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7 years  
Housing First in  
Vienna

Emine Özkan

# neunerhaus

## Founded in 1999

- as bottom-up initiative
- as a reaction to the political denial of homelessness as a social issue
- to overcome homelessness and fight for the human 'right to housing'

## the right to housing to neunerhaus means ...

- ... to help people in a situation of homelessness and at risk of poverty to help themselves living a human and self-determined life.
- ... to fight restricted access to municipal housing in Vienna > so called 'entrance criteria' often mean exclusion criteria for our target group
- ... to separate support by social work and the general access to housing
- ... to participate actively in the discourse on housing politics and claim affordable housing also for socially deprived parts of our society

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# neunerhaus – 20 years back to autonomy



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# neunerhaus – medical care with future



Doctor's office

Dental practice

Mobile doctors

216.378 doctor visits

17.142 patients

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# neunerhaus – housing with future



3 neunerhaus residential buildings

Mobile care - over 200 apartments

cooperation with neunerimmo

Giving 2.179 people a home

260 children protected from homelessness

Proportion of women is increasing;  
currently 45%

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# neunerhaus – counselling and business unit society



neunerhaus Café

Certificate course Peer cooperation

Veterinary care

neunerhaus FC



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4.199 animals supplied

9.824 served dishes and

2.339 low threshold consultations led

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# Housing First

A paradigm shift: The house as a starting point and not an arrival point becomes the solution to end homelessness

Housing as a human right.

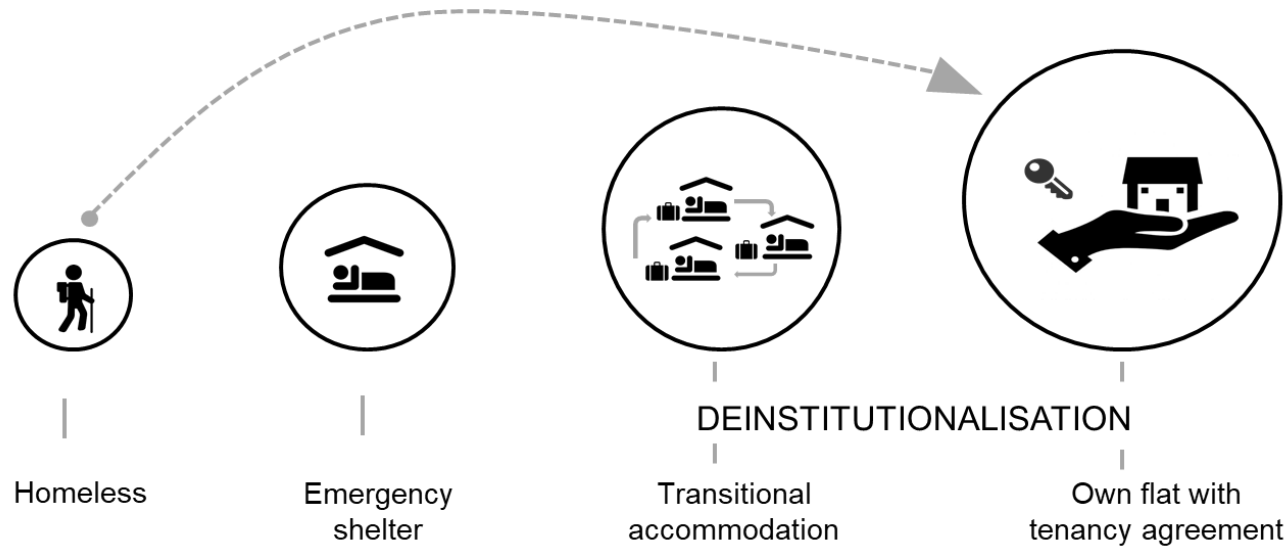
Moving away from a ‚Staircase model‘ way of working.

Housing First puts access to affordable housing at the beginning of the support, rather than at the end.

[Video: 5 principles of housing first](#)

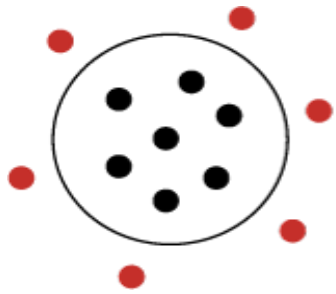


# Housing First - Deinstitutionalisation

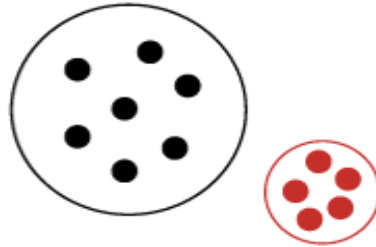


Housing First puts access to affordable housing at the beginning of the support, rather than at the end.

# Housing First – Core Principles



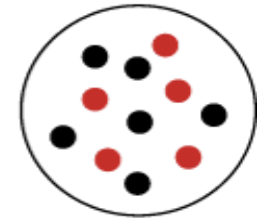
EXCLUSION



SEPARATION



INTEGRATION



INCLUSION

## Eight core principles:

- Housing is a Human Right
- Separation of housing and treatment
- Harm reduction
- Person-centred planning
- Choice and control for service users
- Recovery orientation
- Active engagement without coercion
- Flexible Support for as Long as is Required

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# neunerhaus Housing First

In **2010** the administrative agreement between the Red- and the Green Party states:  
„... whereby the Housing First approach should be reinforced“

Spring **2011**: neunerhaus research about „Housing First in Vienna“

**2011/2012**: development of professional standards in cooperation with service providers and the funding authority FSW - process design by neunerhaus and FSW.  
Final report: „Housing First. Vienna's model“

# neunerhaus Housing First

Started 2012 as first Pilot Project with Housing First Approach in Vienna

- monitored through an external evaluation by L&R Sozialforschung, taken over as a regular service in September 2015
- Relaying an affordable and need fitting flat with long-term rental contract at the start of support
- care offer as intensive and as long as needed
- 2016 interdisciplinary team: social work and psycho-social health
- Councelling centre for former clients without deadline

# neunerhaus Housing First

## Core Principles of neunerhaus Housing First

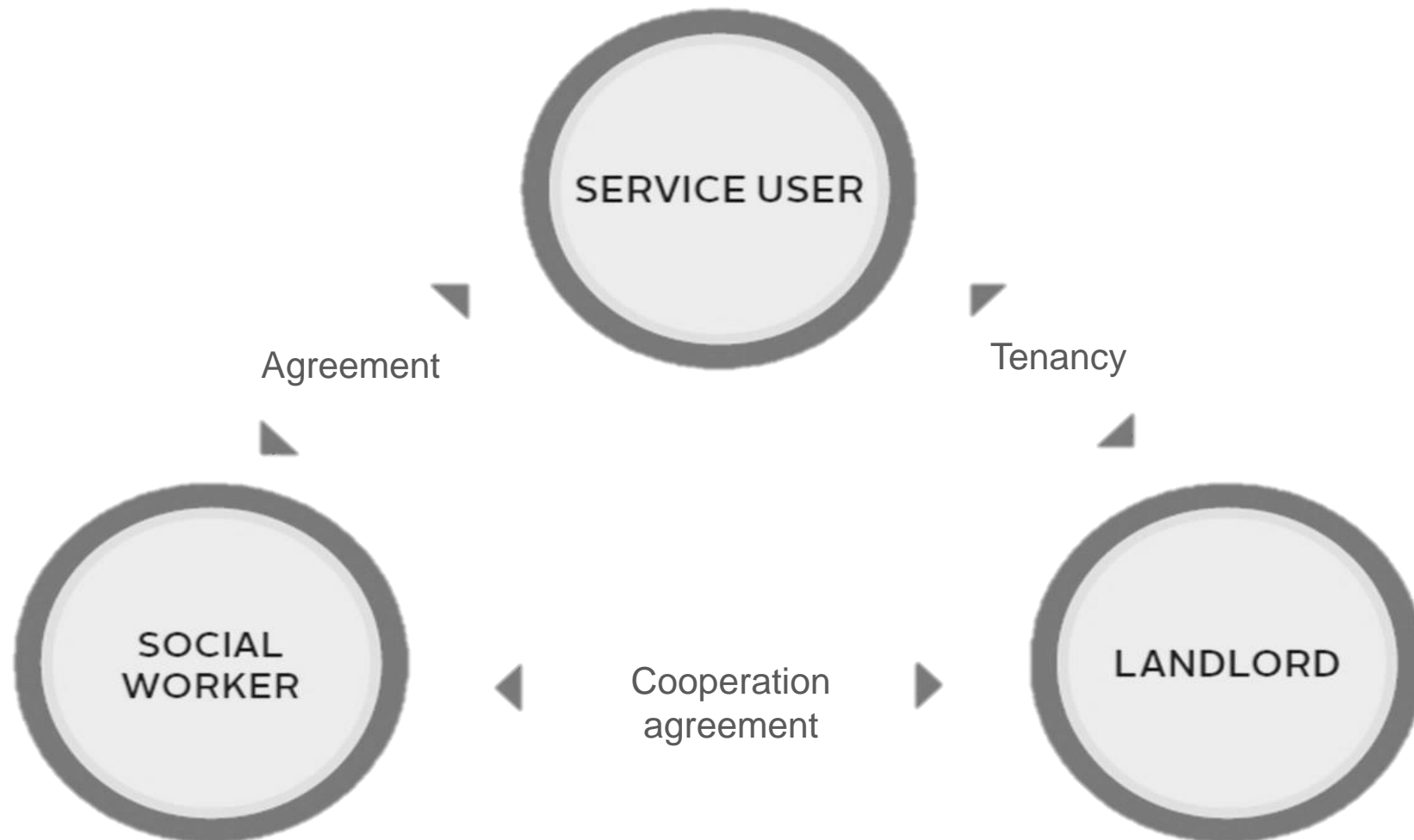
- Direct access to own and permanent housing
- Promoting social inclusion
- Separation of housing management and social support
- Self-determination and participation
- Flexible support for individual needs

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# Housing First cooperation model



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# neunerhaus Housing First – facts and figures

## In 2018:

139 signed rental agreements – support for 171 adults and 149 children

- single households - 47%
- couples - 4%
- families with children - 49%
- 6272,65m<sup>2</sup> for an average square meter price of € 7,20

high housing stability, only 8 evictions

94% of housing stability - international comparison: between 75%- 97% while the durations of the projects is in currently shorter

# neunerhaus Housing First – facts and figures II

## In 2018:

In 2018 support for 155 persons in 60 households

- 42 women - 59% of the adults
- 29 men
- 84 children

In addition an average of 36 households per month makes use of the follow up support.

- also a while after ending the initial support: for half of the service users the end of the initial support was about 2 years ago

Average duration of support in 2018: 20 month

**September 2019:** around 150 signed rental agreements

# offered support services I

## counseling and support during the renting process

- assessing the affordability of offered accommodation
- preparation of the rental arrangement
- helping to organize the move

## flexible support in accordance with the individual needs

- counseling in case of financial and social problems
- support during times of an individual crisis
- counseling for family relationship, education, employment etc.
- support if there are problems with neighbors or the property management
- how to secure the housing

# offered support services II

- counseling and support for health issues - mainly for psychological and mental health problems
- Find external medical and mental health services, and accompany the use
- support with daily life and leisure activities
- support social inclusion



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# Interdisciplinarity

- expanding the team towards psychosocial health care specialists
- clients have many needs related toward mental and physical health care
- Housing First as an offer also fits the needs of people who have difficulties in an institutional context, and therefore had moved from one organization to the other
- effectiveness of external mental health services is sometimes limited

The interdisciplinary team: 8 social workers, 2 employees for psychosocial health care (nurse and psychologist), manager, civilian servant

# Follow Up Support

- getting in touch is easy and can happen anytime possible
- duration is flexible according to the needs (one time contacts up to several month)
- secure the housing effectively (often in correlation with securing a livelihood)
- support through a crisis
- service agreement in case someone asks again for longterm support
- Housing First takes action when notified about an impending housing loss

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# Housing First Europe



– <https://housingfirsteurope.eu/>  
(2016/17)

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# Housing First Europe Hub



- goal: facilitate the implementation of Housing First services and prevent and end homelessness
- network of European organizations complying with the Housing First principals
- networking, scientific research, trainings, lectures, conferences, support the implementation of Housing First

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# Housing First Europe Hub



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Downloadbar unter: <http://www.neunerhaus.at/organisation/fachpublikationen/>