

- 'EMERGENCY CENTER FOR HOMELESS PEOPLE' -

<u>Organisation / Country:</u>	A partnership between the City of Lisbon (CML) and Santa Casa da Misericórdia de Lisboa (SCML) / Portugal
<u>Website:</u>	<p>Núcleo de Planeamento e Intervenção Sem Abrigo de Lisboa (NPISA) - Planning and Intervention Centre for Homeless People</p> <p>Unidade de Atendimento à Pessoa Sem Abrigo (UAPSA) – Unit for Assistance to Homeless People</p>
<u>Contact this email for further information:</u>	policy@esn-eu.org
<u>Summary:</u>	<p>The National Strategy for Integration of Homeless People 2009-2015 (ENIPSA) puts a national priority on integrated interventions for homeless people, giving priority to the coordination of interventions of different actors in the establishment of so-called 'Planning and Intervention Centers for Homeless persons (NPISA)'</p> <p>The target groups include isolated individuals, homeless families, and people with unstable accommodation in the Lisbon area, including asylum seekers or refugees.</p>

	<p>The NPISA Lisboa involves 22 institutions and is organised in two lines of work:</p> <ol style="list-style-type: none"> 1. Planning (CML responsible) 2. Intervention (SCML responsible) <p>Unit for Assistance to Homeless People (UAPSA)</p> <p>Divided into two floors, the center is equipped on the ground floor with a reception, a waiting room, a nursing room, a dressing room, a clothing bank and six medical treatment rooms, one of which has an area for children.</p> <p>In the upper floor, there are cabinets for social practitioners of the different institutions that work there. The waiting room of the UAPSA Unit can be transformed into an overnight room in emergency cases, for example in times of low temperatures, particularly during the nights.</p> <p>The Lisbon NPISA center and the UAPSA Unit are established on Jan 22nd, 2015, in a municipal building in a very central location, Cais do Sodré.</p> <p>Accommodation Responses – Temporary Accommodation Centers (CAT)</p> <p>The Temporary Accommodation Centres are a social response aimed at providing accommodation for a limited period of time, mainly for homeless adults in distress.</p> <p>There are two types of CAT:</p> <ol style="list-style-type: none"> 1. Emergency – This type provides homeless people in emergency situations with immediate provision in case of vacant capacities and always creating an individual plan with a view to personal empowerment and to increasing the participation in society, for example through addressing health care urgent. 2. Social inclusion – This type of accommodation provides housing, where the individual plan has the focus on employment, training, transition into regular housing, and professional autonomy. The
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	<p>entry in this response follows a detailed interview, which features an assessment of each individual's life context and individual needs.</p>
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<p><u>Issues:</u></p>	<p>Limited capacities lead to situations in which homeless people cannot be provided with housing services despite urgent needs.</p>
<p><u>Resources:</u></p>	<p>Emergency Temporary Accommodation Centre</p> <ul style="list-style-type: none"> • Temporary Accommodation Centre with capacity for 271 beds, working in municipal buildings. <p>Accommodation and Inclusion Center</p> <ul style="list-style-type: none"> • The Temporary Accommodation Centre ‘Xabregas’ is equipped with up to 75 beds, operating in buildings of the Institute for Social Security and is managed by the Social Salvation Army centre as insertion of accommodation response, supported financially by 50 percent by the municipality since 2001; • The Temporary Accommodation Centre ‘Graça’ is equipped with up to 23 beds and is operated in municipal facilities with AMI as the managing company. Since 1995, these structures have been financially supported to a 100 percent by the municipality. <p>‘Housing First - First House’, run by the AEIPS - Association for the Study and Psychosocial Integration</p> <ul style="list-style-type: none"> • This facility is run as an inclusive housing project for people with mental health problems and has a capacity of 50 beds. The project was implemented in September 2009 and it provides an individualised and integrated housing response for chronic homeless people with mental health issues, suffering from substance or drug abuse.
<p><u>Objectives:</u></p>	<ul style="list-style-type: none"> • Ensure care and social assistance to people in emergency situations and / or serious social risk along a life-cycle approach • Creating integrated, profitable and adequate social inclusion services for homeless people • Future objectives: <ul style="list-style-type: none"> ▪ Restructure existing services by resizing the existing resources and creating newly adjusted solutions, by decreasing emergency responses, and by increasing the capacities in inclusion projects up to at least 150 ▪ Increase the service integration between social housing for homeless and people with a migration background

<p><u>Outcomes:</u></p>	<ul style="list-style-type: none"> Improved cooperation between social services, social security, emergency services through clear procedures.
<p><u>Evaluation:</u></p>	<p>The number of users, user backgrounds, and services have been monitored. The figures address the first semester of 2015. As for the statistical data of services offered by UAPSA:</p> <ul style="list-style-type: none"> Number of calls: 4,486 Number of ongoing processes: 383 Number of different users: 2,363 Number of national users: 1,652 The number of foreign users: 711 (of which 102 were asylum seekers) <p>Other NPISA data:</p> <ul style="list-style-type: none"> Number of partner organisations that constitute the NPISA: 22 Number of Technical Teams (ETR): 10
<p><u>Further information:</u></p>	<p>n. a.</p>