

# **HOMELESSNESS SERVICES IN ITALY**

**INFOGRAPHICS  
FIO.PSD 2022**

# Members

NGOs and Municipalities are members of fio.PSD

## REGIONS

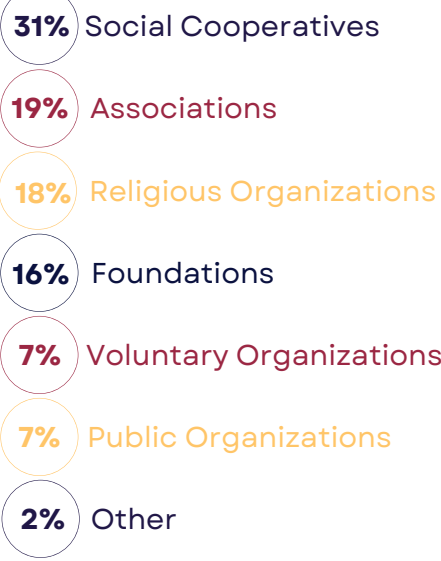
Valle d'Aosta	1
Piemonte	17
Lombardia	31
Trentino Alto Adige	5
Veneto	19
Friuli Venezia Giulia	7
Liguria	9
Emilia Romagna	16
Marche	2
Toscana	7
Lazio	8
Abruzzo	1
Campania	4
Molise	2
Puglia	4
Calabria	3
Sicilia	10



## MUNICIPALITIES

- Torino
- Milano
- Brescia
- Trento
- Venezia
- Padova
- Verona
- Bologna
- Napoli
- Unione Comuni Valle del Savio

**146 MEMBERS**

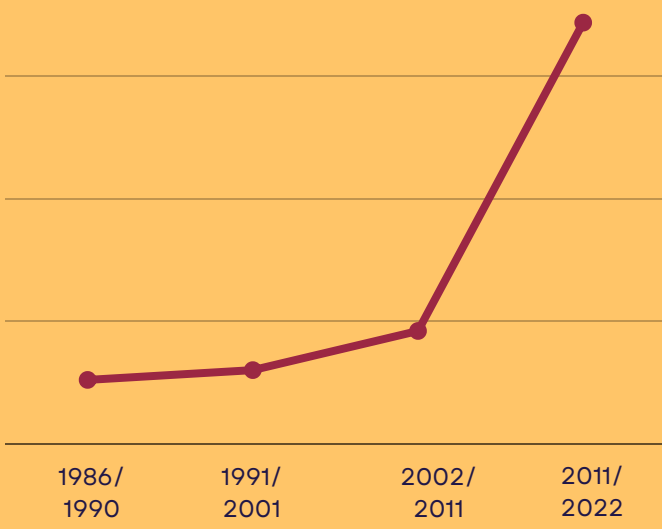


## Main expertise

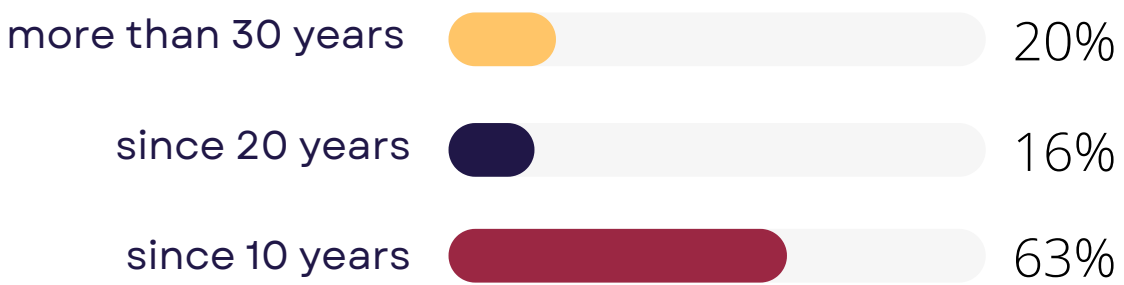
- Educators
- Social operators
- Social workers

**11,000 volunteers**  
9 out of 10 members take advantage of volunteers

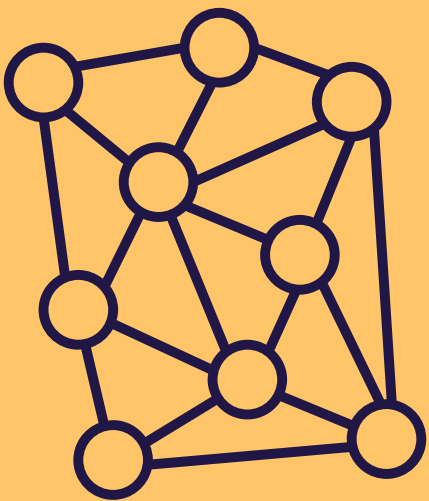
## MEMBERSHIP



In the last 4 years,  
**30** organizations  
have joined fio.PSD

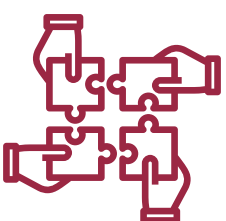


## WHY JOINING fio.PSD



To be part of  
an organization network  
focused on homelessness  
is the main reason  
to join the Federation

### OTHER REASONS



6 out of 10 members  
**regularly collaborates with each other**  
on specific topics

# Services provided

**433** services\*

**1.468** measures\*

Basic needs assistance, tailored services and Housing First are the main services provided by members

## Services\*\*

Case management \*\*\*



→ Tailored projects



Social secretariat



→ Orientation to local services



Night services



→ Night shelters



Housing First/Housing Led



→ Housing Led



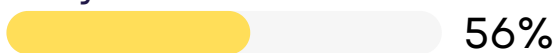
Basic needs assistance



→ Clothes distribution



Daily services

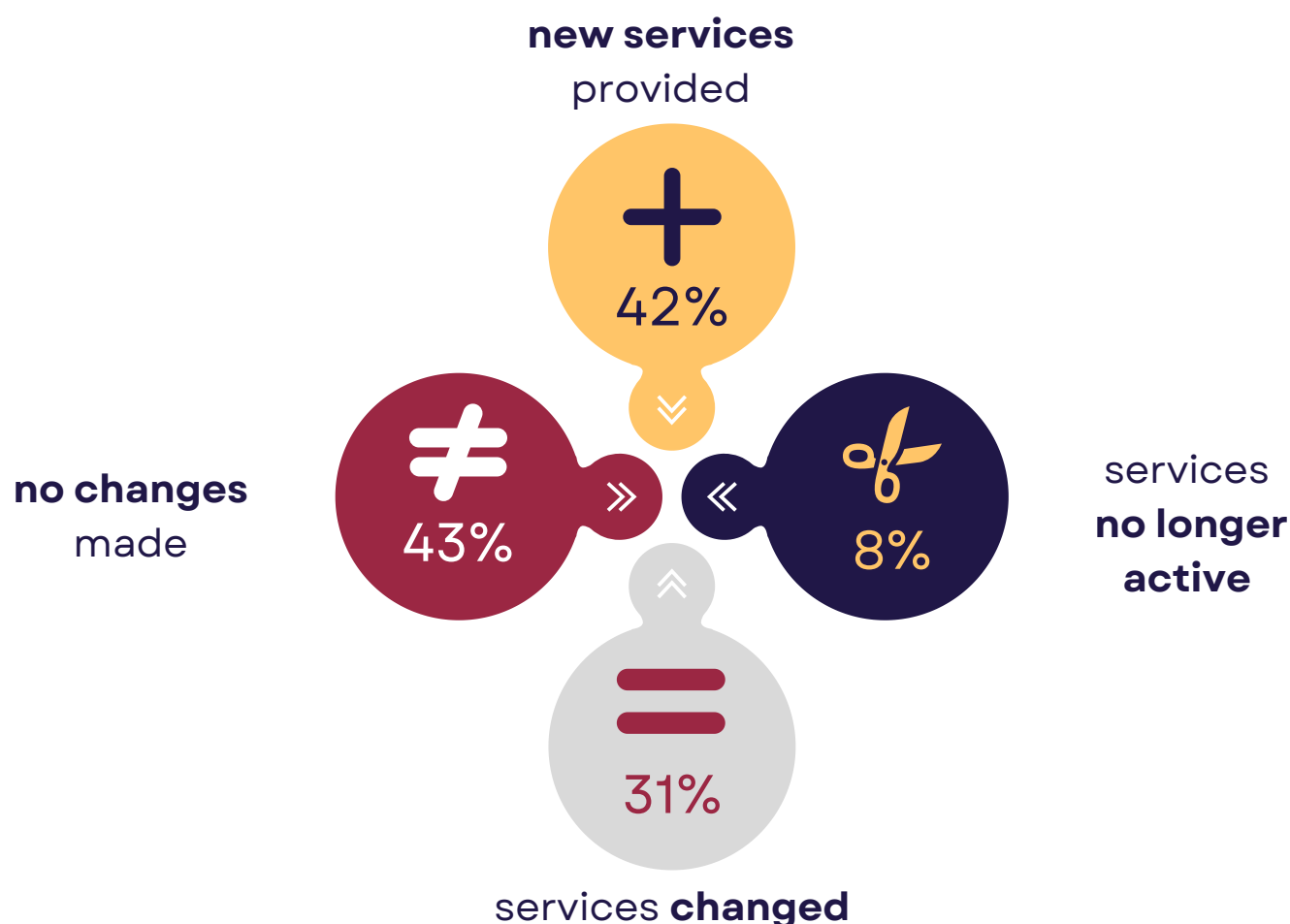


→ Daily centers



## WHAT HAS CHANGED DURING THE PANDEMIC

24/7 shelters and services and Housing projects are the main change reported by members in the post-pandemic period



\*Data are referred to active services and measures in the month of May

\*\* percentages are referred to the quote of members providing the services

\*\*\*"Case management" means "the activation of specialistics and cultural resources, formal and informal, provided to homeless people, in a helping relationship" (Guidelines for Tackling Homelessness in Italy, par 2.7)

## INNOVATION

Beyond traditional services, fio.PSD members carry out innovative and specialised services, tailored on needs of homeless people



### Social first aid

Milano, Torino, Venezia, Bologna, Roma, Napoli, Verona, Udine, Brescia, Trento, La Spezia, Pisa, Bari, Palermo, Ravenna, Canossa, Trieste

Shelters for:

24/7

Victims of violence  
People with animals  
Couple  
LGBTQ+



### PAIS - Patti per l'Inclusione Sociale

Torino, Bologna, Verona, Udine, Brescia, Mantova, Biella, Cuneo, La Spezia, Jesi, Trento, Bari, Ragusa, Ravenna, Canossa, San Benedetto del Tronto

job interventions for:

women victims of violence  
adults with low income  
deinstitutionalized young people



### Housing First for young people

Milano, Torino, Bologna, Palermo, Verona, Trieste, Rovigo, Udine, Cuneo, Lodi, Jesi, Ravenna, Canossa, Pisa, Bari, Ragusa, Siracusa, Agrigento

Housing Led for families

Spread housing solutions

Housing h15



### Post-acute

Milano, Torino, Venezia, Bologna, Firenze, Roma, Napoli, Verona, Padova, Udine, Ravenna, Genova, La Spezia

Health centers

Psychological support  
PIE services for victims of GBV  
Street units



### Legal support

Milano, Torino, Venezia, Bologna, Firenze, Roma, Napoli, Palermo, Verona, Padova, Ravenna, Genova, La Spezia, Modena, Pordenone, Trento, Trieste, Gorizia, Imperia, Lodi, Brescia, Termoli, Biella, Cuneo, Foggia, Bari, Ragusa, Siracusa, Catania, Cosenza

Assisted return

Family reunifications



### Community Workshops

Milano, Torino, Bologna, Napoli, Palermo, Bari, Verona, Udine, Cuneo, Treviso, La Spezia, San Benedetto del Tronto

Socialization centers

Citizenship workshops

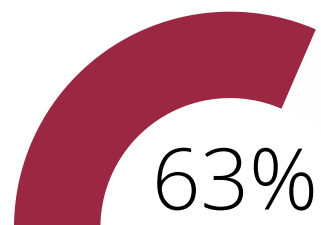
Workshops on housing

---

## Self-evaluation of services

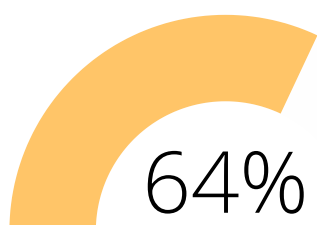
### REFERENCE POINT

6 out of 10 members consider themselves as an important reference point for homeless people in their area



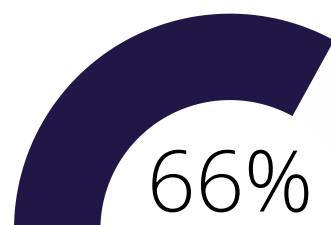
### ADEQUACY OF SERVICES

6 members in 10 consider quite adequate the services and interventions provided to users



### CHANGE OF SERVICES

6 members in 10 report that their organizations have contributed to change the service offer for homeless people

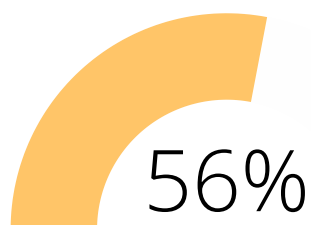


---

## Network with other local services

### LOCAL ROOTS

More than half of the members report that their services are well-known by the other local services in the cities



### NETWORK WITH LOCAL PUBLIC SERVICES



Good relations with local social services



Difficult involvement of local health services

# Homeless people

socio-anagraphic profiles and main vulnerabilities of homeless people in services

**17,000\***

people users of homelessness services

Men



Women

Single adults



Families

Young  
18-24 years



25-65 years



Over 65 years

Italian

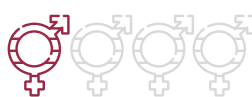


Peolpe from  
UE countries

Migrants from  
extra UE countries



Victims of GBV



People with  
addictions

People with  
fragile health  
conditions



People with  
mental health  
problems

Minumun income  
recipients



Civil invalidity  
recipients

Employment  
centers users



People with  
STP card

Virtual  
residency



Residency

Waiting for  
residency



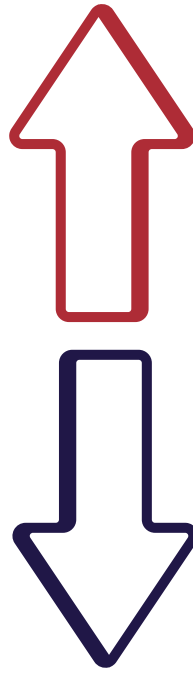
\*informed estimate reported by fio.PSD members

Infographics fio.PSD 2022

## CHANGE OF USERS

Change of user profiles and reasons in access to homeless services during the last year

19%  
report a  
**DECREASE**  
of homeless people  
in the services



81%

members report an  
**INCREASE**  
of homeless people  
in the services

### PROFILES

Increase of :



women



young turning 18, also with  
mental health problems



lonely elderly



families



single mothers  
with children



italians



migrants,  
also without documents



asylum seekers



people with addictions



people who lost their house,  
also employed

### REASONS

People ask for support  
of services for:

#### urgent needs



basic needs

#### health related problems and access to cure



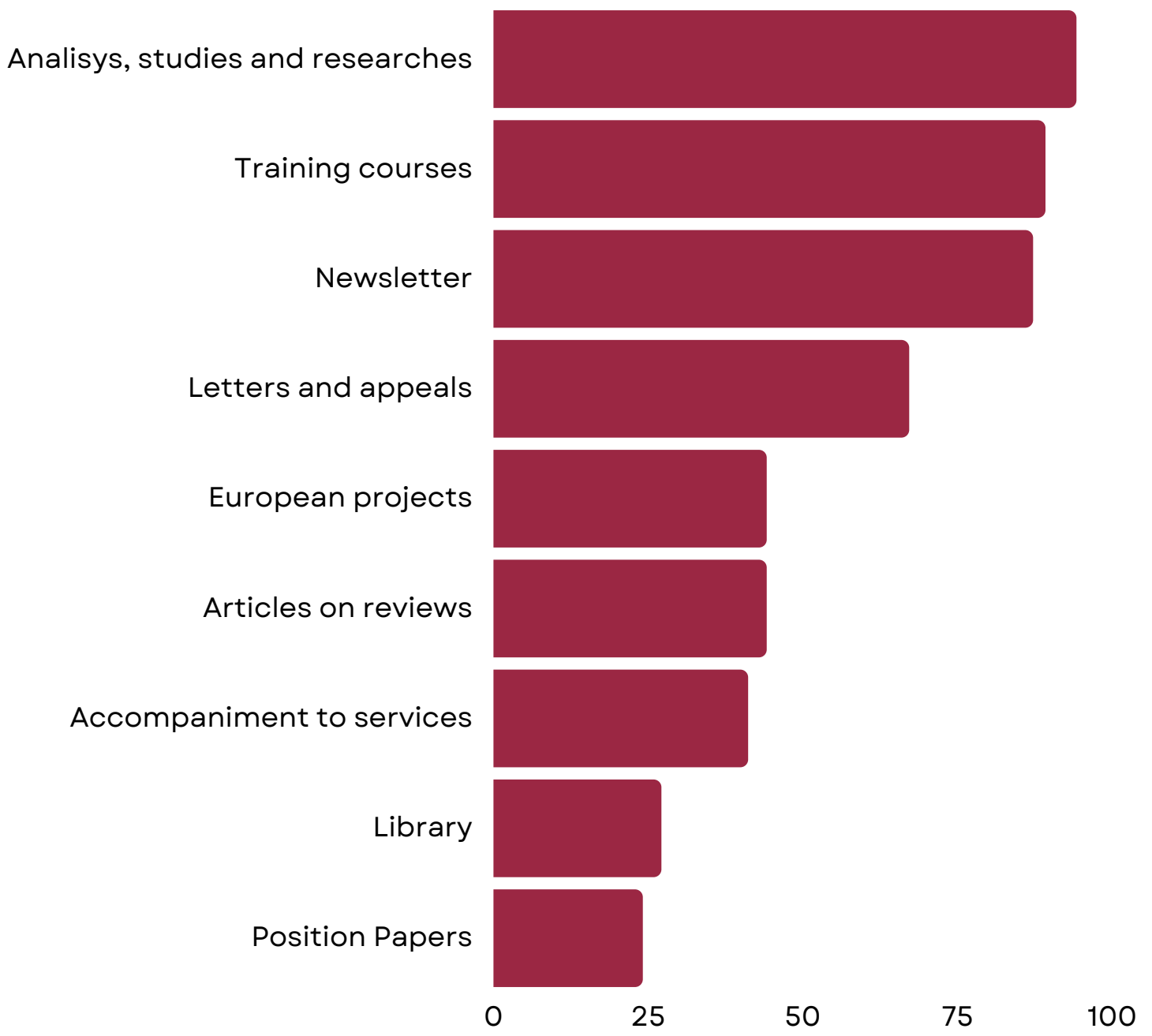
need of a place where  
spend the recovery and  
post-acute period



access to urgent cure  
and first aid



## KNOWLEDGE OF ACTIVITIES



## PARTICIPATION TO ACTIVITIES PROMOTED BY THE FEDERATION

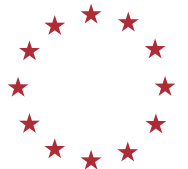
### Frequently

### Barely



Surveys, call, questionnaires

European projects



Members meetings

National projects



Eventis, also onlie (seminars, conferences, ecc...)

National working groups



Training events

## NEEDS

Training courses for social workers

Analysys on homelessness and policies

Support in coprojection

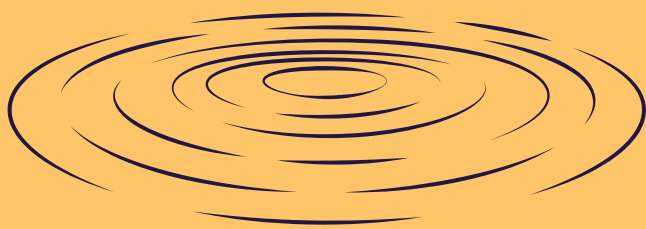
Dissemination and sharing of good practices

Researches, analysys and studies on emerging profiles of homelessness and services

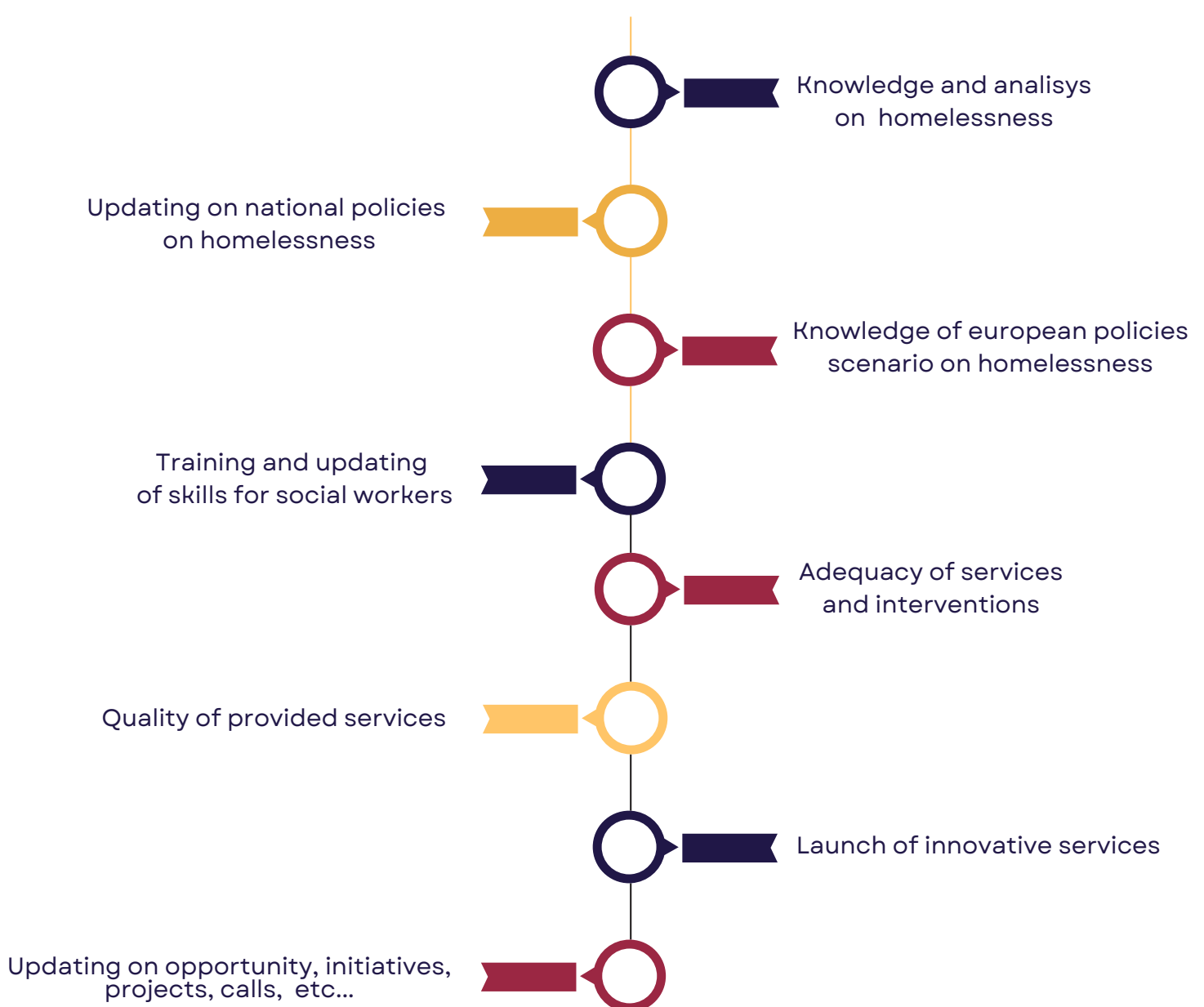
European ad national information initiatives and events

Monitoring on organizational and operative path

## IMPACTS OF THE FEDERATION



9 out of 10 members report that the Federation have a **medium-high impact\*** on main topics related to homelessness sector



\*The impact index has been designed by a series of multiple response questions on 8 items



**ABOUT US**

**MEMBERS**



**OBSERVATORY**

**COMMUNITY  
HF ITALY**



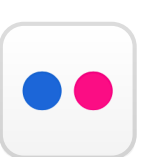
**LIBRARY**

**REPORT**



**TRAINING**

**MEDIA**



info: [segreteria@fiopsd.org](mailto:segreteria@fiopsd.org)