

## Employability and Homelessness

### News from across Europe

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### Editorial

Dear Readers,

Welcome to the second edition of “Employability and Homelessness”!

In this newsletter you will find information about interesting experiences and practices around employment for people experiencing homelessness from across Europe. This edition features projects from Norway, Germany and Italy.

In the first article, Liv Hasås and Keith Jones, present “Dagsverket”, a low threshold employment service for people using drugs in Bergen/Norway. “Dagsverket” is a new model in Norway as it focuses on day-to-day work and is based on the principle that users themselves decide whether or not they are fit for work.

The following article by Björn Giese is about the “Gut zu tun” project in Berlin, which aims at creating an organisational infrastructure to support people who are homeless or threatened with homelessness into work and training.

Stefano Galliani then provides a critical analysis of so-called type-B cooperatives for the employment of people experiencing homelessness in Italy.

His article is complemented by a recent briefing paper of FEANTSA’s employment working group on the role of supported employment in work integration social enterprises (WISE)

The role of employment will also be discussed at FEANTSA’s next European conference on participation and homelessness in October 2009. You will find more information below.

Where possible, we have provided the articles in different languages.

We thank all contributors to this edition and hope you’ll enjoy the reading!

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## Sharing Experiences

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### **Dagsverket: One day's work**

#### **Drop in work opportunities for people using drugs, Bergen, Norway**

Liv Hasås and Keith Jones

Dagsverket ("One-day's work") is a low threshold service aimed at providing people who are addicted to drugs with a drop in work opportunity in Bergen/Norway. The service offers paid work to a group of 15 persons for four hours a day. Participants receive their pay at the end of the day. The pay is 50 kroner an hour ( $\approx$  5.50 euros) and is tax-free. These earnings do not affect welfare benefits of the participants.

Dagsverket started as a 3-year-project in 2004. In 2006 the project turned into a permanent initiative. Dagsverket has become a very popular service and runs at its capacity of 15 people almost every day. People have to meet early in the morning to queue, and when the doors open at about 8 o'clock, they sign in on a list. In the premises of Dagsverket they have the possibility to have some coffee, rest and also access to the Internet before the work starts at around 9 o'clock.

The work is organised in three groups. One group stays in-doors and is responsible for running a laundry service and doing the daily clearing up and cleaning of the premises. Two groups do out-door work, such as maintenance work in council housing facilities and clearing up in-doors and out-doors in housing associations. There is a broad spectre of work these two groups can do. However, it should not be too demanding and it should not compete with ordinary private enterprises who offer similar services.

Dagsverket can offer suitable participants different types of courses, such as lift and chain saw courses, to qualify them for more advanced maintenance work and to provide them with certificates which may facilitate a transition into similar jobs in the future.

Dagsverket is a new model in Norway as it focuses on day-to-day work and is based on the principle that users themselves decide whether or not they are fit to work. The work is offered independently from their engagement with rehabilitation services and the obligation is only for one day's work at a time.

By April 2005 about 170 persons were registered as users of the service, and a group of about 35 persons were regular participants. By May 2009, 369 persons have been registered as participants of Dagsverket. The proportion of women involved is relatively low and has varied from 8 % in 2004, rising to 23 % in 2007 and then falling to 13 % in 2008. The variation in age is significant – from 19 to 72 years. The average age is approximately 40 years.

Dagsverket is organised under the umbrella of the Centre for vocational training (Senter for arbeidslivsforberedelse, ALF as). This centre offers training and supported employment to vulnerable groups. Although Dagsverket emphasises participants' independence and does not oblige people to engage with rehabilitation services, there are good possibilities to access organised rehabilitation and vocational training in the Centre. It is part of Dagsverket's concept that only a minimum of information of each participant is being registered. There is therefore little information about whether or not participants move on to other activities or mainstream employment after participating in Dagsverket. However, there is anecdotal evidence that some participants either move on to other employment schemes run by the ALF or gain some form of employment in the open labour market.

A qualitative evaluation of Dagsverket was conducted in 2006 based on the number of participants, responses from participants and responses from other co-operating health and social services. The evaluation shows that Dagsverket has become an important activity for the target group and has been very loyal to its initial idea to offer a low threshold and unbureaucratic work opportunity to people. Participants have managed to create a good working environment within Dagsverket. This means that there are little problems with intoxication at work and people usually know whether or not they are fit to work.

Dagsverket has been valuable for many of the participants because it allows people to take one step at a time and at their own pace. It has

given people who are excluded from ordinary working life some of the economic, social and psychological benefits of working. A number of other Norwegian municipalities are now copying the model in order to give people who are using drugs the possibility for social and vocational training

From July 2008 Dagsverket extended its activity by organising a working group in Nygårdsparken. This is an area in Bergen where the majority of people who inject drugs are found. There has been lots of media attention regarding the presence of this group in the park. To improve the conditions in the area Dagsverket received funding to establish a working group in the park two days a week. The participants are recruited on site from one of Dagsverket's vans. The work involves collecting rubbish, used syringes etc. Working hours and pay are the same as for the other participants of Dagsverket. The new project has helped to reinforce Dagsverket's low

threshold principle. The "park group" is also available to those who do not manage to meet up early in the morning to gain a place in the traditional Dagsverket initiative.

Dagsverket is recognised by public authorities as an important element of the drugs strategy. There is a commitment to further invest in this type of activity and the majority of funding for Dagsverket is secured. However, the present regulations for payment of statutory benefits are a barrier. The employment agencies still have to devise a permanent solution for the issue of pay/remuneration to participants which is not bureaucratic or liable for tax. These forms of economic incentives for participants are vital in order to both maintain an effective strategy for the target group of socially excluded and further develop the good work of Dagsverket.

**Projekt GUT ZU TUN  
Arbeit, Beschäftigung und Qualifizierung  
für Personen in besonderen Lebenslagen**

Björn Giese, Existenzsicherung und Integration des Diakonischen Werks Berlin-Brandenburg-schlesische Oberlausitz e.V., Berlin

Das Projekt GUT ZU TUN des Diakonischen Werk Berlin-Brandenburg-schlesische Oberlausitz e.V. hat das Ziel, eine organisatorische Infrastruktur dafür zu schaffen, um in Berlin innerhalb von drei Jahren ca. 500 wohnungslose Menschen oder von der Wohnungslosigkeit bedrohte Menschen, in Arbeit, Beschäftigung oder Qualifizierung zu bringen. Das Diakonische Werk vertritt dabei nicht nur den Standpunkt, dass ein großer Anteil dieser Menschen in Arbeit, Beschäftigung und Qualifizierung eingegliedert werden kann, sondern dass jeder dieser Menschen nach dem „Würdegrundsatz“ ein Recht auf Arbeit hat. GUT ZU TUN arbeitet seit Mai 2008. Das Projekt wird sowohl finanziell als auch in der praktischen Arbeit vom Berliner Immobilienunternehmen ESTAVIS AG unterstützt. Eine weitere Unterstützung erfolgt durch den Europäischen Sozialfond. Die konkreten Aufgabengebiete gliedern sich in zwei Teilbereiche. Auf der einen Seite soll eine nachhaltige organisatorische Infrastruktur für wohnungslose Menschen geschaffen werden, um für sie einen

**„GUT ZU TUN“ PROJECT  
Work, occupation and qualification for  
persons in special situations**

Björn Giese, Sustenance and Integration, Diakonische Werk Berlin-Brandenburg-schlesische Oberlausitz e.V., Berlin

The aim of the "GUT ZU TUN" project of the Diakonische Werk Berlin-Brandenburg-schlesische Oberlausitz e.V. is to create an organisational infrastructure so as to be able to get some 500 people who are homeless or who are threatened with homelessness to work, occupation and qualification. In so doing, the charity not only adopts the view that a large part of these people can be placed in work, occupation and qualification, but also that each one of these people has a right to work in accordance with the "dignity principle." GUT ZU TUN has been active since May 2008. The project is supported financially but also on practical matters by the Berlin-based real estate firm ESTAVIS AG. It also receives support from the European Social Fund. Its concrete tasks are divided into two sections: On the one hand, to create a sustainable infrastructure for homeless people so as to guarantee them a separate, regulated institutional access to the labour market. The competence and networking of institutions and services working with the homeless in Berlin are to be strengthened and supported. On the other hand, the people concerned are to be given individual help.

gesondert geregelten institutionellen Zugang zum Arbeitsmarkt zu gewährleisten. Die Einrichtungen und Dienste der Berliner Wohnungslosenhilfe sollen in ihrer Kompetenz und Vernetzung im Bereich Arbeit, Beschäftigung und Qualifizierung gestärkt und unterstützt werden. Auf der anderen Seite sollen die betroffenen Menschen eine individuelle Hilfe erhalten. Die Prozesse, die durch das Projekt initiiert werden, lassen sich wie folgt unterteilen und beschreiben:

#### Strukturelle Prozesse:

- Hinwirken auf das Schaffen eines gesondert geregelten institutionellen Zugangs zum Arbeitsmarkt für den Personenkreis
- Unterstützung der Träger der Wohnungslosenhilfe bei der Entwicklung und dem Aufbau innovativer Arbeitsprojekte
- Unterstützung der Einrichtungen der Wohnungslosenhilfe bei der Antragstellung und Administrierung von Maßnahmeplätzen über spezifische regionale Förderinstrumente wie z. B. öffentlich geförderte Beschäftigungsmöglichkeiten (Öffentlicher Beschäftigungssektor)
- Unterstützung und Förderung der Arbeitsprojekte bei der Vernetzung und Kooperation mit den Einrichtungen und Diensten der Berliner Wohnungslosenhilfe

#### Individuelle Hilfen:

- Akquise von Maßnahmeplätzen bei den bestehenden Programmen
- Akquise von Arbeitsplätzen in der freien Wirtschaft
- Aufbau einer Datenbank von Klienten der Berliner Einrichtungen der Wohnungslosenhilfe, die potenziell zu Arbeit, Beschäftigung oder eine Qualifizierung in der Lage sind
- Vermittlung der Klienten an die gewonnenen Einsatzstellen
- Aufbau, Koordination und Administrierung eines Coaching- und Lotsensystems für Härtefälle

Ein wichtiger Baustein des Projektes ist eine Datenbank, in der Klienten aus den

The processes initiated through the project can be divided and described as follows:

#### Structural processes:

- Work towards creating a separate regulated institutional access to the labour market for the people concerned;
- Support institutions and services working with people experiencing homelessness in developing and expanding innovative employment projects;
- Support institutions working with homeless people in applying for and administering job and training placements through specific regional promotional instruments such as, e.g. publicly supported employment opportunities (public employment sector);
- Support and promote employment projects through networking and cooperation with the institutions and services working with people experiencing homelessness in Berlin.

#### Individual help:

- Help find places in existing programmes;
- Help find jobs in the open economy;
- Build a database of clients of institutions working with the homeless who are potentially capable of being placed in work, occupation or qualification;
- Place the client in the positions obtained;
- Create, coordinate and manage a coaching and guidance system for hardship cases.

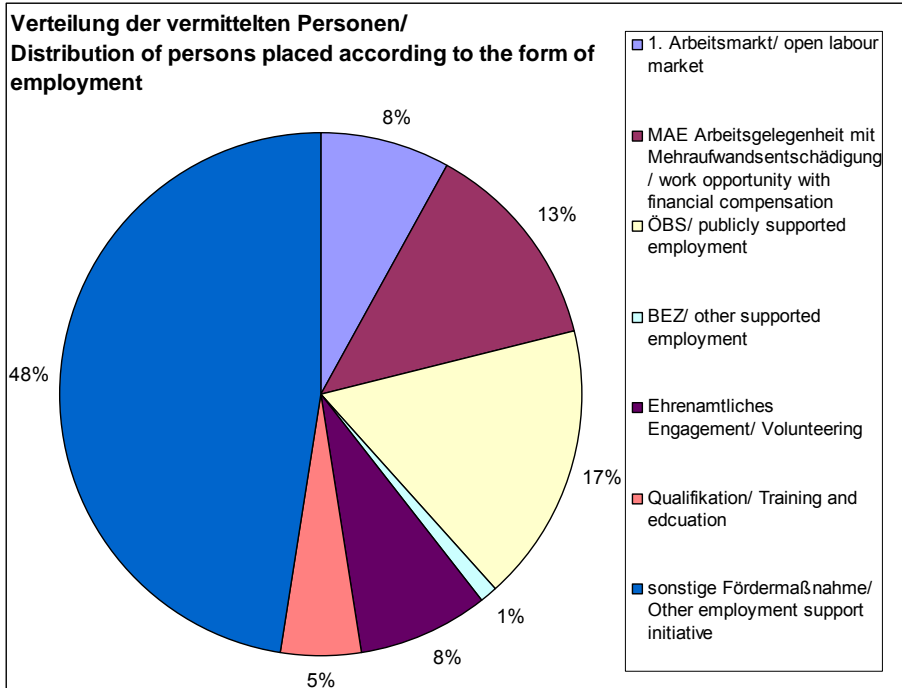
One important component of the project is a database of clients of institutions working with the homeless in Berlin, who have the potential of being placed in work, occupation or qualification. This database is based on a sort of profiling according to which the corresponding clients are entered with their socio-demographic data, data on previous occupational history, any additional qualifications, an assessment of their aptitude and similar categories. This database can be used to search actively for appropriate applicants for situations vacant.

After almost a year in operation, the project can be said to be drawing near its goal. 116 homeless people had by August 2009 been

Einrichtungen der Berliner Wohnungslosenhilfe erfasst werden, die potenziell für Arbeit, Beschäftigung oder Qualifizierung in Frage kommen. Grundlage dieser Datenbank ist eine Art Profiling, durch das die entsprechenden Klienten mit soziodemografischen Daten, Daten über ihren bisherigen beruflichen Lebensweg, eventuelle Zusatzqualifikationen, Einschätzung der Leistungsfähigkeit und ähnlichen Kategorien erfasst sind. Auf Grundlage dieser Datenbank ist es möglich, aktiv geeignete Bewerber für offene Stellen zu finden.

Nach fast einem Jahr Projektlaufzeit lässt sich

placed in work, employment and qualification. An extensive mix of occupational relations and activities carried out has emerged (see Figure). Thus, such people are not placed exclusively in what are known as 1-Euro jobs (1) or qualification schemes, but a large proportion of them are placed on the regular labour market. This shows that many companies and employment institutions in Berlin are prepared to commit themselves for these people. Employers make partial use of state promotional instruments. Several Berlin companies were however also prepared to do entirely without the support and subsidies of



bereits festhalten: Das Projekt nähert sich seinem Ziel. Es konnten bis August 2009 116 Menschen des angesprochenen Personenkreises in Arbeit, Beschäftigung und Qualifizierung vermittelt werden. Es ist ein breiter Mix an Beschäftigungsverhältnissen und ausgeführten Tätigkeiten entstanden (siehe Abbildung). So wurden die Personen nicht ausschließlich in sogenannte 1-Eurojobs (1) oder Qualifizierungsmaßnahmen vermittelt, sondern es konnte ein großer Anteil der Personen auf den 1. Arbeitsmarkt vermittelt werden. Dabei zeigt sich, dass viele Berliner Unternehmen und Beschäftigungsträger bereit sind, sich für diese Menschen zu engagieren. Teilweise werden von den Arbeitgebern staatliche Förderinstrumente benutzt. Mehrere Berliner Unternehmen waren aber auch dazu bereit, ganz auf Förderungen und Zuschüsse der

the Job Centre, and to provide regular jobs for homeless people. These are both remunerated full-time jobs, as well as minor employment relationships. The Public Employment Sector Promotional Instrument (known by the German initials "ÖBS"), which is specific to Berlin, could be used often for clients. The target group of the ÖBS consists of the long-term unemployed, and employers are provided with a nearly full (100%) wage subsidy for the gross labour costs incurred for the employee. The ensuing employment relationships are remunerated at least in accordance with the required minimum wage (€7.50/hour). This employment programme is expected to bolster (broken down) social infrastructure.

It has become moreover clear that a considerable portion of the clients is



JobCenter zu verzichten und stellten reguläre Arbeitsplätze für den Personenkreis zur Verfügung. Hierbei handelt es sich sowohl um tariflich vergütete Vollzeitstellen, als auch um geringfügige Beschäftigungsverhältnisse. Auch das Berlin spezifische Förderinstrument Öffentlicher Beschäftigungssektor (ÖBS) konnte vielfach für die Klienten genutzt werden. Die Zielgruppe von ÖBS sind Langzeitarbeitslose und es bietet dem Beschäftigungsgeber einen nahezu 100 %igen Lohnkostenzuschuss der Arbeitnehmerbruttokosten. Die entstandenen Beschäftigungsverhältnisse werden mindestens nach dem geforderten Mindestlohn (7,50 €/Stunde) entlohnt. Durch dieses Beschäftigungsprogramm soll die (weggebrochene) soziale kommunale Infrastruktur gestärkt werden.

Es wurde außerdem deutlich, dass ein erheblicher Teil der Klienten den festen Willen hat, sich wieder in das Arbeitsleben zu integrieren. Und was noch viel erfreulicher ist: Es wurde deutlich, dass der überwiegende Teil der Personen in der Lage ist, einer speziell auf ihre Bedürfnisse ausgerichteten Arbeit oder Beschäftigung dauerhaft über einen längeren Zeitraum nachzugehen.

Es wird insgesamt ein Frauenanteil angestrebt, der den Anteil der Frauen, in der für dieses Projekt anzusprechenden Zielgruppe widerspiegelt. Dabei ist von einem Frauenanteil von ca. 35 % auszugehen. Erfahrungsgemäß sind weibliche Wohnungslose höher qualifiziert als die männlichen Wohnungslosen.

Dementsprechend sollen die vorhandenen Qualifikationen der Frauen gezielt gefördert werden. Bisher ist es gelungen einen Frauenanteil von rund 20 % zu erreichen, was noch nicht ganz den Zielen entspricht, diesen jedoch nahekommt.

#### **Probleme**

Bei der Umsetzung des Projektes wurden jedoch auch einige „hausgemachte“ (Berliner) Systemproblematiken sichtbar. So gibt es für Wohnungslose und für von Wohnungslosigkeit bedrohte Menschen in Berlin keinen gesondert institutionell geregelten Zugang zum Arbeitsmarkt. Landes-, Bezirks- und Arbeitsverwaltung sind in der Organisation der Hilfen unzureichend aufeinander abgestimmt. Menschen in dieser Lebenslage fallen in der Regel genau auf die Schnittpunkte zwischen Arbeitslosengeld (Leistungen nach dem Deutschen Sozialhilfegesetz (SGB) II) und Sozialhilfeleistungen (Leistungen nach dem

determined to be re-integrated in the world of work. What is even more pleasant is that it has become clear that the majority of these people is capable of doing a job or occupation geared specially to their needs over a long period.

The aim is to have a proportion of women that reflects their proportion of the target group to be addressed for this project. This proportion can be assumed to be around 35%. Experience has shown that homeless women are more qualified than their male counterparts. Accordingly, the available qualification of women will be promoted in a purposeful manner. Up to now, a proportion of women of about 20% has been reached, which does not yet correspond entirely to the targets, but does approach them.

#### **Problems**

A number of “home-made” (Berlin) system problems became visible upon implementing the project. For instance, there is no separate institutionally regulated access to the labour market for homeless people or for those threatened with homelessness. State, district and labour authorities are insufficiently inter-coordinated in organising aid. People in this situation generally fall precisely on the point of intersection between unemployment benefit (according to the German Social Welfare Act (SGB) II) and social welfare benefits (according to the German Social Welfare Act (SGB) XXII), responsible for the various positions. One particular consequence of this is that instructional support on work cannot be provided by the institutions working with homeless people, because each of the two authorities lays the responsibility on the other. Concrete, framework agreements are therefore urgently needed. The institutions and services working with people experiencing homelessness in Berlin could provide the instructional support for work, occupation and qualifications accordingly.

The project is financed by the European Social Fund and with proprietary funds of the Diakonische Werk Berlin Brandenburg Oberlausitz. Once the project and its accompanying model phases have been completed, financing must be provided through national financial support or support from the State of Berlin.

#### **Conclusion**

Previous experience with the project has already provided proof that, in spite of the multiple problems faced, a large portion of the people concerned is capable of holding a regular job, if it is in line with the individual

Deutschen Sozialhilfegesetz (SGB) XII), für die jeweils unterschiedliche Stellen verantwortlich sind. Die Folge daraus ist unter anderem, dass eine pädagogische Begleitung zum Thema Arbeit durch die Einrichtungen der Wohnungslosenhilfe nicht geleistet werden kann, da sich die beiden Leistungsträger die Verantwortung gegenseitig zuschieben. Es müssen noch dringend konkrete Rahmenvereinbarungen fixiert werden. Die Berliner Einrichtungen und Dienste der Wohnungslosenhilfe könnten hiernach die pädagogische Begleitung bei der Arbeit, Beschäftigung und Qualifizierung leisten. Die Finanzierung des Projektes erfolgt durch ESF-Mittel und Eigenmittel des Diakonischen Werks Berlin Brandenburg Oberlausitz. Nach Auslaufen des Projektes und der damit einhergehenden Modelphase, muss eine Finanzierung über nationale Zuwendungen oder Zuwendungen des Landes Berlin gewährleistet werden.

#### **Fazit**

Durch die bisherigen Erfahrungen des Projektes konnte schon jetzt der Nachweis darüber erbracht werden, dass ein großer Teil der betroffenen Menschen trotz seiner multiplen Problemlage dazu fähig ist, einer regelmäßigen Beschäftigung nachzugehen, wenn sie auf die individuellen Ressourcenvoraussetzung abgestimmt ist. Es bleibt jedoch festzuhalten, dass das Projekt GUT ZU TUN eine Lücke füllt, die es eigentlich gar nicht geben dürfte. Die Vermittlung in Arbeit, Beschäftigung und Qualifizierung sowie die pädagogische Betreuung dabei sind nach der Gesetzeslage ureigene Aufgaben der zuständigen Stellen für Arbeitslosengeld und Sozialhilfe. Die Schnittstellenproblematik zwischen den beiden zuständigen Behörden (SGB II und XII) darf für eine umfassende und nachhaltige Integration der Betroffenen nicht länger ungelöst bleiben. Damit die Betroffenen endlich wieder GUT ZU TUN haben, bleibt für alle anderen Beteiligten auch weiterhin GUT ZU TUN!

(1) Ein "1 Euro Job" ist eine Arbeitsgelegenheit, mit deren Hilfe die Regierung vor allem Langzeitarbeitslose wieder in den ersten Arbeitsmarkt integrieren will. Sie haben den Zweck, die Arbeitsfähigkeit aufrecht zu erhalten und sollen den Empfänger an regelmäßige Arbeit und einen strukturierten Tagesablauf gewöhnen. Einkommen, die aus einem "Ein Euro Job" erzielt werden, werden auf das Arbeitslosengeld oder andere Leistungen nicht angerechnet.

resource prerequisites. The fact remains, that the "GUT ZU TUN" project fills a gap that should actually not have been there. Placement in work, occupation and qualification as well as in instruction supervision to that end constitute, pursuant to the legislation in force, specific tasks of the competent authorities for unemployment and social welfare benefits. The problem of the point of intersection between the two competent authorities (SGB II and XII) must not remain unsolved any longer for the sake of a comprehensive and sustainable integration of the people concerned. So that the people concerned can have "GUT ZU TUN" again, "GUT ZU TUN" will continue also for all other persons involved!

(1) A "1 Euro Job" is a job with the help of which the government wants to (re)integrate in particular the long-term unemployed in the regular labour market. The aim of such jobs is to keep recipients fit to work, provide them with regular employment, and get them used to a structured daily routine. Income from a "one euro job" is not taken into account for unemployment benefit or other benefits.

### Italia – Cooperative sociali: La partita e' ancora aperta?

Stefano Galliani, Nuovo Albergo Popolare di Bergamo, membro del Consiglio di Amministrazione di FEANTSA

La Costituzione dichiara nel suo art. 1 che "l'Italia è una Repubblica fondata sul lavoro": principio irrealista per molti cittadini diventa pura illusione per le persone senza dimora (psd). Infatti non c'è adeguato diritto che promuova e garantisca un reale accesso all'occupazione per tutti. Questa situazione ha determinato la nascita di un movimento fortemente innovativo di auto organizzazione della società civile con la creazione delle prime cooperative di solidarietà sociale (intorno al 1975). Nel corso degli anni questa forma imprenditoriale si ulteriormente sviluppata, perdendo però gran parte della spinta innovativa. I fattori di questo processo sono molteplici: la risposta del sistema pubblico di welfare ai bisogni sociali è rimasta fortemente carente; contemporaneamente gli enti pubblici hanno utilizzato le cooperative sociali per gestire una quota crescente di servizi sociali, sanitari, educativi vincolando però il movimento in termini progettuali e di dipendenza economica.

In ogni caso la cooperazione sociale rappresenta comunque uno dei principali attori nell'intervento di reinserimento sociale con le psd, soggetti fragili ed esclusi dal mercato del lavoro.

#### Definizione di cooperativa sociale

L'enorme sviluppo della cooperazione sociale ha portato lo Stato nazionale a regolamentare questo movimento: la Legge 381 del 1991 definisce la loro specificità nel "perseguire l'interesse generale della comunità alla promozione umana e all'[integrazione sociale](#) dei [cittadini](#) attraverso":

- la gestione di servizi socio-sanitari ed educativi (cooperative di tipo A);
- lo svolgimento di attività diverse - agricole, industriali, commerciali o di servizi - finalizzate all'inserimento lavorativo di persone svantaggiate (cooperative di tipo B).

In particolare per cooperativa sociale di tipo B si intende una cooperativa che impiega nella produzione una forza lavoro composta da almeno il 30% di lavoratori "svantaggiati". I dati più recenti (1) ci dicono che:

- la percentuale di soggetti svantaggiati presenti in cooperativa rispetto al totale dei lavoratori, si attesta, al 55,5 per cento,

### Italy – Social Cooperatives: Is the game still open?

Stefano Galliani, "Nuovo Albergo Popolare" in Bergamo and member of FEANTSA's board of directors

Article 1 of the Italian Constitution states that "Italy is a Republic based on the principle of work" – an unreal principle for many citizens that becomes pure illusion for people experiencing homelessness. In fact, there is no adequate legislation that promotes and guarantees real access to employment for all. This situation has led to the emergence of a highly innovative movement of self-organisation by the civil society with the creation of the first social solidarity initiatives (as of 1975). This entrepreneurial form has developed through the years, but has lost a large part of its innovative drive in the process. There are many reasons for this: the response of the public welfare system to social needs has remained largely wanting; the public authorities have concurrently used social cooperatives to manage a growing share of social, health and educational services, thereby constraining the movement in terms of planning and economic dependency. In any event, social cooperation represents one of the underlying principles of social reintegration for homeless people who are vulnerable and excluded from the labour market.

#### Definition of social cooperative

The enormous development of social cooperation has compelled the national government to regulate this movement: Act 381 of 1991 stipulates that the specific purpose of social cooperatives is to "serve the public interest of the community for the promotion of humanity and the integration of citizens, through:"

- The management of social, health and educational services (cooperative type A);
- The development of various activities – agricultural, industrial, commercial or services – geared to integrating disadvantaged people in the world of work (cooperative type B).

Social cooperative type B in particular is intended as a cooperative that employs a workforce in production composed of at least 30% of "disadvantaged" workers. The most recent data (1) show that:

- The percentage of disadvantaged persons in social cooperatives in regard to the total number of workers amounts to



superiore al limite di legge

- le cooperative di tipo B in Italia sono 2.419 (il 32,8% del totale delle cooperative sociali)

### **Il lavoro nel reinserimento sociale delle psd**

E' utile una premessa di carattere generale sull'inserimento lavorativo delle psd. Con le persone che si inquadrano nelle categorie ETHOS 1 e 2 dobbiamo necessariamente pensare ad una serie di servizi in grado di svolgere alcuni passaggi prioritari e consequenziali:

- accogliere ed elaborare una domanda di aiuto confusa e poco progettuale
- ricollocare il bisogno di lavoro dentro una prospettiva biografica globale
- accompagnare questi processi con il recupero delle necessarie basi amministrative
- solo successivamente costruire percorsi formativi e professionali praticabili dalla persona.

Questo a dire che il *focus* del percorso si colloca "dentro" la persona e non nel puro recupero di opportunità lavorative accessibili come nel caso, ad esempio, di un percorso migratorio dove il *focus* è da subito nella capacità di attivare risorse "esterne" alla persona per favorire il suo progetto di vita.

Alla base di un progetto di reinserimento sociale di una psd è quindi fondamentale ridefinire il ruolo del lavoro nell'esperienza concreta del presente. Spesso nella rappresentazione dei soggetti e dei servizi la dimensione lavorativa sembra essere la soluzione alla multidimensionalità dei problemi, senza tener conto di alcuni fattori, quali ad esempio:

- difficoltà di ordine amministrativo (es. assenza di documenti)
- investimento sul lavoro trascurando l'assenza di relazioni significative per il soggetto, problema che non può essere colmato solo da lavoro e reddito
- condizioni psico-fisiche compromesse.

Il primo passo nel percorso di reinserimento lavorativo è recuperare attraverso un lavoro educativo quelle pre-condizioni individuali per ricucire lo "strappo" tra persona e mondo del lavoro. Il rischio di una prematura ricollocazione occupazionale è l'abbandono da parte del soggetto e la ricaduta nel disagio, con l'aggravante di un nuovo fallimento (biografico). Accanto a questo è necessario un lavoro sociale che ridia cittadinanza alla psd attraverso l'uso di appropriati servizi di

55.5%, higher than the limit set by law;

- There are 2,419 type B cooperatives in Italy (32.8% of all social cooperatives).

### **The work to re-integrate homeless people into society**

A few preliminary remarks on the general nature of the re-integration of homeless people into the world of work would be useful. For people who fall under category ETHOS 1 and 2 (European Typology of Homelessness and Housing exclusion), we must necessarily think about a series of services capable of enabling certain priority and consequential approaches, namely to:

- receive and process a confused and not very coherent request for help;
- reallocate the need for work according to an overall background profile;
- provide advice and support for these processes and establish the necessary administrative bases
- only then define feasible training courses and employment options for the person concerned.

In other words, the focus of the process must be "internal," i.e. the person, and not on seizing the opportunity for accessible employment as, for example, in the case of a migratory process where the focus is on the capacity for a rapid activation of resources "external" to the person, so as to promote that person's life project.

A plan for the re-integration of a homeless person into society essentially entails redefining the role of work in the concrete experience of the present. The employment dimension often seems to be a solution to the multidimensional nature of problems when considering people and services, without taking into account any such factors as:

- difficulties of an administrative nature (e.g. lack of documents);
- investment in employment that overlooks the lack of any significant relevance for the person, a problem that cannot be overcome solely through employment and income;
- impaired physical and mental conditions.

The first step in the process of re-integration in the world of work is to restore, through education, the individual preconditions for mending the "breach" between an individual and the world of work. The risk of premature occupational reallocation is that the person concerned will quit and become unemployed

sostegno (ad es. servizi specialistici sulla salute) e il recupero dei documenti necessari per poter accedere al lavoro.

Successivamente, in base alle risorse fisiche, psichiche ed anagrafiche della persona è possibile orientarsi ad un percorso di carattere formativo - professionale e/o di carattere occupazionale.

### **Opportunità offerte dalle cooperative di tipo B**

I percorsi di inserimento lavorativo con le psd, sono generalmente supportati da amministrazioni pubbliche locali o, talvolta, da servizi specialistici (salute mentale), dentro luoghi di lavoro cosiddetti "protetti". Talvolta il primo luogo "protetto" è la stessa organizzazione che si occupa dell'accoglienza alloggiativa; in altri casi ci si avvale di partner, in genere cooperative sociali di tipo B. Le cooperative dovrebbero fornire insieme alla postazione di lavoro un accompagnamento educativo che favorisca nella persona il recupero di competenze spendibili sul mercato dal lavoro a partire da quelle più elementari: la capacità di entrare in un circolo produttivo fatto di tempi, impegni, strutture organizzate in unità di lavoro e gestite secondo una gerarchia di responsabilità, la continuità nel prestare la propria opera, la tolleranza alla fatica, all'attesa del compenso, alle frustrazioni di risultati non sempre brillanti.

Accanto a questo lavoro educativo si colloca il rimborso economico attraverso uno strumento largamente diffuso, la cosiddetta "borsa lavoro". Si tratta di un benefit assegnato attraverso specifici capitoli di spesa dei servizi pubblici e/o finanziamenti di legge. Nell'importo della "borsa lavoro" non vi sono contributi a fini previdenziali o pensionistici. In generale l'importo varia tra 100 e 500 Euro mensili. La "borsa lavoro" non può essere direttamente legata al monte ore di lavoro svolto e nemmeno alla professionalità richiesta ma semplicemente si definisce come rimborso spese a fronte dell'impegno posto dalla persona nel rispetto del contratto stipulato. Obiettivo prioritario della "borsa lavoro" non è fornire una professionalità definita ma aiutare il soggetto a raggiungere quei pre-requisiti necessari all'inserimento nel mondo del lavoro (dipendente).

Le persone sono impiegate in diversi ambiti: laboratori di assemblaggio, servizi a favore della comunità locale (custodia parchi, attraversamento pedonale bambini, ecc.), raccolta e riciclo di materiali di scarto civile o

again, with an added (personal) failure to boot. Social work is also needed that restores a civic awareness to the person experiencing homelessness through the use of appropriate support services (e.g. specialised health services) and the obtaining of the documents needed to be able to access employment.

Then, based on the physical, mental and personal resources of the person concerned, a training – vocational training and/or occupational approach - can be charted.

### **Opportunities offered by type B cooperatives**

The efforts to integrate people experiencing homelessness into the world of work are generally supported by the local public authorities or, sometimes, by specialised (mental health) services, in what are known as "protected" workplaces. At times, the first such "protected" workplace is the very organisation geared to providing accommodation; in other cases, partners are brought in, in general type B social cooperatives. The cooperatives should provide, together with the work placement, educational advice and support to help the person recover skills that are marketable on the labour market, starting with the most elementary: a capacity to enter in a productive cycle consisting of time, tasks and structures organised in work units and managed in accordance with a line of responsibility, the continuity to perform one's duties, tolerance to fatigue, in anticipation of recompense and the frustrations of results that are not always brilliant.

Alongside this education work is an economic compensation through a widely disseminated instrument known as the "work bursary" (*borsa lavoro*). This is a benefit allocated through specific budget items of the public services and/or legislated funds. The amount of the "work bursary" does not include social security and pension contributions. This amount varies in general between €100 and €500 per month. The "work bursary" cannot be linked directly to the hours of work performed, nor to the qualifications required, but is defined simply as a reimbursement of expenses incurred for the commitment undertaken by the person in compliance with the signed contract. The primary objective of the "work bursary" is not to provide a defined qualification but to help the person meet the pre-requisites to integration into the world of (gainful) employment.

Such persons are employed in various fields:

industriale, facchinaggio e nei traslochi, gestione del “verde”, ecc..

### **I limiti delle cooperative di tipo B**

L'attuale crisi economica ha solo aggravato un processo in atto da tempo: la “borsa lavoro”, intervento a carattere transitorio, diventa di fatto l'unico reddito per un periodo medio-lungo in una situazione occupazionale che non può/riesce ad evolvere. Questo a causa di limiti della persona (ad. es. patologia invalidante, limiti cognitivi, compromissione fisica, età anagrafica, ecc.), spesso per la difficoltà dei servizi di mediazione (2) a recuperare una “vera” occupazione alla persona nel libero mercato del lavoro. Le aziende “profit” hanno scarsa ricettività verso adulti con una biografia “difficile” e risorse psico-fisiche limitate.

Le stesse cooperative hanno scarsi contatti con le aziende “profit” e non esistono processi formalizzati di ricollocazione in aziende “profit” attraverso tirocini svolti in cooperative sociali di tipo B. Il contatto tra cooperativa e azienda “profit” sta nella destinazione alle cooperative di processi produttivi marginali (ad es. tutto ciò che riguarda il settore delle pulizie civili e industriali) generando paradossalmente nuove forme di esclusione per i bassi redditi prodotti e la precarietà dei contratti praticati.

Aggiungiamo che seppure la legge 381/91 stabilisca alcuni canali preferenziali nell'acquisizioni di lavori che permettano alla cooperativa di assolvere al suo compito sociale (art. 5) come accordi privilegiati con le Amministrazioni locali che superano il concetto della gara di appalto al miglior ribasso, queste modalità ancora poco praticate dagli Enti pubblici. Le cooperative sociali si confrontano quindi sul mercato, in concorrenza con le aziende “profit”. Questo di fatto crea un paradosso: in una legislazione che sempre più spinge sulla “flessibilità” del lavoro, per riuscire a competere sul mercato le cooperative sociali devono avere esigenze sempre più “rigide” verso i lavoratori, con richieste di competenze professionali e disponibilità orarie che provocano l'esclusione delle persone più “fragili”.

Infine le cooperative sociali, anche per le ragioni sopra esposte, non sempre sono in grado di garantire l'accompagnamento educativo e progettuale necessario al soggetto svantaggiato. L'inserimento quindi diventa puramente incentrato sulla dimensione lavorativo/professionale determinando, talvolta il rischio di fallimento.

assembly workshops, services for the local community (upkeep of parks, helping children cross roads, etc.), the collection and processing of household and industrial waste, portage and moving services, “green” management, etc.

### **Limits of type B cooperatives**

The current economic crisis has only aggravated an ongoing situation for some time now: the “work bursary,” an action of transitional nature, becomes de facto the sole income during a medium-long period in an occupational situation that should not extend, but risks doing so. This is because of the limits of the person (e.g. disabling disorder, cognitive limits, physical frailty, age, etc.), often owing to the difficulty encountered by mediation services (2) to find “real” employment for the person on the labour market. Companies “for profit” are rarely interested in adults with a “difficult” background and limited mental and physical resources.

The same cooperatives have scarce contacts with companies “for profit” and there are no formalised procedures for placement in such companies “for profit” through training imparted in type B social cooperatives. Contacts between cooperatives and “profit-making” companies are geared to cooperatives of marginal production processes (e.g. everything to do with the household and industrial cleaning sector), which paradoxically generate new forms of exclusion owing to the low income and precarious nature of the contracts involved.

We should add that even though Act 381/91 establishes certain preferential channels for employment outlets that enable cooperatives to fulfil their social role (article 5) such as preferential agreements with the local authorities that go beyond the concept of awarding a contract to the lowest bidder, these procedures are not resorted to very frequently by the public authorities. The social cooperatives are thus faced with competition from companies “for profit” on the market. This creates a paradox: given that legislation is increasingly geared to “flexibility” in employment, to compete successfully on the market social cooperatives have to set increasingly more “rigid” requirements on workers in terms of skills and availability that lead to the exclusion of the more “vulnerable” persons.

Finally, social cooperatives, also for reasons already outlined, are not always capable of

### **Ostacoli all'inserimento di soggetti senza dimora nelle cooperative di tipo B**

A quanto detto va aggiunto che l'utilizzo delle cooperative per l'inserimento di psd non è sempre facile. Il loro grande sviluppo non ha portato sostanziali benefici alle psd che rimane una "categoria" sottorappresentata tra le persone "svantaggiate" inserite nelle cooperative sociali.

Nell'ultima rilevazione ISTAT (3) i soggetti inseriti nelle cooperative di tipo B (poco più di 30.000 persone) sono così suddivisi su base nazionale:

- utenti con disabilità fisica, psichica o sensoriale 46,4% (4)
- utenti tossicodipendenti 16, %
- pazienti psichiatrici 15%
- detenuti ed ex-detenuti 8,7%
- disoccupati 3,8%
- alcolisti 4,3%
- utenti minorenni (con meno di 18 anni) 0.7%
- altri utenti 5.2%

Come si vede le psd non sono considerati come "categoria protetta" (5). La condizione di svantaggiato è certificata principalmente da servizi di carattere sanitario, con modalità di accesso e pratiche amministrative complesse; inoltre questi servizi hanno spesso scarsa capacità di comprensione della specificità della condizione di psd. Per questo avrebbero un ruolo fondamentale i servizi sociali territoriali (comunali) che, però, raramente si assumono l'onere di certificare le psd con uno svantaggio sociale. La certificazione di svantaggio è necessaria alla cooperativa per attivare la "borsa lavoro" e per godere dei benefici fiscali previsti dalla legge.

Infine un limite che emerge spesso è legato alle caratteristiche professionali e attitudinali richieste dalle cooperative ai soggetti in quanto la competizione sul mercato richiede competenze di livello medio-alto. Buone condizioni psico-fisiche, possibilità di raggiungere autonomamente postazioni di lavoro anche lontane tra loro, patente automobilistica, competenze tecnico/professionali specifiche: queste sono solo alcune delle richieste usuali che, come evidente, non sempre collimano con le caratteristiche delle psd e riducono il numero di inserimenti possibili.

providing the necessary guidance and planning to a disadvantaged person. Integration is therefore purely focused on the employment/occupational dimension, which at times proves decisively for the risk of failure.

### **Obstacles to the integration of homeless persons in type B cooperatives**

In addition to the foregoing, using cooperatives to integrate people experiencing homelessness is not always an easy matter. The extensive development has not brought substantial benefits to the homeless who continue to be an under-represented "category" among the "disadvantaged" persons integrated in social cooperatives.

According to the latest ISTAT report (3), the persons integrated in type B cooperatives (numbering a little over 30,000) break down as follows nationwide:

- users with physical, mental or sensorial disability 46.4% (4)
- drug addicted users 16. %
- psychiatric patients 15%
- detainees and former detainees 8.7%
- unemployed persons 3.8%
- people with alcohol addiction 4,3%
- underage users (under 18) 0.7%
- other users 5.2%

Homeless people are therefore not considered as a "protected category." (5) The condition of being "disadvantaged" is certified chiefly by health services, and entails complex access procedures and administrative practices; furthermore, these services often do not have the capacity to deal with the specific aspects of homelessness. For this reason, a fundamental role should befall territorial (municipal) services which nonetheless rarely assume the burden of certifying people experiencing homelessness with a social disadvantage. Such disadvantage certification is necessary for the cooperative to activate the "work bursary" and to enjoy the tax benefits provided by the law.

Finally, a restriction that often surfaces has to do with the occupational skills and attitude required by cooperatives from individuals inasmuch as competition on the market requires medium-level skills. A good mental and physical condition, the ability to reach workplaces independently even when far off, driving licence, specific technical/occupational skills: these are only some of the usual requirements which evidently cannot always



Come superare le difficoltà di inserimento lavorativo?

1. aumentare i servizi e le opportunità di accompagnamento sociale per le psd in un ottica di lavoro sul complesso delle biografie e non solo sulla dimensione lavorativa;
2. ristabilire per legge uno strumento economico e progettuale di accompagnamento delle persone in condizione di disagio sulla scorta della sperimentazione del Reddito Minimo di Inserimento (6) realizzata all'inizio di questo decennio;
3. FioPSD (7) da tempo sta conducendo una battaglia perché la certificazione di svantaggio venga "formalmente" allargata a tutte le psd in carico ai servizi del "privato sociale", specie a coloro che possiedono una residenza fittizia che di fatto identifica la condizione di grave svantaggio sociale al di là di patologie o disabilità invalidanti
4. urge una riforma dei servizi di mediazione che sappia connettere il mercato del lavoro "profit" con le fasce di persone in condizione di svantaggio per un effettiva connessione tra economia sociale e "profit"
5. è necessario che gli organi amministrativi competenti garantiscano il rispetto della Legge 68/99 e di ogni provvedimento che favorisce l'inserimento lavorativo dei soggetti in disagio;
6. le cooperative sociali di tipo B devono trovare al loro interno e nelle loro rappresentanze quella capacità contrattuale con l'amministratore (locale, nazionale) che le faccia uscire dall'area economicamente e contrattualmente marginale che sempre più occupano; in questo modo potranno fornire occasioni di lavoro più numerose e congrue rispetto alle caratteristiche di svantaggio dei soggetti ridiventando quello strumento innovativo di carattere sociale e lavorativo come agli inizi del loro sviluppo.

(1) Le cooperative sociali in Italia – rapporto ISTAT 2008 (su dati riferiti al 2006)

(2) ad esempio in Lombardia e Veneto sono stati istituiti SIL, NIL, UOIL, servizi gestiti dalle ASL e/o dai comuni associati con l'obiettivo di supportare gli utenti nel percorso di inserimento al lavoro, attraverso la costruzione di programmi individualizzati e mirati alle esigenze specifiche del soggetto, per accompagnarlo nell'ingresso del contesto aziendale più adatto alle sue

tie in with the characteristics of people experiencing homelessness, thereby reducing the integration possibilities.

How to overcome the difficulties of integration into the world of work?

1. Increase the services and opportunities for social advice and support of people experiencing homelessness with a view to employment based on the overall profile and not only on the occupational dimension;
2. Re-establish, by law, an economic and planning instrument for providing advice and support to disadvantaged persons on the basis of experiments with the guaranteed minimum income (6) carried out at the beginning of this decade;
3. FioPSD (7) has long waged a battle to have disadvantage certification become "formally" extended to all homeless people attended to by services in the "private social sector," like those who have a fictitious address, which de facto identifies a serious condition of social disadvantage beyond disorders or disability;
4. Urge a reform of the mediation services capable of connecting the employment market "for profit" with the segments of disadvantaged persons for an effective connection between the solidarity-based economy and the economy "for profit."
5. The competent administrative authorities must guarantee compliance with Act 68/99 and every provision that promotes the integration of disadvantaged persons into the world of work;
6. Type B social cooperatives must find, within their ranks and in their representation, such contractual capacity with the (local, national) authorities that enables them to get out of the economically and contractually marginal areas that they occupy more and more; in this way, they will be able to provide more employment opportunities that are more in tune with the disadvantage characteristics of the persons concerned, and thus become again the innovative social and occupational instrument that they were at the outset.

(1) "Le cooperative sociali in Italia" [Social Cooperatives in Italy] – ISTAT Report 2008 (data referring to 2006).

(2) In Lombardy and Veneto, for instance, work placement and other such services have been established and are managed by the local health authority or by the municipalities concerned to provide support to the users

caratteristiche

(3) Le cooperative sociali in Italia – rapporto ISTA 2008 – pag. 49

(4) La legge 68/99 stabilisce che i soggetti con disabilità fisica, psichica o sensoriale riconosciuti con una percentuale di riduzione della propria capacità lavorativa pari o superiore al 46% da una commissione medica abbiano accesso facilitato e mirato all'occupazione attraverso appositi canali

(5) "Persone svantaggiate. - 1. Nelle cooperative (...) si considerano persone svantaggiate gli invalidi fisici, psichici e sensoriali, gli ex degenti di istituti psichiatrici, i soggetti in trattamento psichiatrico, i tossicodipendenti, gli alcolisti, i minori in età lavorativa in situazioni di difficoltà familiare, i condannati ammessi alle misure alternative alla detenzione (...)"

(6) Ricordiamo che in Italia, a livello nazionale, non esiste nessuna misura di Reddito Minimo; ci sono sperimentazioni solo in alcune regioni (es. Campania)

(7) FioPSD – Federazione Italiana degli Organismi per le Persone Senza Dimora : [www.fio-psd.org](http://www.fio-psd.org)

for their integration into the world of work through the definition of individualised programmes geared to the specific requirements of the person concerned, and to provide support for integration in employment more in line with his or her characteristics.

(3) Le cooperative sociali in Italia [Social Cooperatives in Italy] – ISTAT Report 2008 – page 49

(4) Act 68/99 stipulates that persons with physical, mental or sensorial disability found to have a reduced capacity for work of 46% by a medical committee, are provided easier access to employment through appropriate channels.

(5) "Disadvantaged persons. - 1. In cooperatives, (...) disadvantaged persons are considered to be those with physical, mental or sensorial disability, former patients of psychiatric institutions, persons undergoing psychiatric treatment, drug addicts, alcoholics, minors of working age in difficult family situations, detainees released under alternative programmes (to detention) (...)"

(6) It should be borne in mind that no minimum income measure exists at national level in Italy; experiments were carried out only in certain regions (e.g. Campania).

(7) FioPSD, Federazione Italiana degli Organismi per le Persone Senza Dimora [Italian Federation of Organisations Working with the Homeless]: [www.fio-psd.org](http://www.fio-psd.org)

## Information Resources

### **Supported employment for people experiencing homelessness**

The role of work integration social enterprises (WISE) - New FEANTSA briefing paper

This briefing paper provides a critical analysis of the social economy and in particular so-called work integration social enterprises (WISE) for the employment of people experiencing homelessness. The paper has been developed by the FEANTSA employment working group.

It demonstrates the advantages of WISE in providing transitional employment as well as long term employment and occupational activities for disadvantaged workers. However, it highlights that, due to the set up of WISE and their funding, many people experiencing homelessness are still de-facto excluded from participation.

FEANTSA calls for an EU framework that addresses these barriers and encourages both WISE and mainstream employers to provide a wide range of employment opportunities to people experiencing homelessness, ranging from full time employment contracts to low-threshold occupational activities.

The briefing paper is available on the [FEANTSA website](http://www.feantsa.org).

### **Emploi aidé pour les personnes sans domicile** Le rôle des entreprises sociales d'insertion par le travail (WISE) – Nouveau document d'information de la FEANTSA

Ce document propose une analyse critique des entreprises sociales d'insertion par le travail (WISE) dans la promotion de l'emploi des personnes sans domicile. Le document a été développé par le groupe de travail sur l'emploi de la FEANTSA.

Le document démontre les avantages des WISE pour offrir un emploi transitoire ainsi qu'un emploi à long terme et des activités occupationnelles pour les travailleurs défavorisés. Toutefois, il souligne qu'en raison de l'organisation de WISE et de leur financement, nombre de personnes sans domicile sont encore exclues de facto de la participation.

La FEANTSA demande la création d'un cadre communautaire qui combat ces obstacles et encourage tant les WISE que les employeurs traditionnels à proposer un large éventail d'opportunités d'emploi aux personnes sans domicile, allant de contrats d'emploi à long terme à des activités occupationnelles.

Le document est disponible sur le [site web de la FEANTSA](http://www.feantsa.org).

## Events

### **Sharing the Power – Working together: Participation as a tool to solve homelessness**

FEANTSA European Conference, 23 October  
2009, Copenhagen

This European Conference will be the highlight of FEANTSA's Annual Theme 2009 on Participation and Homelessness. Co-organised by Danish FEANTSA member, projekt UDENFOR, the conference aims to show the importance of involving service users at all levels in homeless services.

Service providers and service users, together with other homelessness experts, will discuss different forms of participation and how to make them work in practice.

One of the workshops will specifically deal with employment. What is the role of employment for the empowerment of people experiencing homelessness? How to ensure an effective participation of service users in designing and managing employment initiatives?

More information about the conference, including registration form and conference programme, are available on the [FEANTSA website](#).

### **Partager le pouvoir - Travailler ensemble: La participation en tant qu'outil pour résoudre l'exclusion liée au logement**

FEANTSA Conférence européenne,  
Copenhague, 23 octobre 2009

Cette conférence européenne sera le principal événement du thème annuel 2009 de la FEANTSA sur la participation et l'exclusion liée au logement. Co-organisée par le membre danois de la FEANTSA, projekt UDENFOR, la conférence vise à démontrer l'importance de l'implication des usagers à tous les niveaux des services d'aide aux personnes sans domicile.

Les prestataires de services et les usagers, au même titre que d'autres experts sur l'exclusion liée au logement, discuteront des différentes formes de participation et de la façon dont il est possible de les mettre en pratique.

Un des ateliers se concentrera sur le lien entre l'emploi et la participation. Quel est le rôle de l'emploi pour l'autonomisation des personnes sans domicile ? Comment garantir une participation efficace des usagers dans la conception et la gestion des initiatives d'emploi ?

Davantage d'information est disponible sur le [site web de la FEANTSA](#).



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This programme was established to financially support the implementation of the objectives of the European Union in the employment and social affairs area, as set out in the Social Agenda, and thereby contribute to the achievement of the Lisbon Strategy goals in these fields.

The seven-year Programme targets all stakeholders who can help shape the development of appropriate and effective employment and social legislation and policies, across the EU-27, EFTA and EU candidate and pre-candidate countries.

To that effect, PROGRESS purports at:

- providing analysis and policy advice on employment, social solidarity and gender equality policy areas;
- monitoring and reporting on the implementation of EU legislation and policies in employment, social solidarity and gender equality policy areas;
- promoting policy transfer, learning and support among Member States on EU objectives and priorities; and
- relaying the views of the stakeholders and society at large.

For more information see:

[http://ec.europa.eu/employment\\_social/progress/index\\_en.html](http://ec.europa.eu/employment_social/progress/index_en.html)

The information contained in this publication does not necessarily reflect the position or opinion of the European Commission.

■ **European Federation of National Associations Working with the Homeless AISBL**

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