

Document Diagram

During 2007, 10 psychosocial support projects were carried out in three regions of the country — Metropolitana Region, Bio-Bio region and Valparaíso region —to support homeless people. Different initiatives were the result of public and private organizations' large experience in working with vulnerable population and the cooperative work of different sectors in order to satisfy the needs and solve the problems of homeless people.

The most outstanding result of the projects carried out by these organizations was the inclusion of 2,720 homeless people to the Chile Solidario Social Protection System, taking into account that, for achieving this, different psychosocial intervention models were implemented. Such interventions are considered to be an intangible result of the Program, but not less important than the inclusion itself.

In order to understand the structure of this document, it is necessary to clarify that it is the materialization of the second goal of the year the Chile Solidario Street Program was implemented, that is, the experience of the psychosocial support carried out by the institutions that implemented the program and, therefore, are members of the Chile Solidario Social Protection System. In this sense, in the text below you will be able to identify the logical stages of the psychosocial support

service, as well as the minimum suggested standards for assuring a high-quality work. It is worth to specify that the whole content of this document is the result of the working experience of the *Gestores de Calle* (Street Managers). Therefore, it is based on empirical results that are demonstrable by the psychosocial support during 2007.

This document is divided in the logical stages of the psychosocial support carried out by the institutions that worked during the pilot stage of the program. Initially, some suggestions for initial contact will be presented. This will consider the consecutive steps to facilitate a secure linkage. Secondly, a guideline to establish a baseline with information from different diagnostic instruments will be presented. Such instruments will provide different elements for identifying risk factors and protective factors. In third place, strategies for the development of an efficient individual working plan — in compliance to the information gathered during the previous stage — will be presented.

Then, different strategies to develop an individual working plan will be presented, in the form of statements that will shed lights to the Street Managers on some lines of actions that may be carried out from the paradigm and / or approach they are using. Then, the

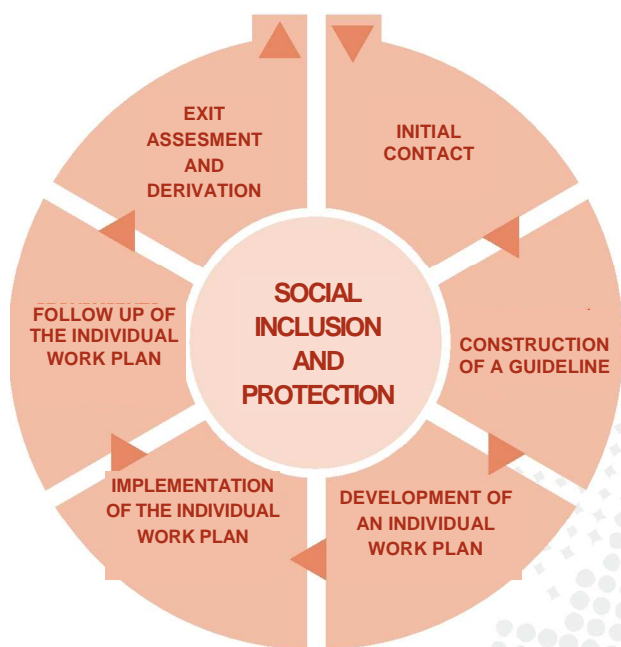
Document Diagram

emphasis will be put on the Individual Working Plan, on the program graduation conditions and on the assessment of the results obtained from the intervention.

This is expressed in the working scheme below:

In order to understand the different components of the text even further, some terms used in the document will be defined below. The glossary was written based on both, some key definitions for conceptual understanding of the document, and other operational definitions, according to the method used to write this document.

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KEY ELEMENTS OF THE SOCIAL PROTECTION FOR HOMELESS PEOPLE SYSTEM

• **Vulnerability:** “multidimensional process that converges in the risk or probability of the individual, home or community of being harmed, injured or damaged due to changes or permanence in internal and / or external situations. It can be also understood as the “fragility and lack of protection against environmental changes, such as institutional neglect by the state” and public institutions (CEPAL, 2002).

• **Perturbations:** For homeless people intervention, the action of a social asset represents a real opportunity to overcome poverty, since every asset may generate incomes sometime, depending on how they are used. (Attanasio & Székely, 1999).

In this sense is relevant to mention that the presence of assets is not a condition to manage the risk or to produce inclusion opportunities. This is because the factor that would determine such situation is not the resources, but the way they are used. Even though a homeless person has the human and physical asset, that may probably lead him or her to overcome poverty, they are not enough to be transformed into incomes or into efficient capitalization in the accumulation of social assets. According to some researches, this is due to the existence of barriers for asset accumulation, understood as a permanent and broad effect for facing poverty causes and for solving the problem (Attanasio & Székely, 1999), and therefore for generating incomes and assets accumulation. Followed by this point, one of the most common barriers for asset accumulation is the lack of hope of homeless people. This leads to a low usage of health centers, because they do not believe in the benefits

of using them. The same applies for job management, social protection or any other income mechanism: “Social exclusion is related to (as cause effect) inequity in income distribution, to wealth and opportunities and to the lower prices and returns that socially excluded people receive by their productive activities, most of the times as a result of the open discrimination, or because the exclusion condition disables them to externalize production” (Lusting, Arias & Rigolini 2001, pp.11).

• **Risk factors and protective factors:** Risk factors are those that cause a causal influence for poverty marginality to arise. They are related to the probability of occurrence of internal or external situations that detriment quality of life of homeless people. Among these factors, loss of employment, the death of a relative, an untreated disease, even higher unemployment rates, environmental catastrophes, among others, can be mentioned. Protective factors are those conditions that improve the resistance of the person to risk factors. They may attack or prevent situations that may cause insecurity in people.

• **Accumulation of Social Assets.** It is the collection of competences acquired by the person, family or community that allows them developing income producer assets that help them to overcome poverty and to manage risk situations that make them living under that condition. Among different assets are: (Attanasio & Székely 1999.)

- **Assets:**

- **Human Asset:** Necessary abilities to produce a good or service. It has been traditionally used to indicate "Education level" and Health.

- **Physical Asset:** Any form of asset such as "financial, Money, properties, capital savings used for production (...) that may be used to lessening temporary shocks, for income production and can be accumulated for long-term objectives, such as saving for retirement". (Attanasio & Székely 1999, pp. 7)

- **Social Asset:** It is the group of customs and social networks that facilitate collective actions among people (...) is inherent to the structure of social relations. Then is the most difficult asset to quantify." (Ibid., pp. 7.) It is the only asset that not necessarily requires the rational decision of the individual for its accumulation.

- **People in Homeless Situation:** In the following definitions, some cultural aspects that conform common patterns of street socialization are remarked. (Weason 2005.)

- **Rejection of their lifestyle perception:** Both, their way of living and their material conditions are presented as factors that generates discrimination and diminish of homeless people by the rest of the society. This is based in the perception they have on the environment appraisal.

- **Social and affective disengagement:** These processes affect the image they have about themselves, because they make them see themselves out of the society and without significant links to it, such as the role of son, friend, father, worker, citizen, among others.

- **Negative vision of their personal history:** Being in homeless situation makes them underestimate the way they have conducted their lives, keeping a failure sensation and low expectations for the future.

- **Victims of an unfair destiny:** They tend to explain their lives by unfortunate events that are out of their control, such as domestic violence and other circumstances defined as "bad luck". This make them see themselves as victims of a destiny that has gone against them. The same way, the feel life for them has been more difficult tan for the rest of the society. This is established as the cause of the homeless situation; therefore, no concrete actions are made in order to overcome this situation, resulting in a passive and resigned attitude.

- **Differentiation with the rest of society:** Together with a distant identification between them and the rest of society, differentiation — as an identifying feature of homeless people — represents a way of personal valorization establishing certain skills that are not observed by the great majority of people, and that are considered as remarkable elements in street life, such as street survival.

- **Freedom as an identity value:** Street is considered as an alternative to undesirable situations and as a space where there is a greater self control and personal autonomy feeling. Nonetheless, it is obvious that such freedom has negative consequences for social integration, since it is based on the possibility of breaking the established rules. Many of them recognize that such freedom makes difficult having labor stability, establishing family links or having a home.

- **Psychosocial Support:** Intervention, in these cases, puts the emphasis in supportive working networks around the individual. Psychosocial support invests on the promotion of tools and competences in the most vulnerable people, for them to manage and use different opportunity networks.

The purpose of this working way is to promote individual's autonomy, understood as a process in which he or she can satisfy his or her needs and solve his or her problems in an efficient and proper way, according to the freedom degree that he or she presents. Individuals and families paths are oriented to improve quality of life and to manage perturbations or risks associated to vulnerability.

- **The Street Manager:** "The Street Manager is the one who assumes the commitment of guiding a human process and of building a helping relation. He or she has to be aware that his or her ability to create relationships that facilitate the development of other as human beings is directly related to the development achieved by him or herself. In addition, he or she has to be committed to permanently update his or her developmental abilities." (CEPAP-U N ESR 2000.)

In the process of providing we find two players: the person who is provided and provider.

Both give to the relationship their own vision of the world, their history and their emotions. Said this, every support process implies the growing and development of the participants of this process.

The nature of the relationship can be described in the following terms (Pettersen, 1985):

- It consists on influence on certain behavior change that the "Provided" voluntarily solves. (The "Provided" is willing to change and looks for the help of the supporter in order to do so).

- It consists on providing conditions that promote the volunteer change (conditions such as the right of the individual to make elections, to be independent and autonomous).

- As in every relationship, the individual has to be limited, and such limits are influenced by the provider's values and philosophy.

- Conditions that facilitate behavior changes are provided during the interviews. Las condiciones que facilitan el cambio de la conducta se proporcionan en las entrevistas.

- It always implies the listening attitude. Despite of the above, not only listening is facilitating.

- The provider comprehends the individual and keeps confidentiality. This way, his or her behavior has to be guided by some basic intervention principles, such as: The provider has to recognize his or her own resources and capabilities during his or her supportive task. Not to victimize or categorize behavior in clinical categories.

- Psychosocial support has not to be considered as a way of psychological therapy.

–The process derived from the emergency has to be considered as a whole.

–Each person is a unique being and gives particular meanings to this experience.

–To recognize groups' or people's abilities to overcome the situation.

–Supportive labor in emergency cases must consider the preventive labor against new emergency situations.

Creating support networks that contribute to bring help.

–To consider the affective value of the Exchange.

–To favor autonomy and promote participation.

–To promote reactivation of social organizations (schools, community groups, etc.) as integrative agents.

–To generate Exchange instances among those who participate in supporting tasks. (CEPAP-UNESR 2000).

• **Effects of the Chile Solidario Street Program in users.**

1. Improvement of their welfare conditions. This means to include homeless people to the Chile Solidario Social Protection System for them to enjoy the benefits it guarantees, in particular those benefits related to Money transfers, if it is applicable. It also means identifying support and assistance needs users may have in other areas and that may be assumed by public or private institutions in the service networks within the national territory.

2. Improvement of their psychosocial conditions.

This means giving special importance to the individual and customized support to each user, from the reconnection to work and mediation carried out by professionals and technicians in charge of providing psychosocial support. The goal in this working line is to recognize that one of the factors most related to exclusion and vulnerability of these people is the loss or detriment of the connection with parental groups or reference groups different from the groups of people under the same condition. From that logic, the treatment of affective and symbolic dimensions represents an opportunity to strengthen linking abilities, increment their relationship asset and improving the generation of conditions for a better functional autonomy.

3. Improvement of the opportunity structure.

This means analyzing available resources in the institutions to contribute with the satisfaction elements required to cover the needs defined by the users. Despite of the above, this also means to carry out actions oriented to make known the reality of homeless people and their particular profile, in order to generate in the institutions the willingness and commitment to comply with this demand, making their services appropriate and accessible. Therefore, the institutional working line is a key foundation for the strategy.

FUNCTIONAL MAP

Each chapter is divided in three sections:

1. Definition of the working stages.

In this section each step that permits materialization of the working stages is defined. For the stages to be carried out their procedure is described and the suggestions that will facilitate the task of the Street Managers are listed.



2. Example using the working stages. Each chapter has an applied example of all the stages, for the use of them to be practically understood. In this sense it is important to verify that homeless people are able to receive a formal treatment, since a rational an expert intervention is being planned.



3. Group exercise for using proposed orientations. Finally, every chapter considers an exercise to be carried out by Street Managers. The exercises are inspired in the institutions that want their new professionals to be introduced in the psychosocial support with homeless people approach.



Presentation

The handbook of methodological orientations for Intervention on Homeless People seeks to logically sequence the existent stages for psychosocial support. This is an effort from the results and lessons obtained during the first year of implementation of the Chile Solidario Street Program. In this process, The Street Managers of the program identified, at least, 6 work **"milestones"**, that, when standardized, will account for the logic stages that every psychosocial project should deal with. Systematization of the experiences of the first year of implementation allowed identifying the main stages of the psychosocial support and the importance of each stage in the development of an efficient and high quality intervention, estimating that a good-quality intervention has a positive impact on the quality of life of homeless people. In this context, the National Coordination Centre for this program, in response to the requirements of the Street Managers, has decided to design a Route Sheet for the intervention to homeless people. This Route Sheet is introduced in the process where people are included into the Chile Solidario Social Protection System to assume leanings and competences toward the autonomy of their linkage processes with institutional networks, complying with the use of competences for the linkage with social networks that assure a better quality of life.

The psychosocial intervention route sheet and its related methodological orientations, provides the general guidelines on the intervention to homeless people, from the importance of the initial contact until the systematization of the experience. The steps presented in any case are linear o sequential, but they response to an organized working approach, of consecutive responses and complementary to its execution, that is, they comply with the characteristics of the users according to the stage they are and to their motivations to develop an individual working plan. Therefore, the route of the intervention will be oriented by the characteristics of the homeless people as well as the competences carried out by the working institutions.

Taking into account homeless population diversity and the diverse approaches of social work, this work is presented as a guideline to the management of the psychosocial support, not as a intervention textbook. When this is clarified, two facts are accounted: First is understanding that the Social Protection System for Homeless People is a complex and multifactor reality that is not completely reflected by this document, since only a part of the system is being presented — the Psychosocial support as a strategy for the activation of social assets, competences, autonomy and quality of life.

Presentation

In this sense, and as a second fact, the documentation of the milestones of Psychosocial Support during 2007 reflects the creation of a Route Sheet, that is, the creation of a mapping of the conditions an intervention to homeless people should comply with.

Presented orientations were not developed as an imperative of working, but as a guideline to design and put into practice a "Route Sheet" coherent with the development of a psychosocial support. For this challenge, existing information has been systematized, in order to facilitate the task of Street Managers, which not necessarily implies strictly complying with the procedures here presented; On the contrary, it seeks being a tool for the institution to promote creativity and autonomy of the executing institutions. This said, this textbook is a complementary tool for the institution for installing consistent, innovative and high-quality working lines, main purpose of the National Coordination Agency of the Chile Solidario Street Program.

IN SUMMARY:

In this document you will find the following contents:

- 1. How to carry out an efficient and high quality contact?*
- 2. How to carry out a vulnerability diagnosis?*
- 3. How to analyze the results from the diagnosis?*
- 4. How to develop a working plan?*
- 5. Which strategies may be used to carry out a working plan?*
- 6. How to comply with a working plan?*
- 7. How to assess a working plan? .*
- 8. How to conclude the psychosocial support?*

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