



## Ways out of homelessness

### Social consulting

<b>Name of the project</b>	<b>“Professional Social Counselling” by Poradna Charity Ostrava</b>
<b>Aims and Objectives</b>	To provide advice and information to people, who subjectively perceive their situation as so difficult, they cannot solve it with their own abilities.
<b>Description</b>	<p>Social service defined by the Law on Social Services 108/2006, found in most towns.</p> <p>Our goal is to help clients navigate in the difficult situation they cannot solve on their own, and to seek its solution using the client's abilities and skills.</p> <p>Through professional social counseling assistance is provided for free, in a confidential and impartial manner. Emphasis on cooperation with other professionals and facilities according to the needs and choices of the client.</p>
<b>Core elements</b>	Free social and legal counseling
<b>Funding</b>	Czech Republic – Ministry of Labor and Social Affairs, Municipality, City of Ostrava
<b>Impact/ results</b>	Social counseling has impact on the community – it prevents deepening of social problems of people, who use it. It also helps with planning of social services in the city through pointing out social problems people solve, but are not solved by adequate social services, or these services are not accessible (not enough space in service, service too far from location, where clients are,...). Counseling can even help with creating of social legislation by pointing out legal problems our clients are facing, but which are not solved by the law.
<b>Participants</b>	The counseling can contact all people older than 15 years who perceive their situation as difficult, and who can't solve it on their own. Social counseling is possible for individuals, families and small groups of up to 5 persons.
<b>Staff</b>	Two social workers and lawyer



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<b>Innovative aspects</b>	Counseling is widely used not only to help its own clients, but it is part of many activities in the city of Ostrava (planning of social services, Team for helping crime victims, many legal activities – organizing meetings on how to make papers for homeless people in Ostrava, where municipality and city was involved, taking part on giving feedback from practice on planned social laws, member of assembly of experts providing social counseling,...).
<b>Sustainability</b>	Long term service, now in Ostrava for 25 years.
<b>Lessons learned</b>	It is not enough for modern social services to “just” provide service for our users. We need to do more – to take part both on legal basis and on developing services in our region.
<b>Obstacles</b>	Not enough finances, not enough well educated specialists
<b>Evaluation</b>	Necessary services, social consulting offices are among the first ones, who recognizes changes of social environment.