

Dignitas App: Addressing the Barriers in Homelessness to Essential Services

<u>Organisation(s):</u>	Madrid City Council	
<u>Country:</u>	Spain	
<u>Contact:</u>	policy@esn-eu.org (we will function as an intermediary between you and interested organisations who want to learn more about the practice)	
<u>Theme:</u> Choose at least one option	☐ Ageing & Care ☐ Asylum & Migration ☐ Young People ☐ Support for Children & Families ☐ Community Care ☐ Integrated Care & Support ☐ Co-Production ☐ Disability ☒ Housing & Homelessness ☐ Artificial Intelligence ☒ Digitalisation ☐ Quality Care	☐ Labour Market Inclusion ☒ Social Inclusion ☒ Technology ☐ Workforce and Leadership ☐ Social Benefits ☐ EU Funding ☐ Social Services' Resilience ☐ Mental Health ☐ Person-Centred Care ☐ Research & Use of Evidence ☐ Management & Planning ☐ Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> <i>Which principles does your practice cover? Check the 20 principles here.</i>	☐ 1. Education, training, life-long learning ☐ 2. Gender equality ☐ 3. Equal opportunities ☐ 4. Active support to employment ☐ 5. Secure and adaptable employment ☐ 6. Fair Wages ☐ 7. Transparent employment conditions ☐ 8. Social dialogue ☐ 9. Work-life balance ☐ 10. Healthy, safe work environment	☐ 11. Childcare and child support ☒ 12. Social protection ☐ 13. Unemployment benefits ☐ 14. Minimum income ☐ 15. Old age income and pensions ☒ 16. Health care ☐ 17. Inclusion of people with disabilities ☐ 18. Long-term care ☒ 19. Housing and assistance to homeless ☒ 20. Access to essential services
<u>Current status of the practice:</u>	☐ Concept and Design Phase ☐ Testing or pilot phase ☐ Temporary practice that has terminated ☐ Temporary practice that is ongoing and has a termination date ☒ Established and ongoing practice ☐ Scaling Up and Transformation Phase ☐ Other (please specify):	
<u>Summary:</u> <i>Please summarise the practice in maximum 3 sentences. This will be the</i>	The DIGNITAS App is a digital tool developed by Madrid City Council to bring essential services and support closer to people experiencing homelessness. It provides clear, simple and multilingual information on direct-access resources, including accommodation, day centres, food services, health facilities and hygiene points, alongside weather alerts and a chat function with professional Street Teams.	

<i>disclaimer of your project on our website. Example here.</i>	Currently in development, it has been designed and tested by people experiencing homelessness and professionals and is designed to be scaled up and transferred to other cities.
<u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve with your practice.</i>	People living on the streets of Madrid face significant barriers to accessing essential services, including limited information about available resources, difficulties contacting support professionals, and increased vulnerability during extreme weather conditions. The practice responds to these barriers by using a digital tool to improve access to information, strengthen contact with outreach teams and support faster, more personalised assistance for people in situations of extreme vulnerability.
<u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i>	1. Improve access to clear, direct and up-to-date information on essential services for people experiencing homelessness in Madrid. 2. Enable rapid contact between people living on the streets and professional outreach teams through a chat function. 3. Increase protection during periods of heightened risk, including extreme cold or heat, through weather alerts and timely support.
<u>Activities:</u> <i>Please describe the activities put in place to achieve the objectives (maximum 400 words).</i>	Madrid City Council designed and piloted the DIGNITAS App as part of its Municipal Strategy for the Prevention and Care of People in Situations of Homelessness 2022–2027. The app provides people experiencing homelessness with simple, intuitive and multilingual information about direct-access resources across the city, including accommodation, day centres, dining halls, clothing distribution points, restrooms, hygiene points and health centres. Resource information is kept up to date so that users and professionals can rely on accurate guidance. The app also includes weather alerts for cold and heat, helping users and services respond to periods of increased risk. A chat function connects users directly with professionals from the “Madrid en Calle” street teams, enabling quick contact, tailored support and referral to the appropriate service when more detailed assessment is needed. The development process was participatory. More than 60 professionals from the “Madrid en Calle” service, coordinators from social street organisations, volunteers and people experiencing homelessness contributed to testing, validating and improving the tool. The practice involves social workers, psychologists, social educators, intercultural mediators, social services assistants, volunteers and software developers.
<u>Outcomes:</u> <i>Please explain what the results were/are so far and how you evaluated this (i.e. statistics, a study, or feedback)</i>	The app is currently an established practice and has been tested by 25 people experiencing homelessness and 60 professionals from the “Madrid en Calle” team. Feedback has been gathered through the experiences of people using services, staff and leaders, as well as social organisations working with people experiencing homelessness. Participants have validated the functionality of the app and contributed improvements from different perspectives. The practice is expected to support wider access to services for the approximately 1,000 people experiencing homelessness recorded in Madrid, with volunteers and professionals assisting those who do not have a mobile device.

Funding Source	EU Funds: ESF+ ☐ INTERREG ☐ ERDF ☐ ERASMUS ☐ RRF ☐ other ☐ ☐ National Government Funds ☐ Regional Government Funds ☐ Local Government Funds ☒ Private Sponsorship / Public-Private Partnership ☐ Financial contribution of People using Services ☐ Other, please define:
Links to supporting documents: <i>e.g. project website or report of the practice, articles</i>	Prevención del Sinhogarismo y Atención a Personas Sin Hogar - Ayuntamiento de Madrid APP DIGNITAS Video: https://youtu.be/KLIHmrXOKSg
Comments and tips i.e. for people willing to implement your Practice in their service	This tool helps to connect people experiencing social exclusion with the resources available to them, as well as professionals, volunteers and any service or organisation that comes into contact with people who may need support. Furthermore, it serves as a communication platform for professionals working with homeless people, enabling them to share information and issue alerts that may affect this group. From December 1 to June 30, 2026, 2,537 active users generated a total of 14,149 page views. In June, 292 users used the Dignitas app, a 30% increase from May. Of these 292 people, 81 had previously logged into the app at least once, which is noteworthy because the fact that they returned indicates that their previous visit was helpful. The content that each user returns to most often, excluding the navigation menus, is as follows: Soup Kitchens 1.7 times, Internet Access 1.65 times, and Housing 1.56 times.