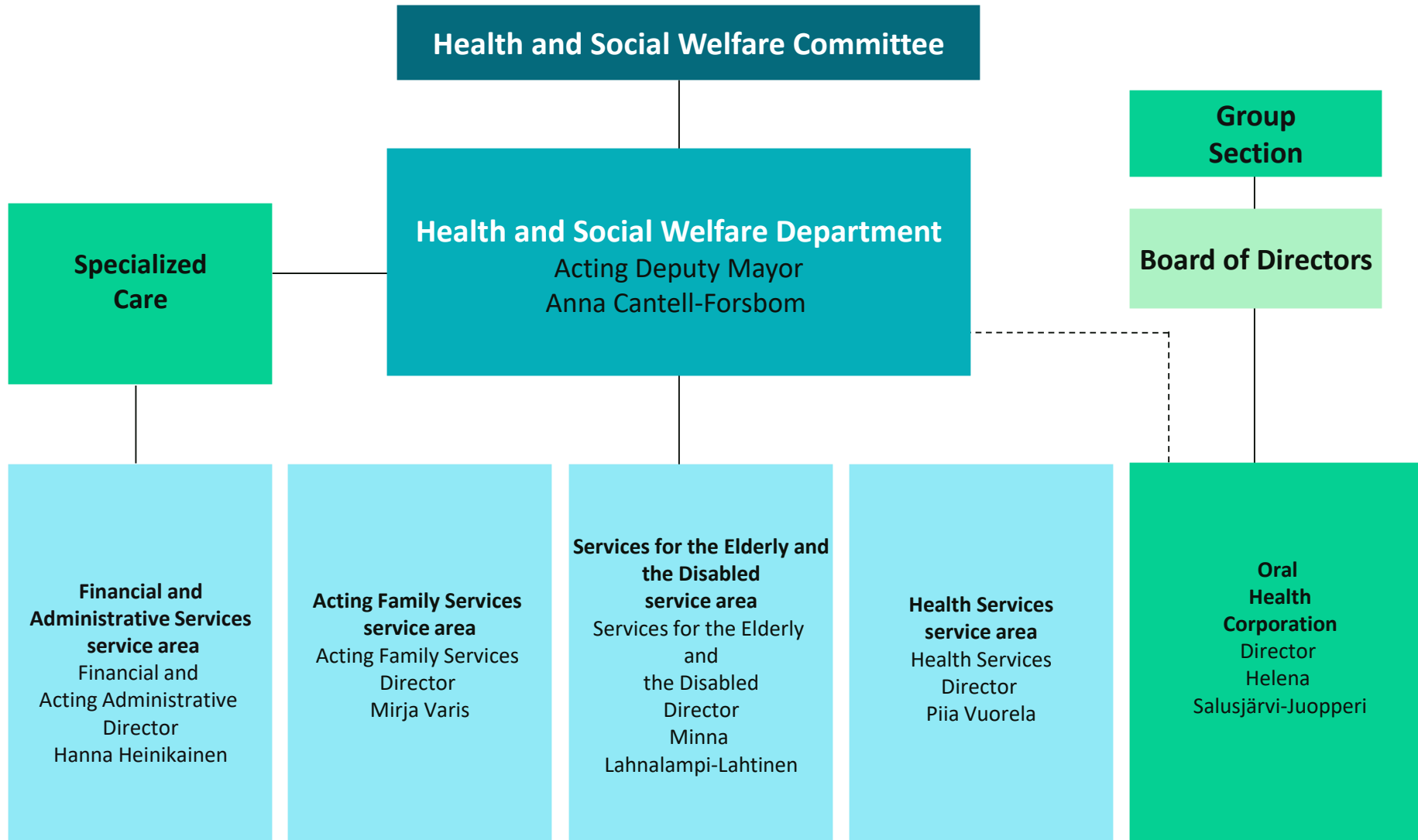


How homelessness has been reduced in Vantaa

Anna Cantell-Forsbom, Acting Deputy Mayor, March 2, 2020



HEALTH AND SOCIAL WELFARE DEPARTMENT



Family Services service area

Acting Family Services Director

Mirja Varis

Acting Senior Specialist Leena Marila-Penttinen
Specialist Hanna Nummelin-Niemi
Designer Leena Kajjala
Administrative Secretary Sari Anttila

Coordinator for Swedish-language Services
Anna Cantell-Forsbom

Social Services for Adults and Families

Service Manager
Virve Flinkkilä

Services for New Customers

- Assessing the need for services for adults (social work and counseling)
- Assessing the need for services for families with children (east and west)

Planned social work for adults and families

- Social work for the young
- Social work for families and networking coordination
- Planned social work (east and west)

Supplementary Social Assistance

- Social lending

Mediation

Housing Services

- Social housing guidance
- Housing support for psychiatric convalescents and the homeless
- Housing units for psychiatric convalescents
- Koisoranta Service Center
- Supported housing and work activities
- Pähkinärinne housing service unit

Child Protection

Service Manager
Hanna Pösö

Social Work for Child Protection Outpatient Services

- East Vantaa
- West Vantaa and on-call service during office hours

Foster Care's Social Work

Child Protection Support Services Kuusela Family Rehabilitation Center

Reception Activities Unit

Rehabilitative Foster Care Unit

Psychosocial Services

Service Manager
Mirja Varis

Early Support for Families with Children

- Home service for families with children
- Family work as stipulated in the Social Welfare Act
- Support Person and Support Family Activities
- Social work

Family Counseling Clinics

- East Vantaa Family Counseling Clinic
- West Vantaa Family Counseling Clinic
- Family counseling clinic's enhanced support
- Family coaches

Family Law Unit

Medical services

Psychological Services

Psychosocial Services for the Young Social Emergency and Crisis Center

Immigrant Services

Service Manager
Hilkka Linderborg

- Initial assessments
- Refugee reception services
- Integration-supporting services
- Uusiniittytie supported housing unit



Vantaa has participated in national programs on reducing homelessness

- A long-term homeless person refers to a person whose homelessness has lengthened or is at risk of lengthening for more than a year due to social or health reasons, or a person who has been repeatedly homeless for the past three years.
- Finland has strived to reduce homelessness with the help of national programs with the following focuses:
 - Abandoning homeless shelters
 - Housing first
 - Support taken to the customer's home
 - Preventive work
 - Service innovations have been studied on university level

Paavo programs reduced long-term homelessness

- Building walls and developing methods that have been standardized as part of basic services
- Paavo 1 2008-2011
 - Viidakkokuja housing unit for mental health convalescents: 22 places
 - Tähkä housing unit: communal substance-free housing: 15 places
 - Simonpirtti 24 places
 - Social guidance preventing evictions 2009
 - Social work for homeless people released from prison 2009
- Paavo 2 2012-2015
 - Osmankäämintie for the long-term unemployed: 52 housing units
 - Pähkinärinne: housing first principle: 33 housing units
 - Näätäkuja: 32 housing units
 - Pyykuja: 20 housing units
 - Koisoniitty project: supported housing and small red cabins (going on)



Aku-project focused on prevention and social inclusion

- Focus on preventing homelessness
- Developing and bolstering work methods
- Peer-expert work
- Preventive work
- Recovery orientation



Government program entries

- **Halving homelessness** during the electoral term and eliminating homelessness in two electoral terms, that is,
- by 2027. Holding onto the well-functioning Housing First principle.

- **Launching a cooperation program** with essential cities, service providers and organizations to halve homelessness by 2023 and eliminating it by 2027. Adding the goal of eliminating homelessness as part of the state's and large cities' MAL agreements.

- **To improve accessibility of housing counseling, it will be statutory** and given the required resources. Ensuring sufficient housing counseling together with municipalities. Housing guidance must be available regardless of the form of housing.

- **Developing homelessness statistics.**
- -> Starting a development project to improve acquisition of information on homelessness.

Housing first model

- Pähkinärinne housing unit: 33 housing units
- Sahapuisto purchased service: 52 housing units
- Customers do not have to be substance free or committed to a specific treatment: housing is a human right
- Acquisition of housing supports other aspects of living
- Challenges consist of giving up a controlling and restrictive work approach
- Has provided many with a home
- Requires sufficient resources also at night, customers need to have sufficient functional abilities, customer segmentation, accounting for customer safety
- More of this kind of housing is required
- Since 2019, substance abusers have been provided with enhanced service housing

Work on preventing evictions

- As early help as possible
- Housing guidance
- Planned local work
- Financial issues and residents' skills





Social work for the homeless released from prison

- Work pair consisting of a social worker and a social advisor
- Knowing the customers well and having time to work with them intensively
- Customership begins 2-6 months before release
- Learning the skills needed in freedom together

Finding a permanent housing solution is challenging

- Temporary leases and housing support constitute one way to reduce homelessness
- City-owned rental housing has long queues
- Unpaid rents and other debts may make acquisition of any rental housing more difficult



Homelessness figures



Housing services in social services for adults and families

Preventive social housing guidance

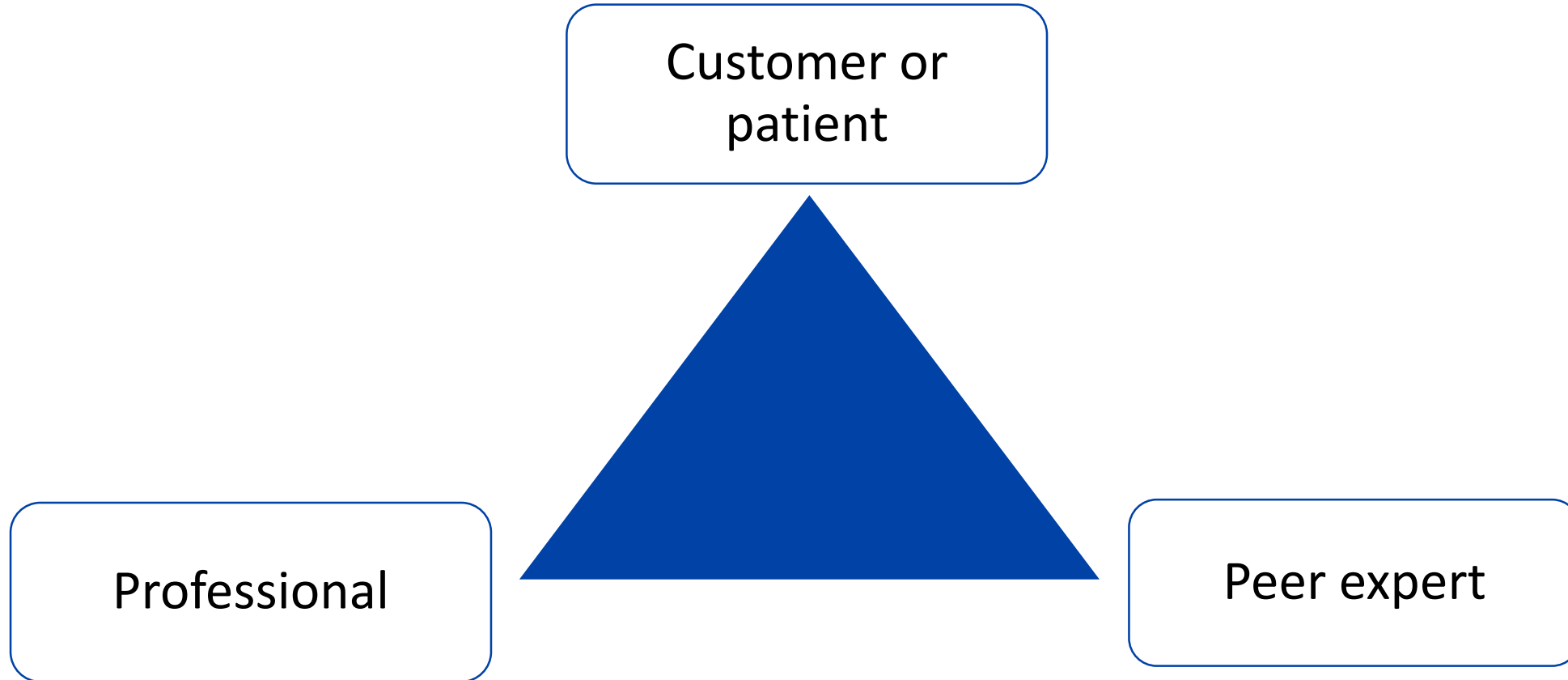
Services for the homeless

- Social work for the homeless
- Emergency duty
- Supported housing (?)
 - Accommodation first housing unit (1)
 - Evaluative housing unit (1)
 - Housing units (5) for the homeless (some substance-free)
 - Decentralized accommodation (approx. 60 units)
- Purchased supported housing
 - Accommodation first principle
 - Substance-free community-form
 - Decentralized housing units
 - Enhanced housing for substance abusers

Supported housing for psychiatric convalescents

- Social work and service guidance
- Supported housing in own housing units (2)
- Purchased services (?)
 - Enhanced service housing (?)
 - Service housing (?)
 - Supported housing

Peer expert's role in health and social welfare services



What to do next

- Submitting a project application for the homelessness prevention program 2021
- Convalescent-oriented work
- Customer segmentation
- Improving customer flow with the help of LEAN work
- Continuing preventing work
- Cooperating with Kela (the Social Insurance Institution of Finland)

Thank you

