeholders that recruit labor force.

Those homeless people who cannot access the open labor market are offered special employment opportunities.

### DEVELOPMENTAL EMPLOYMENT

Developmental employment aims to prepare participants to individual employment through providing suitable development and employment services. Special developmental employment contracts focus on restoring physical, mental capacities and employability skills of homeless people. Through these they are also prepared to work independently on the open labor market. Besides, participation in developmental employment offers meaningful occupation and a source of income for those who do not have any other job opportunities. In the program we are able to employ an average 25 people per year. They can work in different services of BMSZKI carrying out any of the following tasks: garbage collector, cleaner, delivery man, yard-keeper, gardener, park-keeper, office support worker, administrator, laundry worker, assistant, personal attendant, porter, librarian.



Homeless people living in Budapest \*



25% female



75% male

\*based on data of the 3 February survey in 2018

Homeless people living in Budapest\*



66% are older than 50

34% are older than 60

\*based on data of the 3 February survey in 2018

# NIGHT SHELTERS

*Night shelters provide accommodation between 6 pm and 8 am for roofless people free of charge. Some shelters open earlier; while service-users can stay at our special night shelters all day long. These types of institutions aim to provide a roof and satisfy basic needs. We operate separate shelters for men and women, but in most of the shelters it is possible for couples to stay together. Similar to day centers, service-users of night shelters have the opportunity to take a shower, wash their clothes, prepare and consume warm food, take part in community life, rest and keep their valuables safe. Upon request, cleanser and washing detergent are also provided. Support workers assist clients in official issues and help them in moving on to accommodation with a higher comfort level. Some of our institutions are located in green areas where it is possible to organize outdoor programs such as sport events or outdoor cooking. The standards of night shelters have significantly improved in the past few years partly within the framework of the 'Heated street' program.*

*During the winter season, further places are open and we do everything we can to prevent rough sleepers from freezing.*

## VÁCI NIGHT SHELTER

**Address:** 1044 Budapest, Váci út 102.  
(entrance: Rév utca 1.)

**Phone:** +36-1-232-1135

**Opening hours:** 5.30 pm – 8.30 am

The service admits men, women and couples arriving from public spaces only – for admission, a written recommendation by an outreach team is required. There are rooms with 3 to 9 beds; altogether 74 places are available for people in need. The service is accessible with a wheelchair and also has a dog kennel.

A day center also operates in the same building.

## ASZÓDI NIGHT SHELTER

**Address:** 1097 Budapest, Aszódi utca 18.

**Phone:** +36-1-348-4400

**Opening hours:** 5 pm – 8 am

The service admits homeless people arriving from public spaces only – for admission a written recommendation by an outreach team is required. The shelter is open for men and women; and it is possible for couples to stay together. The 150 places are expanded with further 44 places during the winter season. The service is partly accessible with a wheelchair and has a dog kennel.

A day center and a workers' hostel also operate in the same building.



of bunk beds can be occupied.

A day center also operates in the same building.

## BÁNYA NIGHT SHELTER

**Address:** 1105 Budapest, Bányá utca 37.

**Phone:** +36-1-262-0351

**Opening hours:** 24 hours a day

The shelter provides accommodation for men who are over fifty years. There are 64 places. BMSZKI's Admission Preparatory Team can refer clients to this service, but people arriving directly from public spaces or through outreach teams are also admitted.

There are rooms with 10-11 beds.

## ELŐD NIGHT SHELTER

**Address:** 1105 Budapest, Előd utca 9.

**Phone:** +36-1-260-7047

**Opening hours:** 6 pm – 8 am

Előd Night Shelter provides accommodation for men. It has a capacity of 140 places which is expanded significantly to 232 places during the winter season. Places (in rooms with 12-20 beds) can be taken in order of arrival; first lower beds

## KÖNYVES NIGHT SHELTER

**Address:** 1087 Budapest, Könyves Kálmán krt. 84.

**Phone:** +36-1-333-1194

**Opening hours:** 6 pm – 8 am

The shelter provides accommodation primarily to men, but during the winter season couples living in the street are also admitted within a special host program. From spring to autumn there are 100 places which are expanded with a further 108 places in crisis season – altogether 208 places are available for those in need.

A day center and a health care department also operate in the same building.

## DÓZSA NIGHT SHELTER

**Address:** 1134 Budapest, Dózsa György út 152.

**Phone:** +36-1-238-9500

There are three night shelters in Budapest that admit women; one of these is '**Dózsa women's low threshold shelter**'. It has 161 places and consists of departments with a staircase system.

**Crisis night shelter** operates as a first admission department for homeless women arriving directly from public spaces.

**Opening hours:** 4 pm – 8 am  
(entrance between 4 pm and 10 pm)

The **24-hour special shelter** admits applicants from the crisis department and provides places for pregnant women, young women, women over 50 years, those without any homeless history and working clients.

**Opening hours:** 24 hours a day  
(closed between 8 and 10 am due to cleaning)

The third level is for those who are **waiting for admission to BMSZKI's temporary accommodation**. They can stay in single rooms as long as there is no vacancy in the temporary accommodation. In the waiting department monthly savings (5 000 HUF/month) are obligatory as part of the co-operation.

**Opening hours:** 24 hours a day



# TEMPORARY ACCOMMODATION

*Beyond solely providing accommodation, temporary accommodation facilities aim to help homeless people move towards independent housing. This includes assessment of personal needs, setting up realistic and feasible goals, defining steps leading to these goals and developing a cooperation agreement that records all the above in writing. Client and social worker take part in the realization of the goals together and separately as well. In order to successfully gain and later sustain independent housing, residents can take part in a saving scheme and save a certain amount of money each month.*

*Admission to most of our temporary hostels is based on the decision made by the Admission Preparatory Team. Some specialized accommodation facilities (for example Kálvária Nursing Home, specializing on health care, or Vaspálya Hostel, working on recovery from addiction) have their own admission procedure. Service users can stay at temporary hostels 24 hours a day in case they meet the admission criteria of the given accommodation, are willing to pay a monthly fee and cooperate with social workers.*

## ALFÖLDI HOSTEL

**Address:** 1083 Budapest, Alföldi utca 6-8.

**Phone:** +36-1-303-0500

Alföldi Hostel provides 221 places for mainly inactive men and women with low income (service is expanded with an extra 72 places in the winter season). There are 36 places for people living with disabilities in an accessible department, a special room for 6 hearing impaired and 11 host places for roofless people. Besides social staff, a team of nurses assist residents. There are different programs that aim to improve the well-being of people with health problems (such as physiotherapy, support group for substance users), funded by grants.

## KÁLVÁRIA TEMPORARY NURSING HOME

**Address:** 1089 Budapest, Kálvária utca 23.

**Phone:** +36-1-314-2420

The Nursing Home was established to ensure the care of homeless people (8 women and 40 men) living with chronic diseases or disabilities in particular. The facility is partly accessible with a wheelchair; patients can stay in rooms with 2, 3 or 4 beds. Special care of the target group is provided by the coordinated work of a team of social and health care professionals (nurse, social worker, social care-giver and physiotherapist).

## ASSISTANCE AT OUR HOSTELS

Our service users move into our hostels after very diverse paths of life. Most of them have been using different homeless accommodation services for years, others turn to us right after losing their housing; and, in recent years, more and more people move into a hostel after having slept rough. Parallel to this, the circumstances and prospects of our users are also rather diverse, therefore, besides providing accommodation, we find tailored help essential.

After they have moved in, we make a longer exploratory interview with each client, discussing the main turning points in their lives, their current situation and possible ways out of homelessness. Knowing these, together with the client we draft possible directions of suitable assistance, realistic and specific goals that can be reached with this help. These can be modified later on, even several times, but a written agreement is made on each occasion.

Tailored goals usually refer to advancing in an important field of life or preventing the client from getting into an even worse situation: these fields are usually employment, livelihood, gaining a more independent and autonomous form of housing (or at least keeping the current accommodation), but moderating different problems arising from the use of substances, developing or stabilizing their current health state are also amongst common goals. More than one fifth of our users suffer from some kind of serious psychiatric disease; in their case referral to a specialist and treatment is the first and most important thing to do. Every resident at our accommodation services is supported by a personal social worker.

In every case, this work includes social assistance. Social work always involves administrative help, as well as helping problems arising from living in a hostel. Our users can attend various group activities, as well as use any services offered in other BMSZKI institutions, for example psychological counselling. Apart from offering accommodation, we want our clients to reflect on their situation, former and current options and choices, and, as much as possible, move on in their understanding of and processing of long-lasting traumatic experiences.

## KÜLSŐ MESTER HOSTEL

**Address:** 1097 Budapest, Külső Mester utca 84.

**Phone:** +36-1-217-6920

Külső Mester Hostel was one of the first hostels to open its doors to homeless people after the transition; it has been admitting people in need since 1992. Presently it provides accommodation primarily for active age men with an income. The hostel has 129 places in rooms with 3 and 4 beds.

## TÁBLÁS HOSTEL AND DAY CENTER

**Address:** 1097 Budapest, Táblás utca 31.

**Phone:** +36-1-347-0257

The hostel provides 74 places in rooms of 2 and 4, especially for men and women with low income. It is possible for couples to stay together in the hostel. Self-awareness and art therapy groups are organized by social workers. A day center operates in the same building during the winter season.



## GYÁLI HOSTEL

**Address:** 1096 Budapest, Gyáli út 33-35.

**Phone:** +36-1-282-6804

Gyáli Hostel provides accommodation for men, women and couples. It especially admits people with a regular income who are willing to take part in a saving scheme of a high amount which is essential for establishing independent housing. The hostel has sunny double rooms, each with a small lobby (with a hot and cold water sink and a refrigerator inside). There are free-time activity groups funded by grants and psychological counselling available. There is also a well-equipped library and a tele-room for residents. Besides the hostel for homeless people with 210 places, there is also a Teachers' and Nurses' Hostel operating in the same building.

## VASPÁLYA HOSTEL

**Address:** 1103 Budapest, Vaspálya utca 56.

**Phone:** +36-1-260-1844

Vaspálya Hostel, offers complex rehabilitation for men (56 places) and women (10 places) with substance addiction who are willing to undertake abstinence. The professional program consisting of individual case management and different group activities aims to provide assistance in sustaining abstinence, establishing sober living and preparing people to move on to independent housing. Admission has special criteria (e.g. participation at 'Possibility' group sessions Wednesdays at 9 am) and the decision is made by the professional team of the facility.



## KOCSIS HOSTEL

**Address:** 1097 Budapest, Kocsis utca 5.

**Phone:** +36-1-382-7490

The modern, well-equipped facility provides 150 places for men, women and couples in rooms of 2 and 4. BMSZKI gives priority to the following groups of this service: homeless youth under 25 years of age, youth leaving state care and those who have recently lost their housing.

## DÓZSA HOSTEL

**Address:** 1134 Budapest, Dózsa György út 152.

**Phone:** +36-1-238-9500

BMSZKI's oldest and largest hostel has 296 single and 15 double rooms admitting men, women and couples to its altogether 326 places. Besides providing accommodation and social assistance, social workers also organize regular cultural activities, community programs and re-integration group sessions for residents.

## SZABOLCS HOSTEL

**Address:** 1135 Budapest, Szabolcs utca 33-35.  
(entrance from Vágány utca)

**Phone:** +36-1-236-3500, +36-1-236-3514

BMSZKI's Szabolcs street facility has 150 places in three different departments providing temporary accommodation for elderly homeless people with a deteriorated state of health. The hostel department for elderly homeless particularly serves men who are

waiting for a place in social homes. There are 64 places in rooms of 2, 4 and 7. Besides continuous health care services, clients can take part in social and mental health support as well. The latter is provided individually and in groups by a mental health professional.

## KŐRAKÁS PARK HOSTEL

**Address:** 1157 Budapest, Kőrakás park 1-8.

**Phone:** +36-1-414-0631, +36-1-414-0632

The hostel with 122 places provides temporary accommodation for couples in particular, but there are a few single rooms available as well. Besides individual case management and couple sessions, there are also group activities helping the re-integration of users.





# OUR SERVICES FOR FAMILIES AND CHILDREN

*We operate two services with different profiles for homeless families with children.*

## TEMPORARY HOME FOR FAMILIES

**Address:** 1142 Budapest, Rákosszeg park 4.

**Phone:** +36-1-422-0404

The institution is located in the three lower floors of a block house in Zugló, 14<sup>th</sup> district of Budapest. There are 18 full-comfort (with one and a half rooms or one room and two half rooms) apartments furnished and equipped with a washing machine, drier, television, basic kitchen utensils and a baby bed upon request. There are altogether 80 places; applicants are admitted from the whole country. Admitted families are placed in separate apartments where they can live undisturbedly, independent from other residents – unfortunately this is not the case in most services with a similar profile (usually there is a private room with a shared bathroom, toilet, kitchen, etc.).

The main aim of our institution is to provide temporary accommodation and care for families that have lost their housing (including single parent families, abused parents and children in crisis). Our further goal is to facilitate raising children within the family, prevent separation of children from their families where separation would be necessary due to the lack of accommodation and care.

In the Temporary Home for Families we are trying to help families into permanent and independent housing.

## TEMPORARY HOME FOR FAMILIES – MOTHER-CHILD CRISIS ACCOMMODATION

**Address:** 1142 Budapest, Rákosszeg park 4.

**Phone:** +36-1-422-0404

While the previous institution provides temporary housing for families with children who have to wait long waiting lists in order to get admitted, the crisis home with 14 places admits mothers and their children in crisis for a period of 5 days (which can be extended, if necessary).

During this very short period of 5 days social assistance aims to help families into more stable housing either by sorting out family relations, or finding another housing option (mother's home, temporary home for families or rental) and initiate a child protection measure if necessary.

# HEALTH CARE SERVICES AT BMSZKI

*BMSZKI provides special medical and health care services for homeless people in particular with the help of professionals: doctors, nurses' teams and physiotherapists.*

*On workdays, GP services are available non-stop for out-patients and those transported by outreach teams. For treating the most common diseases, consultation by a psychiatrist and dermatologist specialists are provided. There are inpatient and convalescent departments ensuring treatment, care and rehabilitation. The convalescent departments admit and treat people arriving from the streets in particular and provide them with health care (e.g.: bandaging, disinfection, medication), meals, washing facilities and accommodation. The Mobile Medical Service visits night shelters.*

*Besides emergency treatment, the Medical Crisis Service has another important task: managing the health care of the residents of BMSZKI's accommodation services.*

*Basic health care services are supplemented with social assistance and other health care programs (such as dentistry or 'free medicine program') funded by grants. Within the 'free medicine program' homeless people with low income can receive often life-saving medication.*

## KÖBÁNYAI STREET DEPARTMENT

**Address:** 1087 Budapest, Kőbányai út 22.  
(entrance: Könyves Kálmán krt. 84.)

**Phone:** +36-1-323-3305 (Shelter), +36-1-299-7034  
(Convalescent)

Services: GP on 24-hour duty, GP consultation on weekdays, convalescent department with 15+3 beds, consultation by psychiatrist and dermatologist.

### Opening hours:

**GP:** from Mon through Thurs: 8 am – 6 pm,  
Fri: 8 am – 1 pm

**Psychiatrist:** Monday: 8 am – 12 pm,  
Tuesday: 8 am – 1 pm, Wednesday: 2 pm – 6 pm,  
Thursday: 9 am – 1 pm

**Dermatologist:** Tuesday: 8 am – 12 pm

In our institution we provide extra services for male clients who work/have an income and those who have recently lost their housing. Prior to admission (into rooms with 6-9 beds) we have a personal interview with applicants: the main criteria of admission is having a workplace or starting work in the near future. Applicants have to be willing to move on to accommodation of higher level if possible (e.g. hostel or rental) and keep what has been stated in the personal agreement.

In our convalescent department we provide temporary placement for homeless people whose health is temporarily damaged. Admission is only possible through medical doctors. In order to support recovery 24-hours nurse service and full board are provided. Further placement of clients is supported by case work.

**SZABOLCS STREET DEPARTMENT**

**Address:** 1135 Budapest, Szabolcs utca 33–35.  
(entrance from Vágány street)

**Phone:** +36-1-236-3500

Services: GP on 24-hour duty, GP consultation on weekdays, convalescent department with 15+3 beds, chronic department with 50 beds, care department with 23 beds. In-patient beds are mostly taken by patients arriving from hospitals with a referral. Clients are supported by social workers in managing their lives and stepping ahead according to their needs.

**Opening hours:**

Mon - Thur: 10 am – 6 pm, Fri: 10 am – 2 pm

**DENTIST AT DÓZSA STREET**

**Address:** 1134 Budapest, Dózsa György út 152.

**Phone:** +36-1-238-9500

**Opening hours:** Mon, Wed: 5 pm – 7 pm



# OUR METHODOLOGICAL ACTIVITIES

*Apart from providing services to homeless people, BMSZKI also carries out policy work. Between 2003 - 2012 our organization was appointed as Policy Department for the Central-Hungarian Region.*

Our activities include:

- Supporting the professional work at BMSZKI's institutions;
- Participation in preparation and implementation of domestic and EU-funded projects, project coordination;
- Coordination of EU-funded projects;
- Developing and organizing trainings for support workers not only of BMSZKI, but the whole region;
- Participation in data collection of '3<sup>rd</sup> of February' national homeless survey;
- Preparation and distribution of professional publications;
- Communication with partner organizations that are also in contact with homeless people;
- Establishing international relations, organizing field trips, collecting and mainstreaming best practices and exchanging experiences;
- Keeping contact with higher education institutions of social work, coordinating the field practice of students;
- Coordinating volunteers;
- Awareness-raising communication.



All the above activities are conducted jointly by the Methodological Team and the Strategical Development Team.

Our services are financed from the central national budget, by the City of Budapest, through various grants and fees paid by our users. We also have income from various business activities (operating workers' hostels, renting out rooms for meetings, etc).

## ERASMUS+ MOBILITY PROGRAM

BMSZKI has been taking part in transnational mobility programs since 2005. Throughout these years we have built partnerships with over 30 homeless service providers abroad and attended several professional conferences. The main aim of the few-week-long internships has been to enrich professional support workers with knowledge and ideas that can later be adapted in their everyday work and the practice in Hungarian services. Further impact of exchanges is that participants with very different approaches can contribute to the promotion of common European values. International exchanges are not only open for staff members of BMSZKI's services and other homeless service providers in Budapest, but also for those working in the countryside.

Our Erasmus+ mobility project entitled **Housing-led Initiatives for homeless people**, implemented between 2014 and 2016, focused on innovative housing solutions. Therefore we primarily chose partner organizations that had a great experience in implementing Housing First types of programs. Besides, some study trips aimed at getting to know homeless services that may be a novelty for Hungarian professionals. Reports uploaded to our website contain presentations of homeless services of specific countries, host organizations, labor market reintegration training and employment programs, rehabilitation institutions, social enterprises or housing programs supporting clients permanently living on the streets.



Erasmus+

*This project is funded by the European Union.*

In our adult education mobility program called **European answers to the challenges of youth homelessness** (between 2016-2018) homeless services of host countries and host organizations were presented. Furthermore, participants got to know international practice of social work with youth, training, employment and housing programs, rehabilitation institutions and social enterprises. They shared their experiences with other professionals at the accredited workshop called International practice of youth work. Their written reports can be read at <http://www.bmszki.hu/hu/european-answers-to-youth-homelessness>.



