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The EQUAL Programme is funded by the European Social Fund and the Hungarian Government.  
Az EQUAL Programot az Európai Szociális Alap és a Magyar Kormány finanszírozza.

# A GUIDE TO SUPPORTING THE REINTEGRATION OF PEOPLE FACING MULTIPLE DISADVANTAGES



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## PREFACE

In the recent years, our Equal program has enabled us to renew our work with homeless people, and to try to develop more efficient and organized methods to help the social reintegration of homeless people in a holistic way. This work has proved to be a real challenge to all those involved in it: we had to re-think our goals, our methods, our structure, our tools of help, etc. We have learnt a lot through various difficulties and small successes, we have gained useful practical experience. This guide aims to summarize all that we have learnt, and we wish it – together with relevant training opportunities – to help social workers in Hungary learn and use



new methods in their daily work.

This summary will only mention some key chapters of the guide – not all of them. The guide itself is also prepared in an electronic version to facilitate easier use as well as the dissemination process. It will be available on the following web page: [www.bmszki.hu](http://www.bmszki.hu) together with different useful appendix, sample documents, training materials.

**This summary will include the following topics:**

★ Drawing up the structural framework of holistic social support

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- ★ Organizing the support of holistic social work
- ★ Supported trainings – special preparation for the labour market
- ★ Support during the search for employment
- ★ Programs targeting activation
- ★ Housing programs – supporting independent living

## **DRAWING UP THE STRUCTURAL FRAMEWORK OF HOLISTIC SOCIAL SUPPORT**

- ★ Maintenance of the aims – evaluation – feedback – correction
- ★ Setting up a system of monitoring and measurement
- ★ Developing a system of key experts in all services
- ★ Organizing inter-service team work
- ★ Introducing case-work, case-management
- ★ Organizing team work

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## ORGANIZING THE SUPPORT OF HOLISTIC SOCIAL WORK

The base of specialized, holistic and integrated social work is the concrete, well organized and stable casework approach.

Today certain social services often function like „factories“: one social helper is working with many users but only focusing on one area of need (administrative problems, counselling, housing, employment, directing towards services, etc.).

Specialization is very important – we shall discuss it later – but only in an environment where there is already traditional holistic case work already. This means that – as opposed to the „factory-like“ functioning – every client (with whom we have long-term contact or multiple problems) has their own case worker.

The case worker is the one who gathers all the information on the steps to be taken in the specialized areas, it is him/her the client can turn to with any type of problems. The case

worker is the one who takes the person through the process of change.

They are responsible for getting to know the client, their various problems and the possible causes of these problems during the “first interview” – the first deep discussion –, and through trying to understand and to analyse these problems, direct users towards the services, special tools most adequate to their situation.

This is the base, on which we can organize holistic specialized social support.

As up to this day there are services with no real case work, organizing the base should be the first step for them.

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## ORGANIZING TEAM WORK

One of the basic tools of case work is organizing social work teams.

Social work teams are not the same as the regular weekly meetings held in the services to discuss practical issues. The main purpose of social work team meetings is to support case work.

### The forms of this support:

- ★ discussion of specific cases or certain type of recurring problems
- ★ exchange of information about possibilities of help
- ★ getting to know new procedures, new tools of help
- ★ supporting social help on a professional and psychological/mental basis



- ★ gradual development of shared norms, values

It is impossible to carry out efficient social work in the long term without a well organized support team. Where this is missing, individual social workers can get seriously injured, and any expectation for a high level of efficient professional social work will be futile.

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## DEVELOPING A SYSTEM OF KEY EXPERTS IN ALL SERVICES

When setting up the goals and expectations of social work we have to define the **possible main outcomes, fields of change** that will enable users to solve their problems. Without this change management, both the services and the users are stuck.

Another problem is that often social workers are not familiar with the existing tools and possibilities, so they cannot offer efficient support. Their knowledge and information is often limited to a certain field of expertise, and they might not know what exists out of their circle. This enables them to only help a fraction of their clients' problems, and to leave whole areas of need neglected.

According to the experience in the services of BMSZKI, people living in hostels/shelters struggle with and need help mostly in the following four main areas of problems: **housing, employment (training), substance abuse**

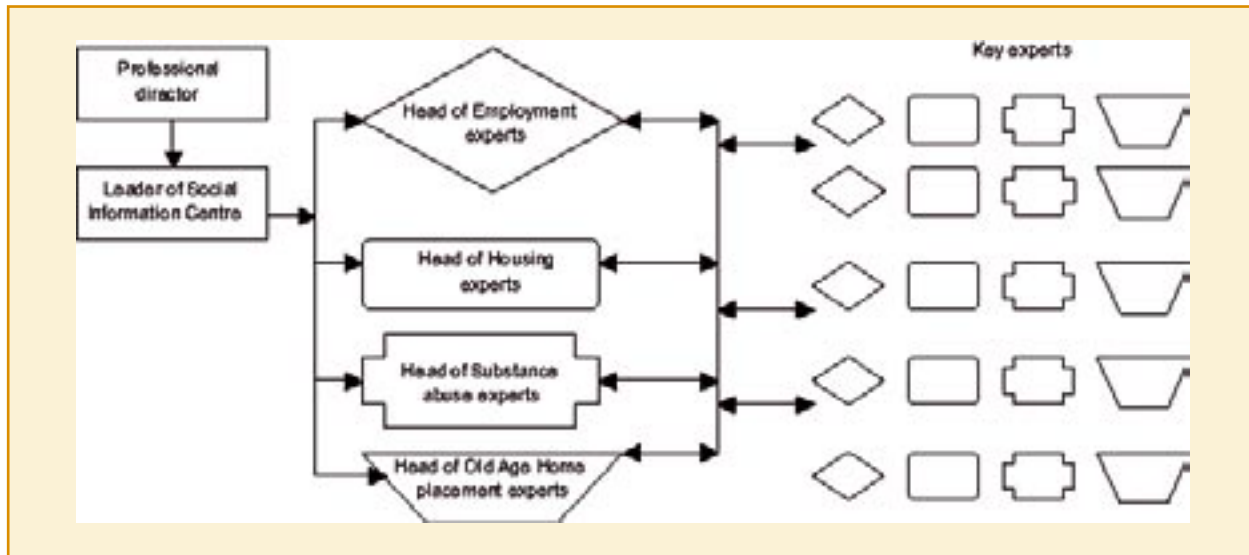
**and placement in an old age home.** To support holistic social work and offer real help to users it is advisable to set up a **network of key experts** who familiarize themselves with one area of the above mentioned problems.

These key experts try to gather, organize and disseminate information on these areas of problems, making sure it reaches both social workers and users.

Setting up a network of experts in the next step in making a strong base for social case work. These key experts are specialists of one area of problems, they are the „first among equals”, who the other helpers can turn to for advice, information or experience in the given field.

Experts have to be built up, not only by gathering information, accumulating knowledge and expertise in their fields of specialization, but also in being accepted by their peers, and being able to help them.

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## Developing a network of key experts – in practice

The first step in setting up a network of experts in any given field is to choose the Head of experts. They should be social workers with

many years of experience in the given service, with great expertise in their field. Consequently, or simultaneously, using the same criteria, we can proceed by choosing experts in the various services.



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## WAYS OUT – KEY EXPERTS – NEEDS ASSESSMENT TESTS

We do not primarily need a holistic approach of help because it is trendy, but because people do have multiple problems. We need to develop an approach that can tackle these multiple problems simultaneously.

We have identified **four main areas of problems** (depending on the circumstances there could possibly be more or less areas): housing, employment (training), substance abuse, need for permanent nursing. Crises in these areas can cause people to become homeless, so we believe these are also the key areas to find ways out of homelessness.

(We consider mental, psychological and physical problems as part of most homeless people's lives, which should be addressed in every case.)

In order to assess the main problems in each field we suggest the development of separate needs assessment tests, which also map out

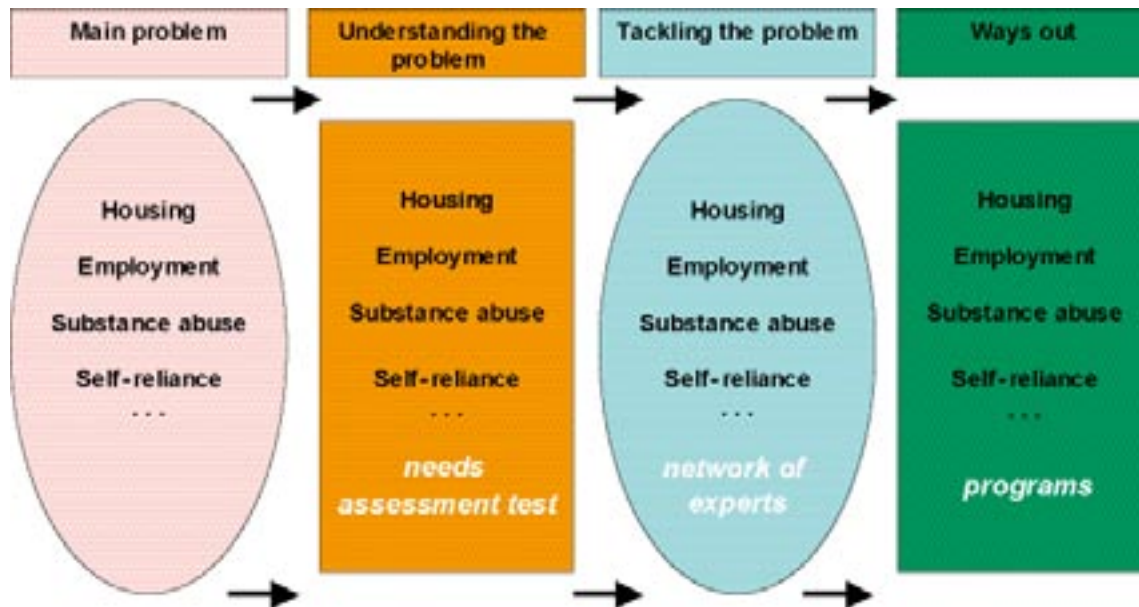
the possible solutions: with their help the sets of problems can be separated from each other and dealt with on their own. This can help the process of case work, the assessment of needs and the development of personalized plans of action.

**The network of key experts covers the same fields as the set of problems**, which helps services find or develop programs (housing program, employment (training) program, program of substance abuse, etc.) which will enable us to support users to be successful in their way out of homelessness.

By using the assessment tests and through the network of experts, social workers will understand and learn how to approach multiple problems from multiple angles, and how there are many tools to be employed in their supportive work.

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THE LOGICAL FRAMEWORK OF SOLVING MULTIPLE PROBLEMS  
ACCORDING TO AREAS OF NEED



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## A POSSIBLE SOLUTION ON AN ORGANIZATIONAL LEVEL SOCIAL INFORMATION CENTRE (SIC)

When setting up a complex support system of many elements, it is vital to have a base, a centre that unites and coordinates all the various parts. This might bring about other changes on an organizational level in the services. One possible solution in the setting up and operation of a SIC, which coordinates the network of experts, provides an office and infrastructure to their functioning, and is in charge of the organizational and administrative tasks.

### The Social Information Centre

★ through the **network of employment experts** it coordinates and monitors the work of job centres included in the program, as well as trainings, recruitment procedures; it disseminates information

about these services to social workers and users. It coordinates employment needs assessment and employment oriented group work.

- ★ through the **network of housing experts** it coordinates the various social housing and social accommodation applications, carries out follow-up work for those moving out as well as helping users in training (coming from a non-service background) tackle their specific housing problems.
- ★ through the **network of substance abuse experts** it coordinates the various trainings of social workers to enable them to tackle the users' substance abuse problems more efficiently, as well as helps users in any of the training, employment and housing programs to deal with their addiction.

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★ through the **network of old age home placement** it coordinates the long-term housing and nursing solution for those users who are too old or too sick for labour-market reintegration.

the fields of employment, housing, substance abuse and old age home placement.

Each network of experts has its own Head Expert, and a Key Expert in each service in

## **BMSZKI – SOCIAL INFORMATION CENTRE (SIC)**

Creating 4 network of experts (in the fields of substance abuse, employment, housing and old age home placement) in each of the services of BMSZKI

- ★ Each network is available on one day of the week
- ★ Counselling, information base
- ★ Constant flow of information between services and social workers
- ★ Information brochures on the fields of expertise
- ★ Regular trainings in the 4 fields
- ★ Psychological and legal counselling

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## ORGANIZING INTER-SERVICE TEAM WORK

It is essential that experts of a certain field get together on a continuous basis to discuss together in a **semi-team, semi-training workshop** set-up. These workshops should be regular and fit in an agreed scheme in order to enhance lively exchange of experiences, up-to-date flow of information, introduce new methods and systems, but also provide room for discussing and analysing common themes and problems as well as sharing good practices. As each field of expertise brings about a certain set of tools, information about specific services, these workshops can also help in creating common guidelines, norms and attitudes. An **inter-service team** can be the place to discuss those issues that are ignored, or that cannot be elaborated thoroughly, in the intra-service team meetings.

More and more services carry out such outcome-oriented programs that need to be coor-

dated and bring with them the setting up of joint standards, and even need a common system of monitoring and corrections. These inter-service teams can carry out the task of joint monitoring, for example.

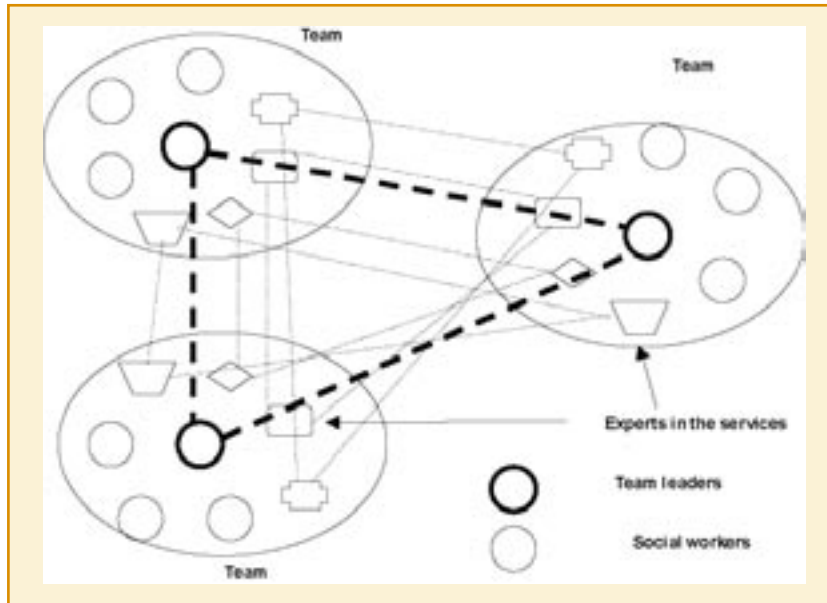
**Extended team meetings** can serve the same purpose. Even „ordinary“ team meetings can benefit from the presence of a special expert (from a different service/field) from time to time. It is very rare that different teams have joint meetings. However, these meetings would enhance the efficiency of supportive work both amongst similar as well as complimentary services – it would also help in forming better links between colleagues working in different services.

**Some examples:** joint team meetings between family help centres and child welfare offices, even including hostels of families, out-

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reach teams, day centres, night shelters and hostels. In the case of employment programs, it is best to invite employment specialists, em-

ployees of labour offices to certain team meetings of the employment experts.



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## SETTING UP A SYSTEM OF MONITORING AND MEASUREMENT

In order to offer users more reliable, controllable and professional help we have to make our procedures more transparent and have to create a way of measuring efficiency. To help this process we have to develop the **procedure of social work**, and the suitable **system of administration and flow of information**.

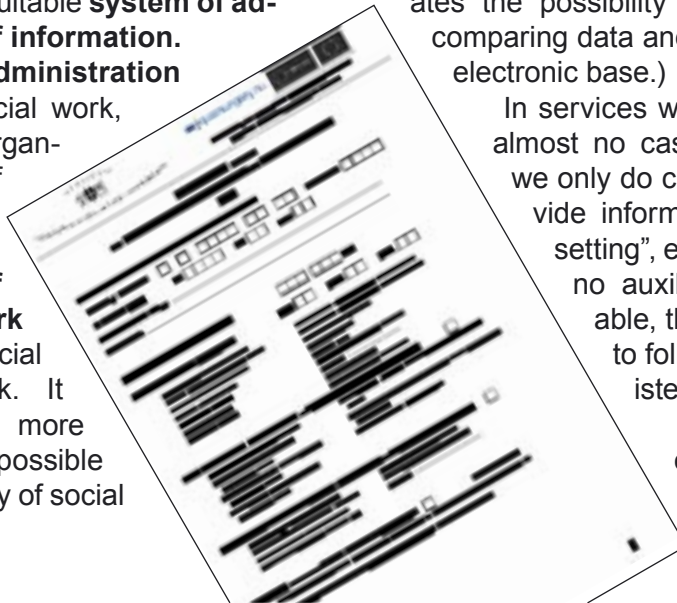
**The system of administration** serves to strengthen social work, improve the way it is organized, increase its level of efficiency, give it a sense of direction.

Setting up a **system of standards of social work** gives guidelines to social workers in their case work. It also makes social work more accountable: it becomes possible not only to note the activity of social

workers, but also the development in the lives of users, the changes in their circumstances. This way, the relationship between users and social workers becomes more egalitarian, and the results are easier to monitor. (This also creates the possibility of registering and comparing data and information on an electronic base.)

In services where there is no or almost no case work, because we only do counselling and provide information in a „factory setting”, etc., where there are no auxiliary helpers available, there is also nothing to follow up on or to register, to describe.

Social helpers are only humans, so the work they do



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needs to be checked and registered in one way or another – it is also an expectation by many sponsors. Even more important than this, the procedure of social work and the system of administration helps the social worker know what questions not to forget, what procedure to follow more or less when discussing with a user.

Holistic social support needs a tool system to go with. If we choose to include the possibility of turning to special services, we need to develop a new system of administration and flow of information to follow the complex pattern of help. It would be difficult not to register our data in an electronic way, and not to make the life of users easier by a certain – well defined – flow of information.



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## MAINTENANCE OF THE AIMS — EVALUATION — FEEDBACK — CORRECTION

All of these: organizing case work, team meetings, developing a network of experts, holding extended or joint team meetings and setting up a database and a system of administration to serve these needs can only be compiled and sustained in one organic system on the long term if we know **why we are doing all this, what is the purpose.**

If we say that the goal of all this is holistic or integrated support to users, we mix the goal with the tool. The real goal is to facilitate the social (re)integration of those who have become marginalized.

One important tool in realizing this goal is to help clients back into the labour market. This should however remain a tool only and never a goal in itself. The real goal can be to help those with multiple problems get ahead, to enable them to lead a happy life based on their own re-

sources. If this is in the focus of our social work, why do we need a holistic approach (targeting the balanced solution of employment, housing, mental and relational crises), why do we need the organizational solutions mentioned before?

Maintenance of our aims cannot be a self-evident thing that happens naturally. We need to consciously reconsider our tools and the way we work on the basis our goals: are they clear? are our methods and tools serving the realization of these goals? For this, it is vital that we evaluate our activities, that we set up the forms of feedback needed for the process of evaluation, and that we organize the procedure for correcting our systems.

Even this process of learning-correcting needs to be organized. One of the possible bases can be the team meeting (including joint team meetings). It is useful to include (say, every

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six months or on an annual basis) time for summarizing and evaluating the outcomes of the service or the project, based on our electronic system of documentation (the mirror does not always echo what we think we are doing!), to analyse our weaknesses, to think about whether our tools and procedures and in accordance with our goals, and to carry out the necessary correction (if needed).



***Needs assessment in the SIC***

Apart from feedback on the institutional level, it is also important to evaluate the concrete work of social workers on an individual basis. This evaluation should be supportive, it should serve the development of the helper, and it should be predictable: the social worker should know when they will be listened to and should count on the feedback being positive and supportive.

If we construct a sound system of feedback on different levels, it can enhance the self-confidence of our staff, the efficiency of the services based on common norms.

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## ORGANIZING THE SUPPORT OF HOLISTIC SOCIAL WORK

### How can we fill the form with content?

Developing the organizational framework and form is an important base for reliable social support. First we have to construct the firmaments (case work, social work team, defining tasks within the teams, experts, extended team meetings, a system of feedback and evaluation, and documentation, flow of information to support all of these), and only upon these can we construct efficient programs of integration, projects of housing, employment, training, etc.

Organizational forms are not enough in themselves, they have to be filled with content. It is social workers who can fill them with content. Without their motivation, skills, abilities, work and creativity, the best forms and structures would remain empty formalities. This is why it is of key importance to consciously and continuously form, maintain and develop these – their motivation, skills and abilities.

### But why do we need social work in employment (re)integration programs?

Maybe this is not even a question for social workers, but others might still wonder why.

The situation of every client is unique, thus the help they receive during their (re)integration into the labour market needs to be personalized as well, targeting all of their problems simultaneously. Social work, through its wide range of tools, plays an important role in programs focusing on employment. Successful labour market (re)integration cannot happen without active social work.

**Through the personal helping relationship**, through getting to deeply understand the situation and problems of the client, it becomes possible to set up realistic goals and the appropriate strategy to reach those goals. A continuous, living relationship can play an important role in keeping up the level of motivation, and in

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preserving the flexible quality of social work.

**Group work** is essential for the success of labour market reintegration programs, and the improvement of employability – it can take the form of pre-training, during training support, group trainings about how to keep a job, etc.

**Community social work** can be efficient in influencing social prejudices, and in improving the relationship and the communication between disadvantaged groups and other groups of society.



*Preparational training*

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## WHY DO WE NEED TO TRAIN SOCIAL WORKERS?

If we are to create a system of holistic support or run successful projects, it is vital that social workers and experts become active partners in the work, that they would identify with the common professional goals and with the program. Introducing an integrated approach also means introducing new expectations and tasks. The dissemination of a new way of working, a new approach of help can only happen if participants understand what is the real goal of change, and what results can be reached.

We have observed during several of our programs that integrated approaches of help need a new attitude: what used to be a **passive** – in the homeless sector, mostly **accommodation oriented** – service has been turned into a dynamic,

outcome-oriented system. This new approach

### TRAINING AND DEVELOPING SOCIAL WORKERS

#### Training of social workers

- ★ Preparational training of social workers
- ★ Continuous training of social workers
- ★ Group-leader training of social workers

#### Training of key experts

- ★ Preparational training of key experts
- ★ Regular expert workshops
- ★ Activities of workshops of experts
- ★ IT and methodological training of key experts

#### Training of staff in job centres

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had to become mainstreamed into the everyday work of social workers. Through the trainings, the new set of goals, expectations, methods were emphasized and this has changed the way social workers think about their work.

Trainings can also be tools of evaluation and feedback, which enables the organizers to react to problems and improve the system.

Through the trainings, through discussing and analysing their experiences together, the members of different teams get a chance to get to know each other, their work, their good practices. This enhances inter-team cooperation and strengthens informal relationships.

Trainings provide an opportunity for team members to share their thoughts in an unusual setting. This enables them to think

in a different framework, to look at their own professional work or that of their service from a different angle.

These processes can help to sustain the good results and methods of integrated approach even after the financing of a program is over.



To sum up: these trainings are an important part of the development of any organization – by shaping the worldview and professional behaviour of social workers, and by strengthening inter-service cooperation a new work model becomes possible, our goals can be reached, our services can be transformed and our results can be sustained in the long term.

***IT training of experts***

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## SUPPORTED TRAININGS – SPECIAL PREPARATION FOR THE LABOUR MARKET

Why do homeless people need supported trainings? Who can be and who should be trained? What is the legal framework?

### The steps of organizing supported training

1. Recruitment for the training. The process of choosing participants.

- ★ Registration in the job centre
- ★ Vocational guidance
- ★ Tests on motivation
- ★ Information days for groups
- ★ Preparational training

2. During the training: group support, individual counselling

3. Into job support: support in finding employment.



*Training of social workers*

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## THE STEPS OF ORGANIZING SUPPORTED TRAINING

### The process of choosing participants

Criteria for selection:

- ★ Age (participants cannot be more than 55 years old)
- ★ Level of schooling (at least 8 grades)
- ★ No, or out-of-date profession
- ★ Previous work experiences
- ★ Health (mental problems, issues of substance abuse as well)
- ★ Family circumstances
- ★ Personal interest
- ★ Personal motivation
- ★ Possession of basic official documents
- ★ Cooperation with the training department

### The process of choosing participants

Steps of the procedure:

- ★ Registration in the Job Centre
- ★ Vocational guidance
- ★ Filling out tests about motivation
- ★ Attending the Information Day (in a group setting)
- ★ Filling out tests, mapping of abilities
- ★ Pre-training preparational training

Tests used in the process of selection:

- ★ Test on self-image
- ★ Test on empathy (Deutsch – Madle)
- ★ Intelligence test (Gardner)
- ★ Logo-test (Lukas test on personality)



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- ★ Cognitive test on intelligence (Eysenck)
- ★ Test on health
- ★ Test on substance abuse
- ★ Scales of attitude

## Preparational training

The goals of the preparational training:

- ★ getting to know and develop the personal skills of candidates,
- ★ preparing candidates for the training and the special skills unique for the chosen profession,
- ★ improving and maintaining a good mental state,
- ★ investigating and improving the housing

situation of participants – offering an environment where studying is possible,

- ★ testing the participants for problems of substance abuse.

The curriculum of the preparational training:

- ★ Self knowledge
- ★ Communication
- ★ Time management
- ★ Methods for learning
- ★ Housing
- ★ Substance abuse

The curriculum and the whole set-up of the training enables us to change the ratio of topics, methods, practical trainings depending on the special needs of various professions.

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## Individual counselling – mentors

Mentors play an important role from the very beginning of the procedure of supported trainings: they are active at choosing the participants during the recruitment, they attend the Information Day and help assess the tests of candidates.

When those participants who will proceed to the real training have been chosen at the end of the preparational training, the mentor takes charge of the group. It is their role to follow the prepared group. They are responsible to help the official registration for the professional training, they gather group on a weekly basis to make sure everyone is doing well – almost like a head teacher. They try to tackle problems both on the group and on an individual level. They can be turned to for help with issues in housing, substance abuse, relationships, etc.

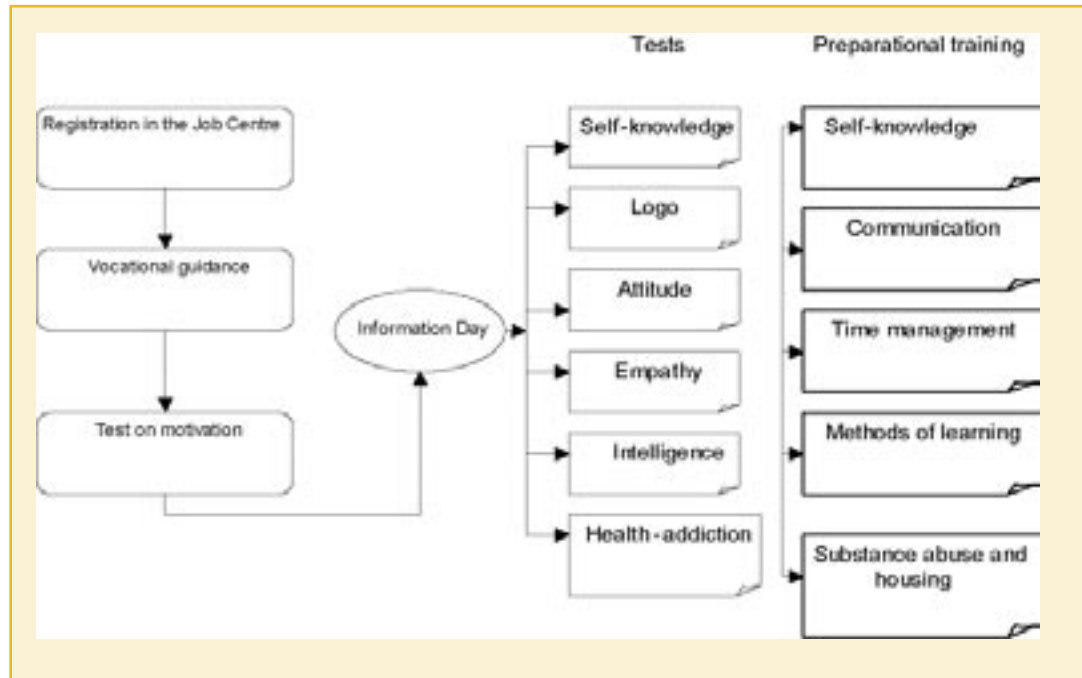
During the last weeks of the professional training the mentor gets in contact with the job

centre about possible jobs in the trade of the professional training as well as organizing a special training for job seekers.

The mentor's job is not finished at the end of the professional training. When the „students“ proceed to find employment, the mentor continues to support them in keeping their job. It is important for the mentor to keep in touch with the personal case worker of the client, to discuss problems together and try to cooperate in solving them.

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## THE STEPS OF ORGANIZING SUPPORTED TRAINING



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*Information Day*

*Training for cooks – In-training support*



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## STEPS AND METHODS DURING THE SEARCH FOR EMPLOYMENT

**Job centre – specialized help for special people**

**The centre offers:**

### **1. Support in seeking for employment**

- ★ **List of vacancies, infrastructure** (news-papers, telephone, list of vacant jobs from the Labour Office, computers, internet)
- ★ **Exploring jobs** (addressing employers directly, staying in touch with them)
- ★ **Individual and group consultations and trainings:**
  - Counselling about work
  - Counselling about how to seek work
  - Vocational guidance for beginners
  - Vocational guidance for those wanting to change

- Job seeking training
- Job keeping training

- ★ Information
- ★ Linking people into training
- ★ Follow-up

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## SUPPORTING THE SEARCH FOR EMPLOYMENT

When someone arrives in the centre, their personal data is registered and they proceed to be received by a consultant. In the so called first interview (a structured discussion) the social worker tries to map out their current situation, previous experiences, expectations towards the centre, ideas and goals about employment. The structure of this interview is defined by the **first interview data-sheet and the employment needs assessment test**.

The consultant has to explain at this first meeting that searching for a job is a procedure and several meetings will have to take place between the consultant and the unemployed person, and cooperation is needed from both sides.

After the first interview the job seeker and the consultant draw up a **personalized contract**, in which they define their **common goals and activities**.

After the first interview job seekers can turn to different forms of counselling. One of these is the **employment counselling**, which aims to reveal the problems that prevent the person from taking a job.

Homeless people often struggle with multiple problems: their lack of housing is often accompanied by unemployment, substance abuse, social isolation, psychological problems. They frequently ask the consultants for help with issues not necessarily closely linked to that of employment.

In the beginning, it is important to evaluate the job seekers situation together, and to set realistic goals.

An important part of counselling is to give tools to the job seeker that will enable them to seek employment independently. This happens through individual or group form, during the so called job seeking training.

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An important aspect in the process of looking for a job is that job seekers, who have often lived isolated and without rules for many years, can gradually get used to the circumstances of seeking employment: arriving on time, being surrounded by people, keeping rules. The centre forms a bridge between an inactive, isolated state and an active way of life.

For many, the centre is a community, where people can share their problems with others in a similar situation, where they can be encouraged by the success stories, and where they can learn from each others mistakes. For those who find employment, the centre remains open and offers the possibility to discuss and evaluate conflicts of the work place with the consultants.

Often people get discouraged by the first failures, and withdraw from the situation. To avoid such discouragement, it is vital that the goals and expectations are handled in a realistic way, that they match the capacities and needs of the

person, so that the job seeker starts to look for a job with realistic expectations.

Evaluation has to take place throughout the process of search for employment, there needs to be feedback and the unemployed person has to understand both the negative and positive events. The consultant has to find the right time for such discussions in order to avoid seeming threatening, which might chase the job seeker away. The consultant should not be too pushy, they have to act in accordance with the expectation of the client.

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## JOB SEEKER TRAINING



*IT training*

- ★ Action plan for restarting employment
- ★ Personal questions for seeking employment
- ★ Analysing professional strengths and weaknesses
- ★ Acting out job interview situations
- ★ Work-place skills
- ★ Preparation for a working life
- ★ Personal plan
- ★ Verbalizing personal goals
- ★ Social contacts, getting used to being surrounded by people



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## POSSIBLE DIRECTIONS FOR EMPLOYMENT OF JOB SEEKING HOMELESS PEOPLE

The **most difficult** path for homeless unemployed people is to **find** (legal, contracted) employment in the **primary labour market**. For certain people **supported employment** can offer the best solution.

One type of supported employment can be obtained through the **financial support (compensation for part of the salary or compulsory costs of employers)** of the City of Budapest's Labour Office.

Another popular form of supported employment is **public employment**. The Budapest Public Employment Non-Profit Company coordinates activities where homeless people are employed to clean parks and public places.

For many others, the **temporary employment** certificate is the solution. The advantage for the employee is that he is insured during the days of work and can receive benefits later on (pension, insurance during sickness).

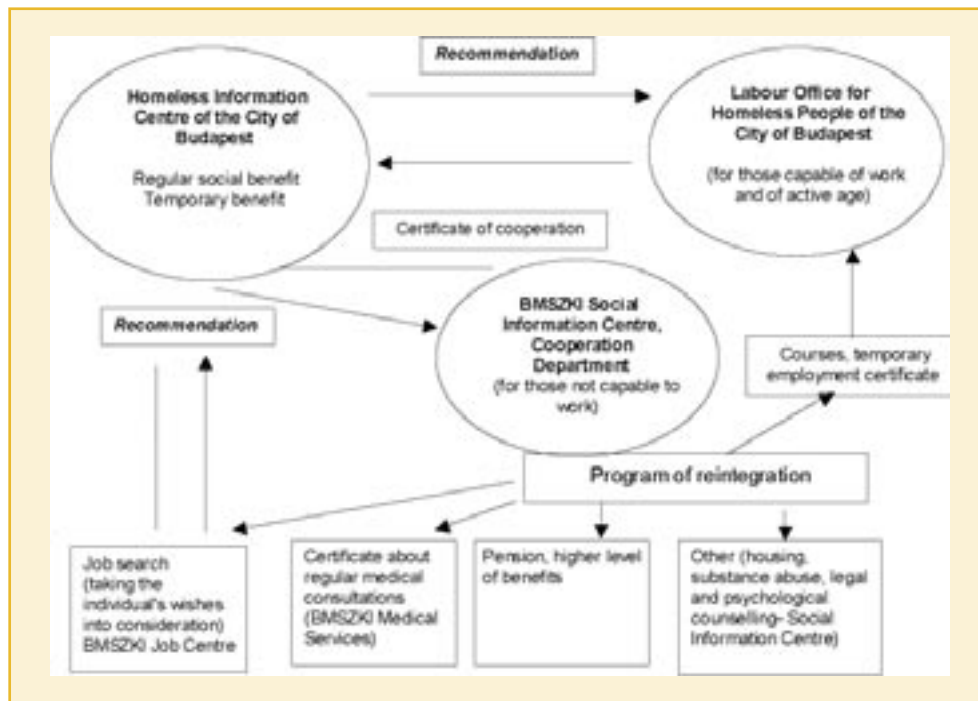
### Dilemmas

Permanent or temporary employment? Legal or illegal work?

Many homeless people tend to work **illegally, on a temporary basis**. In the program, it is our goal to decrease their numbers, as this type of work does not offer insurance, and makes the worker extremely vulnerable.

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## COOPERATION FOR THOSE RECEIVING REGULAR SOCIAL BENEFIT THE CHART OF COOPERATION



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## PROGRAMS TARGETING ACTIVATION

The road leading to social integration is often long, curvy and full of obstacles. Although labour market integration is a very important part of this road, it is not for everyone. If the labour market is closed or too narrow, many people will not manage to get there, yet they too will have to be offered a chance for social integration. We have to find different ways for the integration of those who are unfit for the labour market. For those who only tend to be slower, we will have to provide a gradual shift from one to the other.

For these situations we recommend the use of activation programs. We have to keep in mind that for certain people this might be only a temporary stage, for others this might be as far as they can get. It varies from person to person, and puts a lot of responsibility on the social workers.

### The most typical programs are

- ★ Fedél nélkül – street paper written and distributed by homeless people
- ★ Use of computers, IT
- ★ Watching and discussing films, film clubs
- ★ Library, newspapers, cross-words
- ★ Language learning
- ★ Hand crafts
- ★ Other, on an occasional basis: hiking, holidays, barbecue, celebrating birthdays, festivals, sports events

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## BASIC COMPUTER COURSE

- ★ There are no conditions, anyone can take part in the course
- ★ The training is done by social workers who can proceed slower or faster depending on the individual's needs
- ★ Training in 7 locations – hostels and day centres
- ★ 9 modules – skills of word processing, table construction and internet use
- ★ Length of the course: 9 weeks – 20 hours
- ★ „Products”: Cv-s for job seekers, email addresses



***Basic computer course – Teaching the teachers***

### **The most important goals:**

- ★ Learning the basics about how to use a computer
- ★ Activation of users living in hostels

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## HOUSING PROGRAMS – SUPPORTING INDEPENDENT LIVING

### Supporting integration

- ✦ Closure of successful cooperation
- ✦ Gradual decrease in financial and mentoring support
- ✦ Breaking away from the homeless services
- ✦ It make it possible to make new friendships, get to know neighbours, set up a family
- ✦ It starts a process of rehabilitation

### How does integration happen in the housing programs – independent living?

- ✦ Strengthens self-reliance
- ✦ Institutionalization can be avoided
- ✦ It enables people to grow a private sphere
- ✦ It creates a secure background for employment and keeping a job

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## THE EFFECTS OF THE HOLISTIC INTEGRATED APPROACH

- ★ Inter-service cooperation between different fields of expertise
- ★ A new approach for social workers
- ★ The structured questions of the needs assessment tests help both user and social worker to set up a realistic plan of action
- ★ Social work based on real needs and realistic goals is more efficient and bears more fruit
- ★ It unites and sums up experience from the social and homeless sector
- ★ It creates good practices, and encourages further innovation
- ★ It makes changes in the life and circumstances of homeless individuals more flexible and easier to follow
- ★ Users understand expectations and the role of the social worker better
- ★ Users feel they have a chance to tackle their multiple problems
- ★ Users can be directed to the services which can best address their needs

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THIS PUBLICATION WAS SUPPORTED BY

## Magyarország célba ér



*European Union*



*The Hungarian Government*

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2007