



Casemanagement in Ungeindsatsen in Aarhus

Challenges and opportunities
from a local perspective

The local context



- Aarhus is the second largest city in Denmark
- 326.000 inhabitants in 2015
- Participated in the National Homelessness Strategy 2009-13 and in 2014-17
- 617 homeless in 2013
- An increasing number of homeless young people

Homeless youth

- Housing, education and employment to young people is a main goal
- Housing First is a basic principal parallel to the local Recovery approach
- Casemanagement and Critical Time Intervention supports housing

Ungeindsatsen – The Youth Effort

AARHUS
KOMMUNE



- Two houses located in central Aarhus
 - Grønnegade – supported housing for 14 persons
 - Havnegade – supported housing for 12 persons
- Reaching-out service
 - casemanagement for 39 persons



Intervention

- **Challenges**

- Different approach
- Documentation
- Monitoring
- Mindshift

- **Opportunities**

- Integrate new ways
- Integrate new knowledge
- Test new methods in local practice

- **Challenges**

- In competition with daily practice
- Lower caseload
- Constant focus
- Establish connection
- Mindshift

- **Opportunities**

- New qualifications, knowledge and experience
- New local and national relations

Organisationel capacity

- **Challenges**

- Many actors involved
- Demands cooperation and coordination
- Cooperation between different sectors and legislation
- Establishing common goals

- **Opportunities**

- Common knowledge between sectors
- New ways of cooperation
- Common definition to common challenges

Participants - citizens and employers



- **Challenges**

- To work as a team
- Mindshift
- To identify oneself in a certain category – homeless
- Documentation and evaluation takes time

- **Opportunities**

- New qualifications and knowledge
- Experience Recovery and Housing First working in practice
- Create a common platform and frame for professional discussions

Environment - context

- **Challenges**

- Integration in neighbourhood
- To put homelessness on the agenda in society parallel to other social problems
- Mindshift

- **Opportunities**

- New experiences and ways to cooperate in civil society
- Housing First is put on the agenda, politically and in society generally

Summary

- Implementation takes time
- It takes hard work
- It takes focus
- It needs priority on all levels

Questions

- Questions from the Danish reality may inspire you to discuss your own reality

Management

How can leaders secure accountability and keep focus on implementation in between lots of other important priorities?

Point out 3 important attentions !

Environment - context

- How can you make partnerships to make the community support implementation?
- Give one example?

Intervention

- What kind of tool-kit is necessary in implementing evidencebased methods ?
- Point out 3 tools!

Organizational capacity

How can you in general establish organizational capacity to achieve the goal of the implementation?

Point out 3 proposals!

Participants - employers

- How do you build up motivation and competences among employers / frontline to make the implementation happen?
- Point out 3 important issues!