

Pro Arbeit - Kreis Offenbach – (AöR): Second Chance Project

<u>Organisation(s):</u>	Pro Arbeit – Kreis Offenbach – (AöR) - Kommunales Jobcenter	
		
<u>Country:</u>	Germany	
<u>Contact:</u>	policy@esn-eu.org	
<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</i>	Second Chance is an innovative poverty-prevention initiative implemented by Pro Arbeit – Kreis Offenbach (AöR) that supports two distinct target groups: people experiencing homelessness and people in detention or leaving prison, through early, outreach-based intervention. Using a social-space-oriented and person-centred approach, the project provides coordinated counselling, stabilisation, and	

<i>will be the disclaimer of your project on our website. Example here.</i>	reintegration support adapted to the specific needs of each group. By bringing together employment, social, municipal, and justice services, it strengthens social inclusion and creates pathways towards sustainable participation in society and the labour market.
<u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve with your practice.</i>	People experiencing homelessness, people in detention and leaving prison, and other individuals facing severe social exclusion often encounter multiple and interconnected barriers, including unstable housing, poverty, unemployment, limited access to services, and social isolation. Traditional service models frequently rely on individuals actively seeking support, which can prevent those with complex needs from accessing assistance. Experience in Kreis Offenbach has shown that many people experiencing homelessness rarely or never attend appointments at public offices, even when they are entitled to support. The transition from prison to community life presents particular risks, including homelessness, unemployment, and social exclusion, particularly when coordination between prison-based and community services is interrupted at the point of release. Likewise, people experiencing homelessness often struggle to navigate fragmented support systems. Second Chance addresses these challenges through proactive outreach, early intervention, and coordinated support that bridges institutional boundaries and ensures vulnerable individuals receive assistance before crises deepen.
<u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i>	1. Prevent and reduce poverty, homelessness, and social exclusion through early intervention and coordinated support. 2. Strengthen social participation and improve reintegration into society and the labour market for people in detention and leaving prison and for people experiencing homelessness. 3. Provide person-centred, outreach-based counselling and stabilisation services in places where participants live, stay, or can be reached, connecting individuals to housing, income security, employment pathways, and community support networks.
<u>Activities:</u> <i>Please describe the activities put in place to achieve the objectives (maximum 400 words).</i>	• Second Chance delivers two complementary strands of support: one for people experiencing homelessness and one for people transitioning from detention back into the community. Both strands are based on a social space-oriented approach that brings services directly to beneficiaries rather than expecting individuals to seek support from institutions themselves. • Project staff provide outreach-based counselling in locations where beneficiaries live, stay, or regularly spend time. For the homelessness strand, a job coach provides counselling twice a week at the social counselling centre in Dreieich and weekly at the emergency accommodation in Neu-Isenburg. This approach helps establish trust with people who may be reluctant or unable to engage with conventional services. Professionals carry out individual needs assessments and use profiling tools to identify barriers to social participation, housing stability, and employment. Based on these assessments, staff develop personalised support plans tailored to each participant's circumstances and goals. • The project provides early intervention measures designed to prevent poverty, homelessness, and social exclusion from becoming more severe. For people in detention, support begins before release and includes structured transition planning to prepare for reintegration into the community. This strand follows a three-phase model: initial information and orientation in prison, individual planning approximately three months before release, and continued social and employment-related support after release. Initial counselling is provided in

	cooperation with six prisons in the Rhine-Main region, while continued support for up to one year is available to people returning to Kreis Offenbach. • Participants receive guidance on accessing income support, housing services, social counselling, employment opportunities, and other essential services. Staff work closely with beneficiaries to strengthen stability and promote long-term social participation. The initiative coordinates support across employment services, municipalities, social service providers, housing organisations, non-governmental organisations, and justice-sector institutions. Regular network meetings with regional partners help identify structural gaps and develop joint solutions. This cooperation ensures continuity of support and reduces gaps between different systems. • Case managers, social workers, integration managers, labour-market specialists, and reintegration counsellors maintain regular communication to monitor progress and adapt support measures when necessary. This coordinated approach helps participants move towards secure housing, sustainable livelihoods, and successful integration into society and the labour market. • The project also promotes ongoing relationship-building and long-term case management, enabling beneficiaries to access consistent support throughout their stabilisation and reintegration journey. The initiative is supported through the patronage of the Hessian Ministry of Justice and the Rule of Law and the Hessian Ministry of Labour, Integration, Youth and Social Affairs. The latter also funds an external evaluation of the social-space-oriented counselling model.
Outcomes: <i>Please explain what the results were/are so far and how you evaluated this (i.e. statistics, a study, or feedback)</i>	Although the two strands of Second Chance are at different stages of implementation, the initiative has already demonstrated encouraging early results, based on service records, professional observations, and informal feedback from participants. Feedback indicates that the outreach approach has improved access to support for individuals who would otherwise have limited engagement with institutions. It has helped strengthen trust between service users and professionals, enabling earlier intervention and stabilisation. Cooperation between social services, employment services, municipalities, and justice-sector actors has also become more structured, supporting clearer responsibilities and improved continuity of support. Since January 2025, the homelessness strand has provided around 130 initial and follow-up counselling sessions in Dreieich and Neu-Isenburg. Currently, 48 people are receiving support, including 21 people living in the Neu-Isenburg emergency accommodation. Records also show that 11 people obtained housing between July 2025 and April 2026. Given the complex needs of the target group, progress is also reflected in regular attendance at counselling sessions and improved access to benefits, housing services, debt and addiction counselling, and other specialist support. Since June 2025, 19 people in detention have received counselling. As this strand is at an earlier stage, its initial results relate mainly to engaging participants before release, improving transition planning, and establishing continuity of support after release. The strand operates in cooperation with the Hessian Ministry of Justice, all 13 municipalities in Kreis Offenbach, and six prisons in the Rhine-Main region. Information and professional guidance are also provided to prison staff, supporting better coordination between prison and community-based services.

	The project is evaluated through routine service and case-management records, including participation, counselling contacts, and documented housing outcomes, together with feedback from people using the services and observations from professionals involved in implementation. In addition, the Hessian Ministry of Labour, Integration, Youth and Social Affairs is funding an external evaluation of the social-space-oriented counselling model. As this evaluation is still underway, the results reported here should be regarded as preliminary.
<u>Funding Source</u>	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:
<u>Links to supporting documents:</u> e.g. project website or report of the practice, articles	Zweite Chance - Lokale Projekte - Home (DE) Pro Arbeit Kreis Offenbach (AöR)
<u>Comments and tips</u> i.e. for people willing to implement your Practice in their service	• For organisations wishing to implement this practice, it is important to begin by identifying why the target group is not accessing existing services and to provide counselling in trusted, accessible locations such as social counselling centres, emergency accommodation, or prisons. • Starting with a small pilot, appointing a dedicated contact person, and establishing regular cooperation between municipalities, employment services, social services, specialist organisations, and justice institutions can help clarify responsibilities and prevent gaps in support. • The approach should be adapted to each target group: people experiencing homelessness often require flexible, while people leaving prison need structured preparation before release and continuity afterwards. • Sufficient time should be allowed to build trust, and progress should include smaller stabilisation steps, such as regular attendance, access to benefits, or acceptance of specialist support, alongside longer-term housing and employment opportunities.