STREET SUPPORT PROJECT

good practice collection

STREET SUPPORT

Authors

Ruth Kasper [Feantsa]
Rafaella Rigoni & Roberto Perez Gayo [Correlation Network]

Copy Editor

Rafaella Rigoni
[Correlation Network]

Collection Coordination

Ruth Kasper [Feantsa]

Supported by

Ralf Köhnlein [Fixpunkt] Jakub Cerny [Podane Ruce] Ralf Köhnlein [Fixpunkt] Roger Ferrer [FSYC] Tom Cremin [Cork Simon] Katrin Schiffer [Correlation]

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Correlation Network | De Regenboog Groep
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1013GE Amsterdam

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Erasmus+

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Correlation European Harm Reduction Network

DE REGENBOOG GROEP

FEANTSA

Cork Simon Community

PODANÉ RUCE

FUNDACIÓN SALUD Y COMUNIDAD

Fixpunkt

STREET SUPPORT PROJECT

good practice collection

INDEX

Introduction

The Street Support Good Practice Collection addresses social services, including social entrepreneurs and adult trainers, municipalities and local governments. The Collection wants to make a substantial contribution to improve current service provision for people who use drugs and/or alcohol in public spaces.

The good practice examples aim at inspiring service providers and policy makers by providing concrete examples which promote the social re-inclusion of people in a situation of homelessness who use alcohol and/or drugs as well as of other marginalised groups who loiter in the street and cause alcohol- or drug-related nuisance. The Good Practice Collection features projects and programmes which provide different types of support services:

- Work opportunities, training activities or another meaningful occupation as means of social inclusion,
- Housing,
- Community-based work,
- Peer support or are user-led,
- Harm reduction services and low-threshold drug-related services as well as mobile services,
- Advocacy and awareness raising

Methodology

The selection of good practice examples was based on specific criteria which were jointly elaborated and agreed on by all partners. In total, nine evaluation categories were defined. Good practice examples were scored according to a scale for each of the following categories:

INNOVATIVENESS

This category evaluated all aspects which make the organization or service particularly interesting, different or innovative. As innovative were considered peer support, community-based interventions, outreach work, working with acceptance-based approaches, provision of consumption rooms and specific services for particularly vulnerable groups, such as women or migrant population.

SOCIAL SUPPORT

Additional points were given for peer support, affective support and non-directive counselling.

PHYSICAL & MENTAL HEALTH

Additional points were given to services which are part of the local cascade of care structure and/or have a covenant with local health services or respond to the support needs of specific user groups.

PROVISION OF CONSUMPTION-RELATED SERVICES

Additional points were given to organizations which provide specific services related to drug and alcohol consumption, including drug use paraphernalia, harm reduction services, alcohol consumption management and the like.

SOCIAL INCLUSION THROUGH LOW-THRESHOLD, LEARNING OR WORK ACTIVITIES

Additional points were given to organizations which offer long-term training, work opportunities and job placement as well as organizations that support the development of personal aspirations and motivations, build on users' existing knowledge and skills and allow users to develop and implement their personal projects.

HOUSING

Organizations that offer permanent housing received a higher score than those only providing temporary housing.

REDUCTION OF PUBLIC NUISANCE

Organizations which actively involve users in community meetings, which collaborate with neighbours, businesses or other local stakeholders or collaborate with law enforcement services received higher scores.

Organizations which explicitly address drugs or alcohol users who live on the street received an additional point.

PARTICIPATION

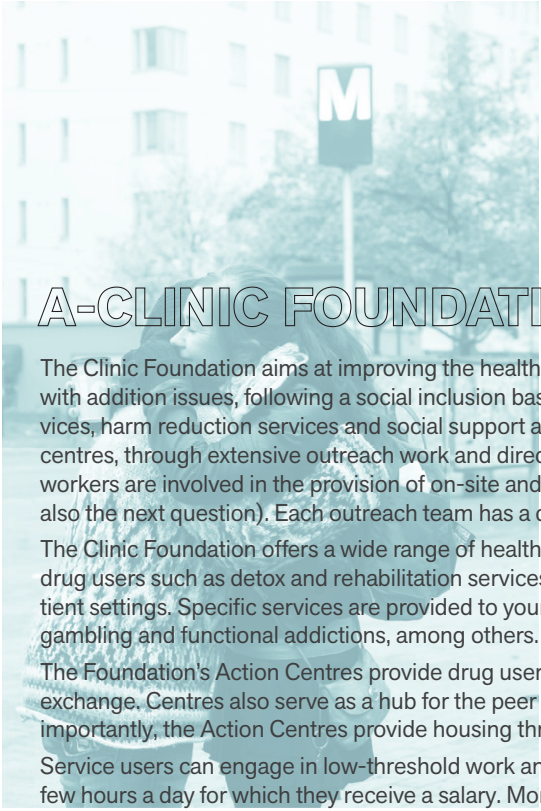
The stronger the involvement of service users, the higher the score. Organizations which involve users in decisions regarding the service portfolio and service set-up and/or involve users in strategical planning received higher scores.

TRANSFERABILITY

This category evaluated to which extent the good practice is transferable to other cities / countries. The better the aims, results, methodology and possible challenges are defined, the higher the score.

Each good practice example was reviewed by two partners. The good practice examples with a total mean score above the 55% threshold of the maximum reachable score were taken on for the final good practice collection.

01



A-CLINIC FOUNDATION

The Clinic Foundation aims at improving the health condition of any person with addition issues, following a social inclusion based approach. Health services, harm reduction services and social support are provided on-site in day centres, through extensive outreach work and directly in users' homes. Peer workers are involved in the provision of on-site and outreach services (see also the next question). Each outreach team has a doctor and/or nurse.

The Clinic Foundation offers a wide range of health services for intravenous drug users such as detox and rehabilitation services in inpatient and outpatient settings. Specific services are provided to young drug users, people with gambling and functional addictions, among others.

The Foundation's Action Centres provide drug users with a space to meet and exchange. Centres also serve as a hub for the peer support network. Most importantly, the Action Centres provide housing through shared apartments.

Service users can engage in low-threshold work and day activities during a few hours a day for which they receive a salary. More structured education and work activities are provided too.

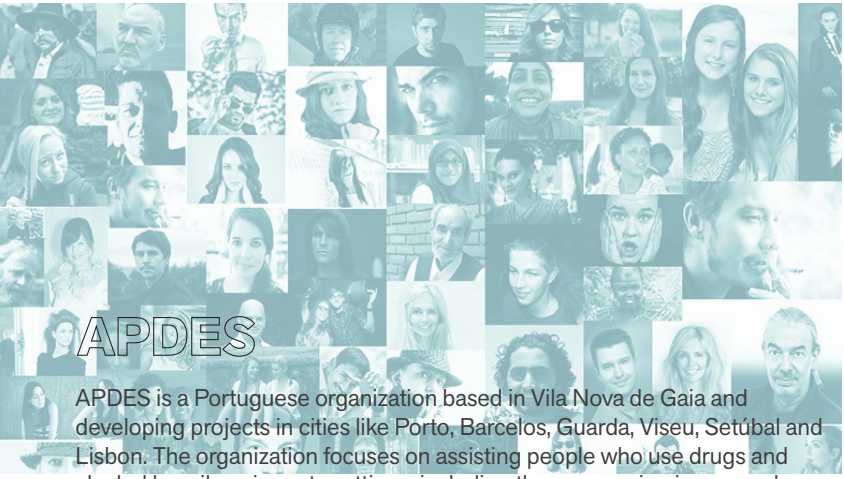
The Clinic Foundation offers former service users the opportunity to engage in different forms of peer work: peer support work in on-site day centres, in community care settings, peer education and online peer support. Peer workers regularly get involved in the evaluation of current service provision.

As housing is key for the improvement of the personal overall situation, the Clinic Foundation established different housing options such as the above-mentioned 'Action Centres' which provide temporary supported housing and wrap-around on-site social and addition support. The Foundation provides permanent housing too.

A-clinic Foundation [Finland]
https://www.a-klinikka.fi/
E-mail: asiakaspalvelu@a-klinikka.fi

| harm reduction | low-threshold services | outreach work | detox | rehabilitation services | work-education | training | meaningful occupation |

02



APDES

APDES is a Portuguese organization based in Vila Nova de Gaia and developing projects in cities like Porto, Barcelos, Guarda, Viseu, Setúbal and Lisbon. The organization focuses on assisting people who use drugs and alcohol heavily or in party settings, including those engaging in sex work, youths at risk and those experiencing unemployment. Its main objectives are to improve the health, social situation and inclusion and the participation of these target groups.

To do so, APDES works with three multidisciplinary outreach teams which provide psycho-social support and social work, and link people to programs offering permanent housing, (mental) health services, Opiate Substitution Treatment, antiretroviral and tuberculosis treatment and screening and case-management.

Particularly interesting features of APDES include its Peer Education Methodology, which has been acknowledged as an example of good practice by WHO. Besides supporting services users who are on stable housing, APDES organizes regular meetings and channels with public social actors and supports the foundation of drug users rights movements. Key successful features of APDES include outreach involvement in "natural" contexts, pragmatism and non-judgmental attitudes.

APDES [Portugal]
https://www.apdes.pt
E-mail: info@apdes.pt

| harm reduction | low-threshold services | outreach work | peer involvement | training | meaningful occupation |

03

CENTRO SOCIAL DE PARAMOS

The Social Centre Paramos strongly engages in outreach social work. Key service is the SMACTE mobile unit, a bus service which supports drug users as well as the community. SMACTE provides comprehensive psychosocial and health support services and harm reduction services. Users who are on a low opiate replacement program can take their daily medication in the bus. Consumption paraphernalia for injection and smoking are provided.

The mobile service aims at informing and sensitizing users about the risks of drug use and support users in stabilizing their health condition, mainly by reducing consumption and risk behaviour. Follow-up services are provided for users who succeeded in stabilizing their health condition. Support services fully respect the user's individual rhythm. The mobile unit also addresses the general public through awareness raising activities (see also the next question).

Services are provided on-site in a day centre by a multidisciplinary support team who offers social and psychosocial support as well as health care services and basic services (showers etc.).

The Paramos Social Centre engages in advocacy work to create a better understanding of drug use and the harm reduction approach in the wider public and strongly engages in conflict mediation in public spaces. The daily presence of the mobile unit in public spaces and awareness raising activities contribute substantially to foster community integration and build relationships between service users and local communities.

The Centre also engages with the scientific community and decision makers to encourage the development of more effective drug policies. The service works towards a more positive perception of drug users among decision and policy makers.

The social inclusion of service users is supported through a series of workshops as well as employment-oriented activities: Service users can participate in workshops on, for instance, personal well-being, ecology, citizenship and civic participation. Workshops that promote the acquisition of employability skills are provided too.

Cen tro Social de Paramos [Portugal]
Website: http://www.centrosocialparamos.org/
E-mail: geral@centrosocialparamos.org

| harm reduction | low-threshold services | outreach work | detox & rehabilitation services | advocacy | awareness raising

04

CYRENIANS EDINBURGH

This Scottish organization targets people experiencing homelessness, young people, people who are jobless, those in recovery from a substance dependence or mental distress, and people who have contact with th criminal justice system. Cyrenians Edinburgh aims at reducing homelessness among these groups, improve their social situation and increase their participation and social inclusion. They achieve these objectives by offering psycho-social support, social work, conflict mediation in public spaces, and night shelters.

Cyrenians Edinburgh also invest in partnerships and work closely with local businesses, police and various relevant stakeholders.

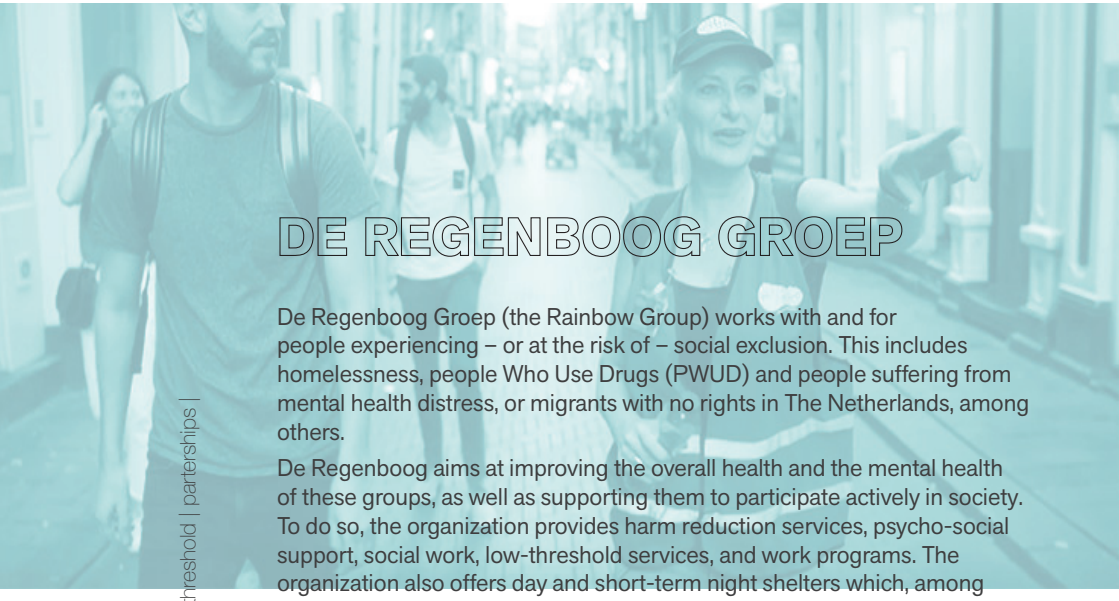
One specially positive feature of the organization is their investment in peer work, where people with lived experiences of homelessness and drug dependence can use their expertise to help others facing a similar situation. Another distinctive characteristic is their offer of a range of employability programmes that are able to cater for different needs of the target public as well as provide them with various possibilities of engagement. Moreover, through their work, Cyrenians Edinburgh is often able to access details of people who other community members are concerned about but have difficulties in reaching, therefore collaborating to improve access to care for this group. Having staff with lived experience and taking a flexible, tolerant and relationship based approach are fundamental pillars of the project's practice.

Examples of inclusion Good Practice are their 'Homeless Navigator Project', which provides peer support to rough sleepers, their 'Recovery Hub', a drugs peer led support service and clinical support, and their specific drop-in centers in which peer mentoring occurs with people with experience with the Criminal Justice Service.

Cyrenians Edinburg [Scottland]
https://www.cyren ians.scot/
E-mail: admin@cyrenians.scot

| inclusion | employability | peer work | education | community based work |

05



DE REGENBOOG GROEP

De Regenboog Groep (the Rainbow Group) works with and for people experiencing – or at the risk of – social exclusion. This includes homelessness, people Who Use Drugs (PWUD) and people suffering from mental health distress, or migrants with no rights in The Netherlands, among others.

De Regenboog aims at improving the overall health and the mental health of these groups, as well as supporting them to participate actively in society. To do so, the organization provides harm reduction services, psycho-social support, social work, low-threshold services, and work programs. The organization also offers day and short-term night shelters which, among others, support people with basic needs.

De Regenboog approaches health and social support from highly innovative frameworks. Example of this are the harm reduction program for chronic alcohol users that De Regenboog developed, or their work projects – small-size projects within the organization around services such as design & printing, textiles, carpentry or house chores. Complementing their work offer, the organization counts as well with social-firms, such as Amsterdam Underground - a tour guiding company that operates as a cooperative in which the guides are all owners.

Another important element of this organization's work is their approach to partnership with all the city stakeholders. Their successful collaboration with policy and the neighborhood commissions makes this project an example of good practice on inclusion.

De Regenboog Groep [The Netherlands]
https://www.deregenboog.org
E-mail: info@deregenboog.org

| Harm Reduction | PWUD | inclusion | low threshold | parterships |

06

DEPAUL DUBLIN

Depaul Dublin provides a wide range of housing options for people with experience of homelessness and alcohol abuse: temporary, long-term and permanent housing (permanent housing is based on Housing First model). Tenants are provided with on-site floating social support, including support to keep new tenancies, as well as harm reduction services. Harm reduction service, psychological and social support are provided 24/7 in an on-site nurse clinic.

Specific long-term housing is provided for men and women with experience of long-term homelessness and alcohol issues.

Depaul Dublin also provides wrap-around support to families living in family hostels and to individuals and families living in all types of private and public housing. Service users can access specific support services to keep tenancies.

Apart from the long-term and permanent housing, Depaul Dublin runs several emergency shelters (mixed and women-only) as well as two family hostels. Depaul provides outreach support services for homeless persons who live on the street.

Depaul Dublin established a specific Housing First project for people with an alcohol issue and experience of long-term homelessness and rough sleeping which assigns a key worker to each resident. Key workers ensure that social, psychological and any other support needs are covered. Support services also do homelessness prevention and supports tenants in keeping their tenancy and mediates neighbourhood conflicts.

Depaul provides services for specific target groups: Women who experienced homelessness and had a drugs / alcohol issue can access a women-only recovery house after having completed a residential drug treatment program of 8-10 weeks. Individuals and families with migrant background and experience of homelessness are supported through a specific re-housing service. Depaul Dublin runs a specific resettlement support service for all service users who have previously engaged with any Depaul service.

To support the social inclusion of tenants, Depaul established a community befriending programme. Tenants and volunteers meet during one-to-one weekly meet-ups. Volunteers also help organizing spare time activities such as monthly tenant group meetings, day trips etc.

Depaul Dublin [Ireland]
Website: https://ie.depaulcharity.org/
E-mail: depaul@depaulcharity.net (depaulni@depaulcharity.net for Northern Ireland)

| housing | community-based work | community involvement | harm reduction | low-threshold services | outreach work |

07

FIXPUNKT - SPAX PROJECT

Fixpunkt is a Berlin based organization, Germany, offering accepting and non-judgmental help and health promotion for People Who Use Drugs (PWUD). Their SPAX project focuses specifically on people who use alcohol or other drugs in public spaces, aiming at improving their social situation and mental health, as well as at reducing eventual public nuisance related to consumption in public space.

The core services of the program are outreach work, a day center where alcohol consumption is possible, conflict mediation in public spaces, community-oriented social work, health services, psycho-social support, harm reduction services, debt relief assistance, and day activities such as sports or art-based work.

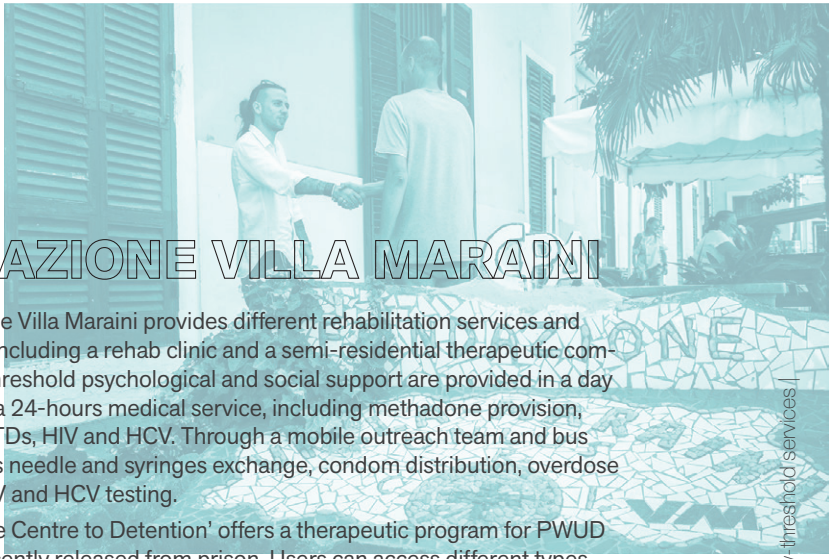
A wide offer of services, from low-threshold to more structured work engagement activities, is what makes SPAX a particularly interesting good practice on inclusion. For example, participants can participate on an hourly basis in their low-threshold activities, or can engage more structurally in work activities between 12 to 20 hours per week. Next to this, the project has develop successful strategies for the involvement of the service users, and fosters continuous collaboration with local business, neighbors and the municipality. As a result, individuals can successfully improve their proffesional competences.

Per year, almost 5 thousand people who heavily use alcohol or drugs are assisted by Fixpunt. A key characteristic leading to their success is the project's low-threshold approach and its accepting attitude towards drugs and alcohol use.

Fixpunkt [Germany]
https://www.fixpunkt-berlin.de
E-mail: verein@fixpunkt-berlin.de

| harm reduction | low-threshold services | outreach work | training | community based work |

08



FONDAZIONE VILLA MARAINI

The Fundazione Villa Maraini provides different rehabilitation services and programmes, including a rehab clinic and a semi-residential therapeutic community. Low-threshold psychological and social support are provided in a day centre. It runs a 24-hours medical service, including methadone provision, diagnosis of STDs, HIV and HCV. Through a mobile outreach team and bus service it offers needle and syringes exchange, condom distribution, overdose prevention, HIV and HCV testing.

The 'Alternative Centre to Detention' offers a therapeutic program for PWUD and people recently released from prison. Users can access different types of therapies. Residents are involved gradually and engaged in work activities (canteen, maintenance of the Centre's garden and public spaces). Patients can participate in cultural visits, sports and social activities.

The semi-residential therapeutic community offers a 24-months program and a 1-year follow-up outpatient programme. Clients are emphasized as protagonists of their story, the therapeutic approach accentuates on social relationships among users. After the 24-months on-site programme, former residents are followed up and accompanied into fully independent living.

The 'Alternative Centre to Detention' and the semi-residential therapeutic community offer sustainable support services who accompany clients beyond the crisis moment. Both services emphasize the relationship aspect of rehabilitation work. The different services ran by the Foundation allow patients to engage in meaningful activities while respecting their personal limits. The cooperative run by the Foundation offers former service users job opportunities in a professional catering service.

The Foundation is also involved in an in-prison rehabilitation programme from which inmates can move on to the 'Alternative Centre of Detention'. Access to the Centre is also open for prisoners under house arrest.

Apart from an emergency night shelter and the temporary housing offered through the residential rehabilitation programmes, the Foundation also provides permanent housing.

Fondazione Villa Maraini [Italy]
Website: www.coopvillamaraini.it
E-mail: fondazione@villamaraini.it

| work | education | training | meaningful occupation | harm reduction | low-threshold services | outreach work | detox & rehabilitation services |

09

FREE CLINIC

The Free-Clinic runs a variety of drug-related services for different groups of drug users including women and young people. Support services are set up in a way that contributes to the emancipation of users. The Free-Clinic collaborates with the Antwerp Medical Social Surveillance Centre (MSOC), an ambulatory service that offers low-threshold multidisciplinary assistance to drug users, providing medical, psychological and social support services. Drug specific services include methadone provision and other replacement medication, infectious diseases screening (Tuberculosis, HIV and Hepatitis C) and vaccinating. The Free-Clinic follows a low-threshold approach which strongly emphasizes the relational aspect of the relationship between service user and support worker.

Services are provided by staff members as well as peer workers. The Free-Clinic also runs and works in collaboration with a buddy network and, in a wider local social context, with community and neighbourhood groups.

The relationship building aspect is strongly emphasized by the Free-Clinic. Treatment and accompaniment can temporarily even primarily focus on the relationship building with the service user.

The Free-Clinic provides services for specific groups of service users: 'PROject' is exclusively open to women, built on the evidence that women respond more positively to empathy, cooperation, respect, optimism and process-oriented guidance. Women can also bring their children to the service. PROject has successfully reached out to the local community as participating women often involve their families, neighbours and other social networks.

The Free-Clinic offers service users the possibility to engage in low-threshold day activities such as preparing soup for the Free-Clinic day centre, by working as a city guide for interested people and schools or work for the Antwerp municipality. So-called 'syringe patrols' are organized on a regular basis during which former drug users and residents take care of public space and clear them from drug paraphernalia.

The Free-Clinic also provides permanent housing which strongly contributes to the stabilization of clients.

Free Clinic [Belgium]
https://www.free-clinic.be
E-mail: info@free-clinic.be

| harm reduction | low-threshold services | outreach work | peer work |
| work-education | training |

10

INSAT

INSAT offers support, HR and detox services; occupational activities and supported housing for PWUD, alcohol and experience homelessness. Services are provided through outreach work in public spaces, a low-threshold day centre/contact café including basics: food, shower, laundry etc. Users can access them under the effect of drugs and alcohol. INSAT offers syringe provision and exchange, runs a low-threshold consumption room and two detox centres.

The 'Café Plan B' day centre provides service users on OST with a basic daily structure and functions as a meeting place. It offers daily breakfast, creative workshops and supports users in organizing different activities. Users who aim for a more structured occupational engagement can get involved in other services.

It also offers specific support for young people who live on the street and are not supported by any service. Furthermore, INSAT organizes parents exchanges on alcohol use, smoking and cannabis use among youth. Parents are provided with evidence-based information and can share their experiences.

INSAT offers low-threshold occupational activities and more structured work opportunities. Low-threshold engagement represents regular visits of the day centre/contact café, participation in creative / leisure activities and their organization. The day centre offers users space to work on their projects for remuneration (1 Euro/hour). Users have opportunities to try different activities, professions, and are encouraged to explore their interests and abilities.

For more structured work engagement there are different services ran by INSAT: The restaurant and catering service, housekeeping, gardening/ landscape maintenance service, or creative work. Work time reflects individual capacities and is around 25 remunerable hours a week. No drug test is required and supervised alcohol consumption at work is possible.

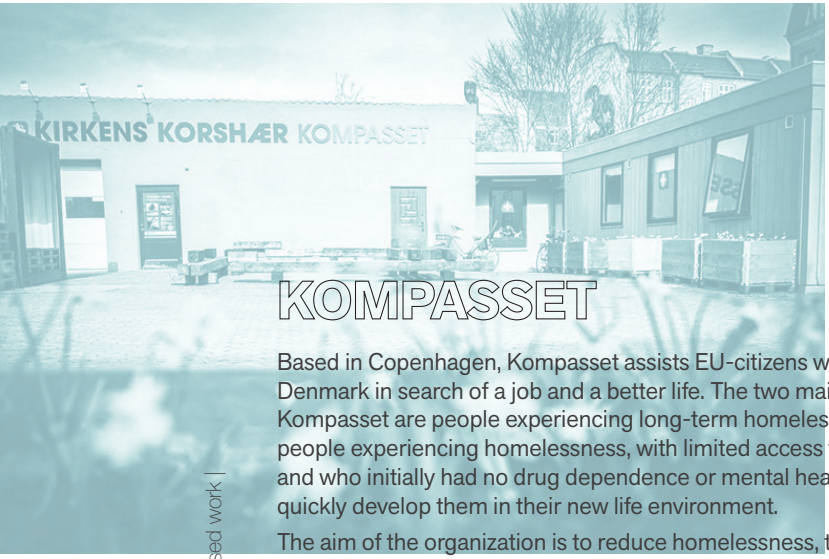
INSAT provides HR services in-house and through outreach services including a mobile medical service. A client can start detox within 24 hours in two detox centres which work with different therapeutic approaches.

INSAT provides an emergency night shelter and supported temporary housing for people in OST or who are abstinent. Service users can bring their own furniture and design the room themselves.

Insat [Germany]
https://www.suchthilfe-direkt.de
E-mail:przyklenk@suchthilfe-direkt.de, stoehr@suchthilfe-direkt.de

| work | education | training | meaningful occupation | harm reduction | low-threshold services | outreach work | detox | rehabilitation services |

11



KOMPASSET

Based in Copenhagen, Kompasset assists EU-citizens who migrate to Denmark in search of a job and a better life. The two main target groups of Kompasset are people experiencing long-term homelessness in general and people experiencing homelessness, with limited access to public services, and who initially had no drug dependence or mental health issues but have quickly develop them in their new life environment.

The aim of the organization is to reduce homelessness, to reduce associated harms, and to improve the social situation of this population. To achieve this, Kompasset offers psycho-social support, community-oriented social work and conflict mediation in public spaces. They also provide low-threshold work and day activities such as football or developing the organization's garden together with the neighbors.

For those searching for a more structured engagement, Kompasset offers activated directed towards developing cultural awareness, helping them knowing the Danish labor market and system, improving job-seeking skills and addressing employment barriers. Individual mentoring programs are available to all service users, besides day and night shelters.

Key for the organization's success is their respect for service users and their struggles, as well as for the time service users may need to engage in activities and to develop/achieve their goals. Particularly positive and an example of good practice, is their empowering approach towards service users. As a result, Kompasset is able to prevent marginalization and social disruption.

Examples of this approach are the mechanisms by which participants can have a voice in the services offered, the development of fruitful relationships with local other homelessness, health, and law enforcement services, and their outreach project. All of this activities promote to a better understanding of the migrants experiences, hopes, dreams and desires.

Kmpasset [Denmark]
https://kompasset.kirkenskorshaer.dk
E-mail: susannah@kirkenskorshaer.dk

| harm reduction | low-threshold services | outreach work | work-education | training | meaningful occupation | community based work |

12

MERCHANT'S QUAY

Merchant's Quay provides a range of comprehensive support services for people who use drugs. The community engagement team stands at the heart of Merchant's Quay's work, engaging with drug users, neighbours and local businesses to tackle situations of public nuisance.

Merchant's Quay runs a drop-in day centre which is open on 6 days a week, providing basic services, social support, including a special support worker for young service users.

Merchant's Quay runs a health team who supports clients with physical and mental health issues, including long-term counselling and accompaniment. It supports clients with referrals to doctors, dental services. The day centre in Dublin provides harm reduction services, a community detox service for drug and alcohol addiction as well as general harm reduction services such as syringe provision, Hepatitis C and HIV testing. Drug related services are provided in prison setting.

The 'Detox farm' offers a residential detox and rehabilitation service for methadone and benzodiazepine detoxes with an on-site 24-hour medical supervision. Clients can stay for follow-up treatment after successful detox. Service users who went through detox and rehab programs can participate in a comprehensive day program which supports them to get back to training and/or employment.

Service users who went through detox and rehab programs and want to return to work and/or training can participate in the 'Dublin Drug Free Programme', a comprehensive programme which offers a variety of activities on 5 morning a week: arts-based and creative activities, computer training, life skills training, alongside therapeutic offers such as individual counselling, group therapy and psycho- educational workshops. Family members can access counselling and guidance services to address their problems and trauma associated with the addition of a family member.

Merchant's Quay provides drug-related services in several prisons such as overdose and relapse prevention, release planning and provides Cognitive Behavioural Therapy.

Merchant's Quay provides training on drug-related issues to different groups of professionals. The training covers topics as the pharmacology of addiction, addiction and gambling, harm reduction, motivational interviewing. Merchant's Quay runs a 2-year diploma programme in Drugs Counselling Theory & Intervention Skills together with University College Dublin.

Merchant's Quay [Ireland]
Website: www.mqi.ie
E-mail: info@mqi.ie

|harm reduction | low-threshold services | outreach work | detox & rehabilitation services | work | education | training | meaningful occupation |

13

MODUS VIVENDI

Modus Vivendi provides extensive harm reduction services and community-orientated social work through outreach and peer work in public spaces as well as through 25 contact points in Brussels and Wallonia. Peer work plays a key role in service provision and is also provided in prison settings. Former users can become peers after participation in a specific peer work training. Syringes and drug use kits are provided in the Modus Vivendi day centres and through pharmacies (cost of a kit is 0.50 Euro).

Modus Vivendi runs an outreach team which works in public spaces as well as in clubs and at festivals. The outreach team does drug testing, including information about current bad quality drugs, does HIV and Hepatitis C prevention, first aid, and supports people with minor drug-use related mental and physical health issues (including accompanying people home).

Modus Vivendi provides training on drug use, prevention of risk, and harm reduction for a wide range of professionals (see next question for details).

Peer workers go through a 4-sessions training program which follows a specific methodology and strongly emphasizes the relational aspect of the support work. Peer work was also established in prison setting. Former users can get trained as peer workers. After having accompanied a few service users, peer workers and users perform a detailed evaluation of the accompaniment process. The results also support the continuous improvement of the peer support work, for instance by identifying and pointing out new needs of service user and needs for service adjustment. Evaluations are shared and discussed in the group up peer workers who did the peer work training together.

Furthermore, Modus Vivendi provides training on drug use, prevention of risk and harm reduction training for a wide range of professionals such as medical and paramedical professionals, social and community workers, penitentiary staff, and teachers. Professionals learn to develop individual harm reduction plans together with drug users. Creating an understanding of the life world of drug users is key to the training.

Modus Vivendi [Belgium]
Website: www.modusvivendi-be.org
E-mail: modus@modusvivendi-be.org

|peer work | peer support | harm reduction | low-threshold services | outreach work |

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NORTE VIDA

Norte Vida offers HR services and runs different work-based programmes for people with experience of homelessness, PWUD, sex workers and other marginalized populations, in particular young marginalized populations. Norte Vida works with a person-centred and holistic approach ('work with person as a whole').

The organization runs a drop-in centre which provides services to people who are experiencing homelessness and use drugs. The service covers an area with considerable drug consumption and sex work going on, including public spaces. Apart from harm reduction services, including syringe and condoms provision, extensive information around HIV and safer sex is provided.

Norte Vida runs comprehensive mobile services through outreach teams and a mobile support bus. Both provide harm reduction services, social and psychological support, referrals to local health and drug services, monitor the psychosocial condition of users and contribute to their psychological stabilization.

The 'Community of Insertion' provides an inpatient rehabilitation programme for PWUD, mainly through group and individual therapies. Clients are supported in establishing new and healthy lifestyles leading them into independent lives and promote social reintegration.

Norte Vida provides two types of services: Detox/rehabilitation programmes and work-based social integration programmes for PWUD and people who experienced homelessness.

The main work-based programmes are the production of the Cais Street Journal and a mushroom farm. First is co-produced by Norte Vida service users and is sold by people who are experiencing homelessness. It is sold for 2 Euro of which 1 Euro is for the seller. The mushrooms gardens are located at one of the Norte Vida's shelters. Mushrooms are cultivated and sold to a big supermarket chain. The salary is complementary to social benefits.

Evidence shows that the training and work programmes have a very positive effect on the social relationships of participants. It enables trainees to build their social network after – often – long periods of isolation due to drug consumption or homelessness. The employability and job skills courses are open to people with and without experience of homelessness and thereby contribute to social inclusion.

Norte Vida [Portugal]
Website: http://www.nortevida.org/servicos-e-projectos
E-mail: admin@nortevida.org

|work | education | training | meaningful occupation | harm reduction | low-threshold services | outreach work | detox & rehabilitation services |

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RAIS

RAIS is a Spanish Foundation working to eradicate homelessness. To achieve so, RAIS activates social and collective responsibility as a means towards generating solutions. In this way, they aims to face homelessness from society as a whole instead of managing individual situations.

RAIS focuses on improving the employability and the mental health of its target group as well as on reducing eventual public nuisance caused by them. Its core activities include providing psycho-social support, community oriented social work, health services and conflict mediation in the public space. Accommodation is offered through day and night shelters and a Housing First project. Furthermore, RAIS offers education and work activities with a more structured engagement, including personalized itineraries for work and social integration.

Particularly interesting is their approach to housing. Next to Habitat – the first Housing First program in Spain, where also people with active consumption can access directly permanent housing - the organization develops a project called Housing Led, in which short-term house shared programs offer support to people under risk of exclusion.

RAIS [Spain]
Website: http://www.raisfundacion.org
E-mail: socios@raisfundacion.org

Mental health | Public nuisance | Housing First | PWUD

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SAM - FIX & FERTIG

Fix & fertig offers a variety of work and occupational opportunities within the drug-related services of the the municipality of Vienna. fix & fertig is part of the drug services of the municipality of Vienna, providing a range of consumption-related services, including 24-hours syringe provision, peer support services, comprehensive health and psychiatric services, gynaecological checks as well as HIV and Hepatitis C testing. Support workers also accompany users to medical and emergency services. A day center provides full syringe provision on six days a week and emergency accommodation for up to 26 people. fix & fertig offers debt reduction and debt management support too.

In terms of work and daytime activities, fix & fertig offers activities at different levels of engagement: low-threshold activities organized at the day centre, low-threshold work opportunities which are accessible on a daily basis and transit work places. The daily accessible work programme offers to work five hours a day which are paid right away. The more structured employment programme works through individual outplacement in regular businesses. Workers are employed through a 1-year work contract, receive appropriate remuneration and specific training. Each worker is accompanied by a support worker.

fix & fertig is very well integrated in the drug services of the Vienna municipality which allows to provide users with comprehensive social, psychological, medical and drug-specific support services and meaningful day activities (as described above) which cater for different needs of users. Particularly positive is that users who engage in the daily-accessible work programme continue to be eligible for basic income.

The strong advocacy focus of the outreach team should be emphasized as well: The outreach team provides counselling for all users of public spaces and aims at creating a better understanding of the life world of drug users, and advocates strongly for a de-stigmatization of drug use and users. Furthermore, the team provides training for diverse audiences on how to deal with people with mental health issues.

Suchthilfe Wien [Austria]
Website: www.fixundfertig.wien
E-mail: fixundfertig@suchthilfe.at

| work | education | training | meaningful occupation | community-based work | community involvement | harm reduction | low-threshold services | outreach work, advocacy | awareness raising |

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SANANIM

The Clinic Foundation aims at improving the health condition of any person with addition issues, following a social inclusion based approach. Health services, harm reduction services and social support are provided on-site in day centres, through extensive outreach work and directly in users' homes. Peer workers are involved in the provision of on-site and outreach services (see also the next question). Each outreach team has a doctor and/or nurse.

The Clinic Foundation offers a wide range of health services for intravenous drug users such as detox and rehabilitation services in inpatient and outpatient settings. Specific services are provided to young drug users, people with gambling and functional addictions, among others.

The Foundation's Action Centres provide drug users with a space to meet and exchange. Centres also serve as a hub for the peer support network. Most importantly, the Action Centres provide housing through shared apartments.

Service users can engage in low-threshold work and day activities during a few hours a day for which they receive a salary. More structured education and work activities are provided too.

The Clinic Foundation offers former service users the opportunity to engage in different forms of peer work: peer support work in on-site day centres, in community care settings, peer education and online peer support. Peer workers regularly get involved in the evaluation of current service provision.

As housing is key for the improvement of the personal overall situation, the Clinic Foundation established different housing options such as the above-mentioned 'Action Centres' which provide temporary supported housing and wrap-around on-site social and addition support. The Foundation provides permanent housing too.

Sananim [Czech Republic]
Website: http://sananim.cz/
E-mail: office@sananim.cz

|harm reduction |low-threshold services | outreach work | detox & rehabilitation services | work & education | training & meaningful occupation |

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SCHUTKRANKENHILFE

Suchtkrankenhilfe eV is a non-profit organization run in the city of Wuppertal, and the norther region of the district Mettmann (Germany). The guiding principle of this organization is to offer support to self-help and development. To do so, the organization offers an array of services that include housing, work, day structuring and mediation.

The basis of the service is formed by the contact points Café Intakt, Café Okay, Gleis 1 Café. In here people can find counseling, medical and psychosocial support, and a pleasant atmosphere which includes inexpensive and freshly prepared food, drinks, as well as leisure and employment opportunities. These services are complemented by the specific programs Clean Streets & CafeDOPP. This include street work, assisted housing, a drug-therapeutic outpatient clinic, a drug consumption room, and employment opportunities. The employment fields offered to participants include working at the Cafes (food/drink services, the syringe exchange services,…) at the Clean Street Project (focus on maintenance of public space), or in activities as diverse as work with wood and metal, jewelry production, office and administration activities or housekeeping.

What makes this project an example of inclusive intervention is its focus in on the improvement of the social networks of their participants. The cafes function as a meeting point for PWUD or people experiencing homelessness, in which they can encounter new people. Next to this, abstinence is not a prerequisite for accessing their services. Although they do offer a specific support center for people in OST, or who want to start OST, and referrals to outpatient detox and rehab, Suchtkrankenhilfe also counts with a DCR among its services, along with NSP.

Suchtkrankenhilfe eV [Germany]
Website: http://www.sucht-hilfe.org
E-mail: andrea.goertz@suchthilfe.org

| Employability | Cafe |PWUD | Harm reduction

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SUARA COOPERATIVA

Suara Cooperativa is a Spanish cooperative of professionals committed to the field of care for people with HIV in a situation of social exclusion. It offers education and training services, psycho-social support, social work and long-term residential shelter with activities to recover autonomy in daily management.

Regarding occupation and employment, Suara activities are structured by an intermediate foundation which acts as a placement agency. As such, it connects people who seek an occupation, and companies that require of professionals. Further, the organization offers guidance, training and professional development support.

With these activities, the Cooperative aims to improve participation and social inclusion of the target groups, as well as to improve their social situation and health.

Examples of good practice are Suara's investments on group support among service users, its focus on housing and its vision of work as an aid in community reinforcement. For instance, its garden work project not only has shown therapeutic effects on its participants thanks to the contact with nature but also it has helped to develop supporting and positive relations with the local community

Critical factors for the success of Suara are the respect for service users' autonomy and decisions, and its offer of an alternative space.

Suara Cooperativa [spain]
Website: http://www.suara.coop
E-mail: carlosprieto@suara.com

| HIV | Occupation | Participation | Autonomy

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SUIT

The SUIT, Service User Improvement Team, is an organization in Wolverhampton (UK) that is run, managed, and led by peers. They offer a wide range of services focused on recovering individual talents and educating people and organizations about the risks and difficulties surrounding substance misuse. The service supports clients between ages 16-75 with substance dependence. Other target groups are young people, people experiencing homelessness, ethnic minorities and individuals with learning disabilities.

The primary goal of the project is to support treatment quality, as well as the quality of life, of PWUD and their communities. To do so, SUIT trains individuals in a variety of subjects, such as first aid, overdose awareness, understanding immigration, domestic abuse awareness, and HIV/Hepatitis B&C. After the training, participants support other service users as their peers.

Besides the training program, SUIT offers psychosocial support, social work services, drop-in facilities, and low-threshold and structure work activities. Additionally, SUIT also participates in discussion boards on a local, regional, national and international level, and collaborates with housing organizations, neighbor teams, policy, business, among others.

SUIT is an example of inclusive and innovative intervention thanks to its peer-led approach, based on the evolving needs of PWUD and people experiencing homelessness. Their peer volunteer programme has been awarded the highest accolade available in the UK, the Queens Award for Voluntary Service.

SUIT [UK]
Website: http:// www.suiteam.com
E-mail: sdhadley@wolverhamptonvsc.org.uk

| Meaningful involvement | PWUD | Pperr led |Networking

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VISION eV

Vision e. V. supports people who are actively using drugs in Cologne, Germany. In one of their projects, they primarily focus on those PWUD who have been experiencing long term unemployment.

As a good practice example on inclusion, the project offers employment opportunities to this group by using a very low-threshold approach. Abstinence, for instance, is not a prerequisite for people to engage in work activities. These opportunities work as an entry into the labor market and give access to integration measures and employment subsidies.

Examples of the activities Vision e.V. can offer to its participants are running catering and cleaning services, working as an assistant prevention worker, and working on the administration of an organization. By engaging in these activities, participants experience recognition and appreciation for themselves and their efforts in learning and excelling in a new activity.

The guiding principle behind Vision e.V activities is that a meaningful occupation, combined with a regular daily structure, can lead to an increase in people's stabilization and self-esteem. In a society where frequently recognition is linked to the existence of work, PWUD participating in this project can feel appreciation again after having been experiencing exclusion for many years. Having this possibility of employment, thus, works far beyond pure employment. It instead acts as a key motivator, being a fundamental empowerment tool for the assisted population.

VISION eV [Germany]
Website: http:// www.vision-ev.de
E-mail: marco.jesse@vision-ev.de

Low threshold | Inclusion | Employability | Harm reduction | PWUD

Drug- and alcohol-related nuisance is an important policy issue in nearly all smaller, medium-sized and bigger cities. Experience and research has shown that this is a pan-European problem which many local and municipal authorities are struggling to address in an effective manner.

A broad range of participatory interventions and prevention activities have been developed to prevent nuisance among youngsters. Intervention, targeting adults however, are limited and mainly based on repressive and sanctionary acts, including arrests, restraining orders and fines. Less is known about inclusive strategies and adult learning opportunities, which provide daily structure and support to this specific group.

The Street Support Project is built on the idea that each person has the potential to learn and to do something meaningful. Adult learning, work and other activities can play a vital role in this context, as long as it is adapted to the specific needs and living conditions of the target group.

STREET
SUPPORT