



ANNUAL REPORT SANT JOAN DE DÉU SERVEIS SOCIALS 2023

SJD
Sant Joan de Déu
Serveis Socials - Barcelona



Orde Hospitalari de
Sant Joan de Déu
Província d'Espanya



In 2023, we celebrated the 10th anniversary of the Hort de la Vila Residential Inclusion Centre.

More 150 people accompanied us in the various celebratory events, at which we opened the centre's doors to the institutions and organisations we work with and to local residents. Some 20 organisations received recognition for the support provided during the centre's 10 years.



We have started building work on the Hort de la Vila 2.0 project.

The organisation's most ambitious project since its creation is starting to take shape. With the quality guarantee of the Next Generation European funds and the support of some 30 government authorities, entities and organisations, we have started the construction of what will become a new personal support model.



We have completed the Malla Programme, a protective ecosystem for homeless women, with the AVIDI Home.

We have created AVIDI in Calella with the Congregation of the Daughters of Saint Joseph to support 15 elderly women. The AVIDI Home seeks to provide an answer to unwanted loneliness, guaranteeing a decent future for elderly women.



We reaffirm our commitment to the rights of the homeless.

We continue to work with other social entities and representatives from the academic world so that the Bill of Urgent Interim Measures to Address and Eradicate Homelessness that we presented 5 years ago can become a reality.



We continue to work with over 30 entities and public administrations.

We foster alliances in the development of our projects with the goal of improving care, adapting to new situations with input from experts in the field and enhancing their transformative social impact.



Our aim is to be a reliable, responsible organisation.

The professionalism and quality of our work are certified under ISO 9001:2015, and we have started the process of implementing ISO 14001.

SJD

Sant Joan de Déu

Serveis Socials · Barcelona

The stated purpose of Sant Joan de Déu Serveis Socials Barcelona is to provide support for homeless people; and to create opportunities to live with dignity.

In 2023, we have devoted all our resources to improving support and addressing the growing numbers of homeless people. Once again, we have seen that living conditions have become harsher for homeless people. Complexity has increased due to the intersectionality of the factors involved, and it is becoming increasingly difficult to improve living conditions due to the negative impact of key structural factors. We again see that homelessness affects all types of people: young people, old people, women, families (particularly single-parent families where the mother is the head of the household), people with mental health problems, people with unsteady jobs, Spanish people, foreign people (particularly those who are not legal residents), etc.

In spite of this context, the qualitative care data show a positive impact on the lives of the people we support.

2023 has been a very important year for starting high-impact projects for improving the support provided to people and social innovation. We have obtained funding from the Next Generation funds for the first stage of the renovation the Hort de la Vila Centre, which will also become a vehicle for transforming our care model. We will create the Hort de la Vila 2.0 Centre, a landmark project that will have a very positive impact on the support we provide to people, on environmental sustainability, on the social and solidarity economy, and on knowledge and innovation. This has also been the year when the Malla Programme, a protective ecosystem for homeless women, became fully operational. A number of specialised support projects have been boosted, including legal support with the Fundació FICAT, employment support through the Next Diversitat i Empresa project and the partnership with Formació i Treball, Ared and Fundació Mambré, and psychological support with the Parc Sanitari Sant Joan de Déu.

During 2024, we will continue to take our care model forward, consolidating projects and exploring the ethical and spiritual dimensions in greater depth, streamlining processes and, above all, we will continue working to help people to live with dignity and to guarantee the rights of the homeless.

“In 2023, we have continued to create opportunities and weave complicities with many organisations so that homeless people can become simply PEOPLE living a decent life”

Salvador Maneu
Director

Mission, vision & values

Our **Mission** is to provide shelter and comprehensive support to people at risk or in a situation of poverty and social exclusion, in accordance with the Order's mission and the charisma of Saint John of God, with the purpose of fostering opportunities for personal and social development to enable people to fulfil their life projects.

Vision

- > Become a reference organisation in social action in Catalonia and in the Order as a whole, that:
- > Implements a comprehensive care model with transformative projects that put people at the centre.
- > Builds a strong, sustainable organisation to guarantee continuity of the present programmes and start new projects in the future.
- > Adopts a clear institutional discourse that is tangible to government authorities, the people who receive support, partners, donors and society as a whole.
- > Nourishes the Hospitaller Order's charisma and allows itself to be permeated by it.
- > Weaves alliances and solidarity networks with other centres affiliated with the Order, particularly in Catalonia, and with other organisations with similar aims, within the framework of social action at provincial level.

Values

Our values are rooted in Hospitality as our fundamental principle, essential value and main virtue, supported by the other values: Spirituality, Quality, Respect and Responsibility.

Key ideas from 2023

- > We are focusing on specialised care for the most vulnerable population groups: people without legal residence in Spain, young people aged between 18 and 29, and women, particularly elderly women.
- > We are supporting social innovation, commencing the architectural renovation of the Hort de la Vila residential facility, which will complement the transformation of our personal support model.
- > We are starting Malla, a programme aimed at protecting homeless women, which includes the La Llabor Residential Inclusion Centre for women, transsexual and non-binary people; shared dwellings for young and elderly women; and the AVIDI Home focused on providing shelter for elderly women.



- > We are fostering digitisation to streamline administrative processes and improve social support.
- > We are sharing knowledge by giving more training courses and organising more talks; and we are providing additional resources to social research, jointly with SJD Valencia.

Summary in figures

- > 13 programmes.
- > 824 people supported.
- > 446 residential places.
- > 129 inclusion dwellings.

General data

WE SUPPORT PEOPLE WHO ARE HOMELESS. WE CREATE OPPORTUNITIES TO LIVE WITH DIGNITY.

Concerning the services

- > We provide support for 824 people.
- > We are continuing the trend to increase the number of places and decrease the number of support actions caused by difficulties in finding somewhere to live and in obtaining support in complex situations that require longer periods of support.
- > Every day, we attend to 521 people.
- > We offer 446 residential places.
- > We are present in Barcelona and Badalona, and in another 9 municipalities in the Metropolitan Area of Barcelona. And, since the end of 2023, also in Calella (Maresme).
- > We have 129 dwellings where we provide support for 238 people.
- > We provide support in mental healthcare, as mental health problems are closely associated with homelessness. In this area, we are working in coordination with the Homeless Mental Health Team (ESMESS) and the Parc Sanitari SJD.
- > We provide specific care for women who have suffered male violence (59%).
- > We provide 113 support actions directly from our institution's Spiritual and Religious Care Service (SAER).

On average, 67% of the people supported achieve their personal goals: find a job, find somewhere secure to live or receive a government benefit.

Concerning the people who receive support

- > 74% are men.
- > 26% are women.
- > Support has been given to 4 non-binary or transsexual people.
- > 5% < 18 years of age (young people and children supported within the framework of family-focused programmes).
- > 28% are aged between 18 and 30.
- > 40% are aged between 31 and 50.
- > 27% are aged over 50.
- > 30% are Spanish.
- > 5% come from an EU member country.
- > 64% come from non-EU countries.
- > 18% do not have legal residence in Spain.
- > 31% of the people who receive support have some kind of disability.
- > 45% have a mental health problem.
- > 12% have suffered violence related with aporophobia.

The team

Sant Joan de Déu Serveis Socials is staffed by a team of professionals and volunteers who provide daily support and who, through their work, convey the institution's values, sparing no effort to helping people get back on their feet.

114 professionals

69% women | 31% men | average age, 38 years

In 2023, we have been assisted by one person from the ACOL line, within the Treball i Formació (Work and Training) programme run by the Government of Catalonia and the Catalan Employment Service (SOC). This programme specifically targets migrants without legal residence in Spain to facilitate their social and occupational integration.

72 volunteers

65% women | 35% men | average age, 58 years

Training

We want a highly skilled team and we seek to achieve this through **continuing training**. We have a specific training plan for professionals and another for volunteers:

Professionals:

- > 62 training activities | 615.5 hours of training | 100% of people trained.
- > New recruits are included in a specific training plan with a total of 24.5 hours/year.
- > 2 Subject areas: Knowledge and technique | Skills and attitudes | Regulations | Tools | Languages | Care for people (health and safety) | Identity | Subject communities (professionals from the institution who are experts in specific subjects act as trainers).

Volunteers:

- > 22 training activities | 119 hours of training | 44% of the people have taken part in the proposed training activities.
- > Subject areas: Knowledge and technique | Skills and attitudes | Tools for caring for people | Identity | Subject communities.

Work environment

In 2023, the 2023-2024 Opina action plan was rolled out, following from the two-yearly work environment survey performed in 2022. Even though the survey's findings were positive, SJD Serveis Socials applies a philosophy of continuous improvement and 36 actions have been put in place with the goal of improving team bonding and internal organisation, recognition of the institution's professionals, sense of belonging and care for emotional health.

Equality plan

During 2023, the 2023-2027 Equality Plan was implemented and socialised among the professional teams to enhance its impact and help the teams understand it, and also to elicit their feedback.

Our programmes

The service portfolio is structured as an ecosystem of programmes that enable us to establish relationships between them, with the ultimate goal of putting the supported person at the centre and supporting them in their different features and needs.



people supported



dwellings



places



families



average length of stay (days)

A woman with dark hair pulled back, wearing a white quilted jacket over a black t-shirt with a white mountain graphic and the word 'LINE' below it. She is also wearing red pants with white horizontal stripes. She stands in front of a light-colored wall with red planters containing green plants. The text 'Residential inclusion centers' is overlaid in large white font on the left side of the image.

Residential inclusion centers

These are facilities where people's basic needs are covered and from where they can work on their social and occupational inclusion; and other aspects such as physical and mental health or restoring family ties. The centres are staffed by a team of integration specialists, educators and social workers who provide support to each person, adapted to their individual needs so that they can achieve their life goals.

HORT DE LA VILA RESIDENTIAL INCLUSION CENTRE



Residential inclusion centre specialised in improving health and developing social and communication skills.

At the end of their stay:

- > **88%** have financial income.
- > **85%** have somewhere to stay.
- > **21%** have a job.

- > **30%** suffer from difficulties due to mental health problems.
- > **23%** have a level of disability \geq 33%.
- > **45%** do not have legal residence in Spain.
- > **41%** of the women supported have suffered male violence.
- > **37%** have suffered violence related with aporophobia.

- > **56%** have a self-perception of improvement.

Co-managed with Barcelona City Council.





CREU DELS MOLERS RESIDENTIAL INCLUSION CENTRE



A residential inclusion centre specialised in social and occupational integrability and empowerment.

At the end of their stay:

- > El **79%** have financial income.
- > El **65%** have somewhere to stay.
- > El **63%** have a job.

- > **58%** do not have legal residence in Spain.
- > **80%** of the women supported have suffered male violence.
- > **15%** have suffered violence related with aporophobia.

- > **67%** have a self-perception of improvement.

Coordinated with Barcelona City Council.

LA LLAVOR RESIDENTIAL INCLUSION CENTRE



A residential inclusion centre specialised in the empowerment of women and other population groups discriminated on the grounds of their gender, identity and/or sexual orientation. The new masculinities are addressed. La Llabor is part of the Malla Programme.

At the end of their stay:

- > **67%** have financial income.
- > **61%** have somewhere to stay.
- > **39%** have improved their work situation.
- > **66%** do not have legal residence in Spain.
- > **74%** of the people supported have suffered male violence.
- > **31%** have suffered violence related with aporophobia.
- > **36%** suffer from difficulties due to mental health problems.
- > **74%** are currently taking part in a training process or have completed one.
- > **51%** have a self-perception of improvement.

Co-managed with Barcelona City Council. It is supported by the Fundació Ared.





AVIDI HOME




The AVIDI Home (support for living with dignity from the Catalan acronym) opened in Calella in late 2023. It is a community residential facility to provide support for elderly homeless women.

AVIDI is part of the Malla Programme.

Individual housing





A programme targeting people with health problems related to mental health issues and addictions, often the result of many years living on the streets, who need time and consistent support to complete their personal recovery.

- > **74%** men
- > **26%** woman

In the entire individual housing programme:

- > **95%** have financial income.
- > **77%** have a mental health diagnosis.
- > **41%** have physical health problems.
- > **47%** of the people with addictions are currently undergoing treatment.
- > **39%** of the participating women have suffered male violence.
- > **30%** have suffered violence related with aporophobia.
- > **50%** have a self-perception of improvement.



HOUSING FIRST - LLARS





**HOUSING FIRST LLARS
PRAT DEL LLOBREGAT**



In partnership with Prat Espais, Prat de Llobregat Town Council.



PRIMER LA LLAR



A Barcelona City Council programme, which we co-manage.



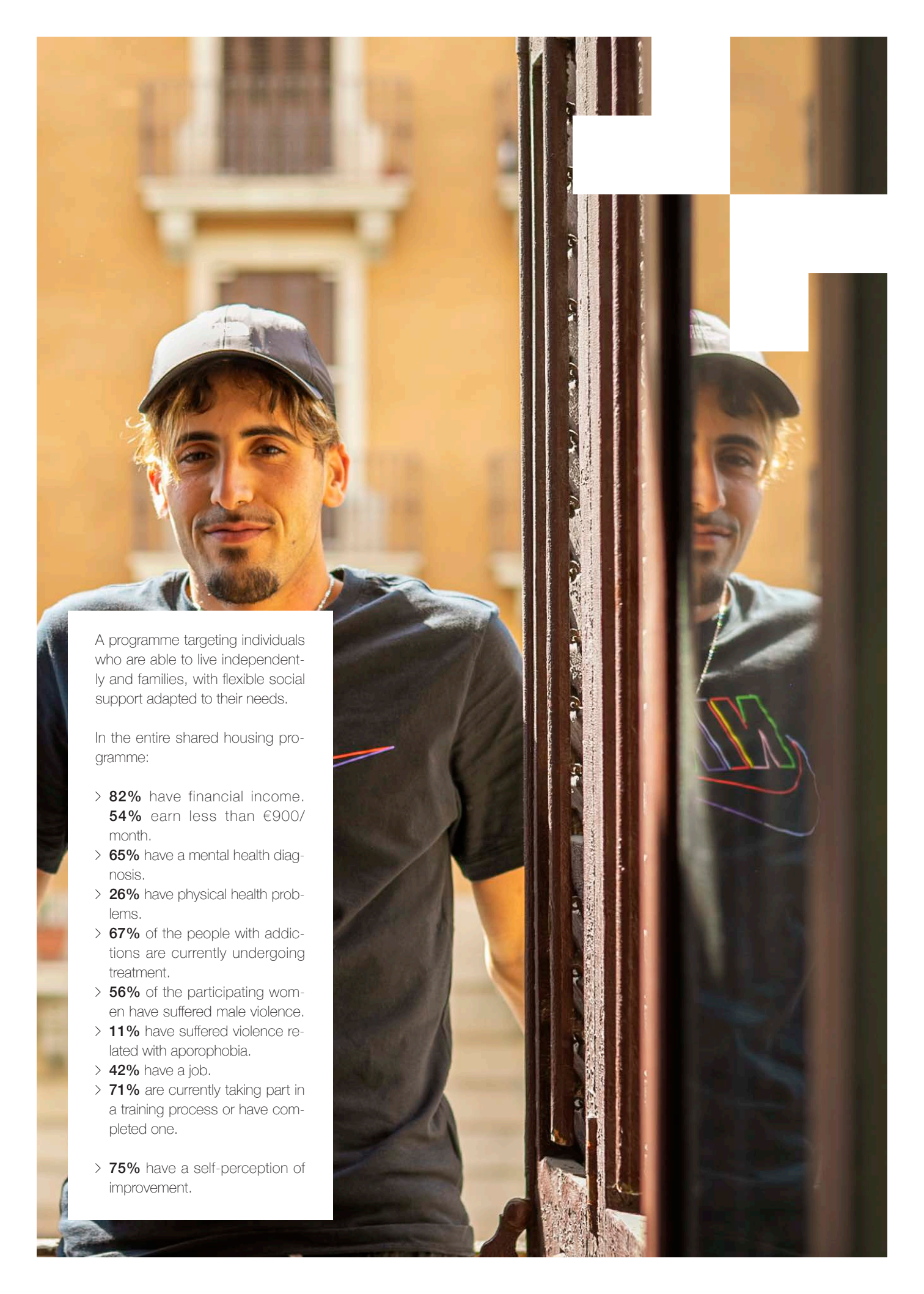
INCLUSION DWELLINGS IN BADALONA



This is part of the Bisbe Carrera Inclusion Programme, supported by Fundació Llegat Roca i Pi, Càritas Diocesana de Barcelona and the Hospitaller Order of Saint John of God.

Shared housing



A photograph of a man with a goatee and a cap, wearing a dark t-shirt with a colorful graphic. He is looking out from a window frame. The background is a warm, sunlit building facade. The image is split into two panels by a vertical metal frame.

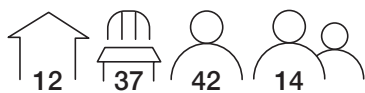
A programme targeting individuals who are able to live independently and families, with flexible social support adapted to their needs.

In the entire shared housing programme:

- > **82%** have financial income, **54%** earn less than €900/month.
- > **65%** have a mental health diagnosis.
- > **26%** have physical health problems.
- > **67%** of the people with addictions are currently undergoing treatment.
- > **56%** of the participating women have suffered male violence.
- > **11%** have suffered violence related with aporophobia.
- > **42%** have a job.
- > **71%** are currently taking part in a training process or have completed one.
- > **75%** have a self-perception of improvement.



INSULA



> **75%** of the families are single parent families.

A joint project with Càritas Diocesana de Barcelona, Fundació Mambré and Fundació Formació i Treball.

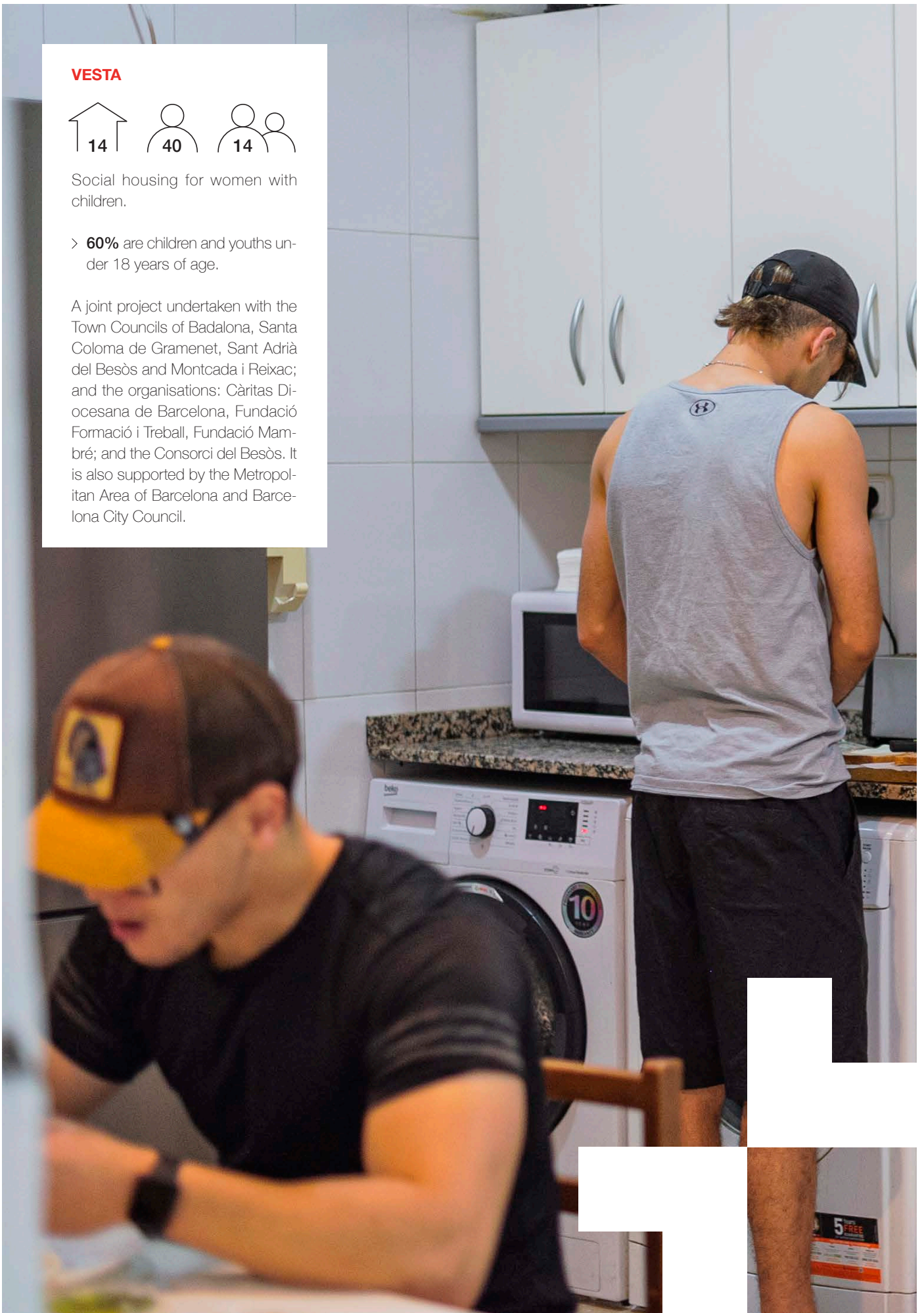
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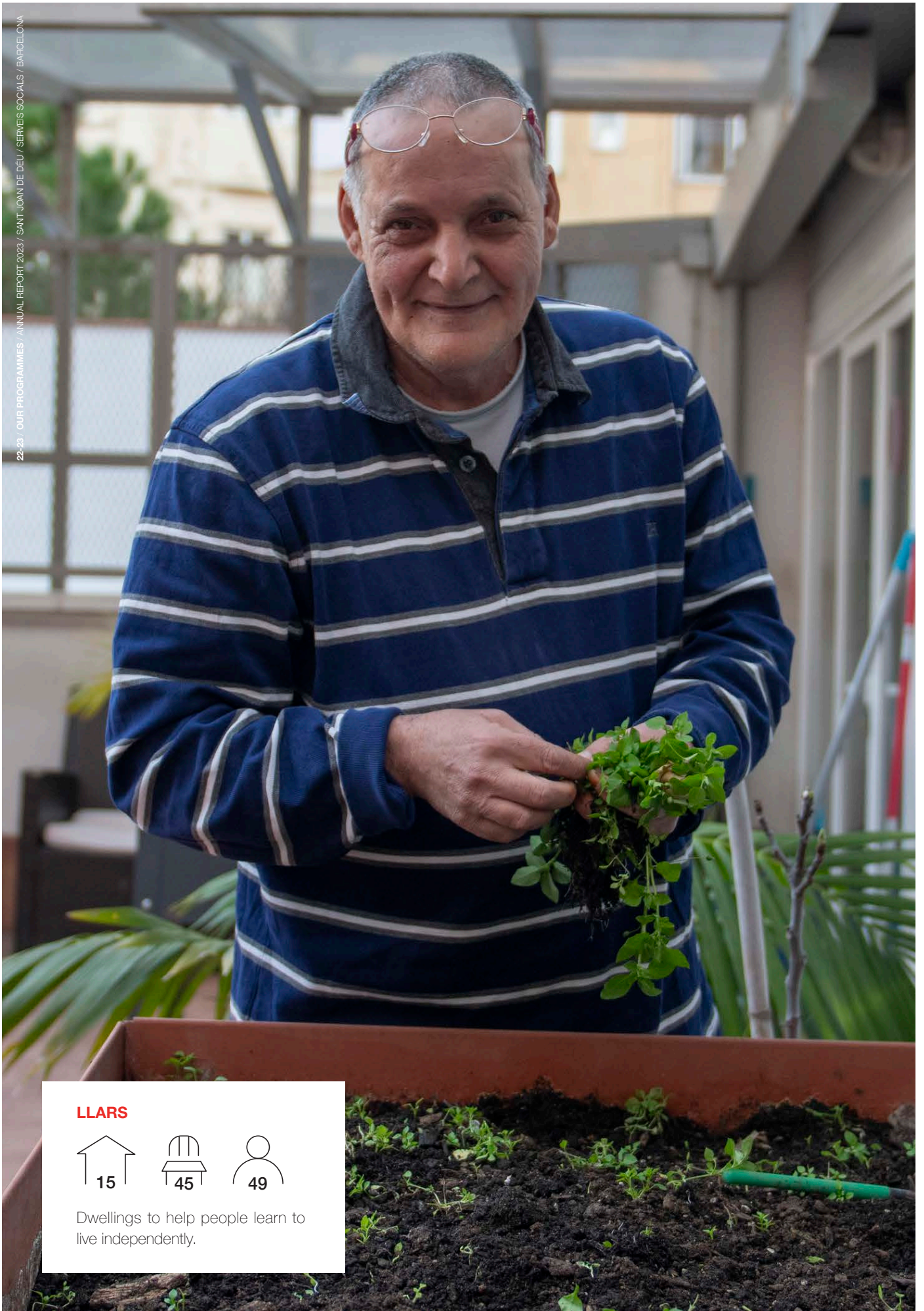


Social housing for women with children.

> **60%** are children and youths under 18 years of age.

A joint project undertaken with the Town Councils of Badalona, Santa Coloma de Gramenet, Sant Adrià del Besòs and Montcada i Reixac; and the organisations: Càritas Diocesana de Barcelona, Fundació Formació i Treball, Fundació Mambré; and the Consorci del Besòs. It is also supported by the Metropolitan Area of Barcelona and Barcelona City Council.





LLARS



15



45



49

Dwellings to help people learn to live independently.



FUTUR&CO



In 2023, the care support stage of the Futur&Co pilot project was completed and it now continues with the assessment and closure stage. Futur&Co was created with the goal of helping young people at risk of social and residential exclusion in Spain to attain personal independence and live a full life. With the results of Futur&Co, the goal is to participate in the design of new empowering public policies to address homelessness among

young people. Once completed, the results of the Futur&Co project will help improve specialised care for young people. Its intention is to increase prevention resources to enable young people to build a future for themselves away from life on the streets. 11 organisations in the Faciam Network working in different parts of Spain are taking part in the project: Federation of organisations and centres for the integration and assistance of disadvantaged people, Albergue San Juan de Dios, Apostólicas del Corazón de Jesús Obras Sociales – Luz Casanova, Asociación Albéniz, Asociación Servicio Capuchino para el

Desarrollo y la Solidaridad, Cáritas Diocesana de Madrid, Fundación Albergue Covadonga, Fundación B. San Martín de Porres, Fundación Privada Putxet, Fundación Social Hijas de la Caridad, Sant Joan de Déu Serveis Socials Valencia and Sant Joan de Déu Serveis Socials Barcelona. The cooperation between organisations facilitates the creation of a shared, consensual, evaluated methodology.

Futur&Co is one of the projects selected by the Ministry of Social Rights and 2030 Agenda to receive EU Next Generation funds for social innovation.



MALLA DWELLINGS



This is a network of dwellings intended solely for women, within the Programme for the Protection of Homeless Women, Malla.

Prevention programme

EXTERNAL



A prevention service with which we guarantee social care after people have completed their process in the residential centres or inclusion flats in order to prevent them from becoming homeless again.

Other innovative projects

FREE DENTAL CARE

A dentistry service to guarantee free, quality, specialised dental care to the adult and paediatric population in a situation of poverty, social exclusion or at risk of social exclusion, with a basic portfolio of services that complements the public portfolio. The goal of the service is to offer the benefits for personal health derived from adequate oral and dental hygiene and functionality, and to offer the social and psycho-emotional benefits associated with suitable oral and dental hygiene and appearance.

During 2023, 615 requests have been received:

- > 459 from adults.
- > 156 from children.

1795 hours of attention have been carried out:

- > 970 hours of attention for adults.
- > 620 hours of hygienist attention.
- > 205 hours of pediatric attention.

2165 treatments have been carried out:

- > 1807 to man and women.
- > 358 to children.

Also 228 removable dentures have been placed and 100 follow-up appointments have been made for people whose dentures have been fitted.

Project co-managed with the Sant Joan de Déu Hospital and coordinated with Barcelona City Council.

SOM SALUT MENTAL 360

We are members of this digital platform's management and technical committees. Its goal is to provide accurate, reliable information to empower, support, inform, foster awareness and promote mental health. Other members of the platform include the Parc Sanitari Sant Joan de Déu, Hospital Sant Joan de Déu Barcelona, Sant Joan de Déu Terres de Lleida and Solidaritat Sant Joan de Déu.

www.som360.org ↗

LAW ON THE RIGHTS OF THE HOMELESS

During 2023, the Bill for Urgent Interim Measures to Address and Eradicate Homelessness in Catalonia continued its process through the Parliament of Catalonia. More than 50 experts and stakeholders have spoken at the parliamentary sessions, including 3 from SJD Serveis Socials.

On 24 October, we held a seminar at the facilities of the Catalan Journalists Association, accompanied by representatives of 7 professional associations who are advocating approval of the Law.

The Bill's sponsoring institutions, jointly with Sant Joan de Déu Serveis Socials: Assís Centre d'Acollida, Arrels Fundació, Càritas Catalunya and the Comunitat de Sant' Egidí, and a group of legal experts led by Dr. Antoni Milián, professor of administrative law at the Autonomous University of Barcelona.

The publishing company Icaria has published the book *Sensellarisme*, coordinated by Dr. Milián, with 3 articles signed by SJD Serveis Socials, with the goal of contributing to the campaign to approve the Bill.

🌀 We continue to support European projects:

🌀 HOOD PROJECT

This project ended in 2023. With a duration of 3 years, it has provided a framework for studying a new intervention model. We attended the project's closure in June in Turin. During the year, we have organised two training sessions on the Hood methodology at the Faculties of Social Work of the University of Lleida and the University of Barcelona, respectively.

Sant Joan de Déu Serveis Socials is the operational partner for the Homeless Open Dialogue (HOOD) project. Led by Officio Pio, it is included in the European Erasmus+ programme.

RIGHTS FIRST

We continue to contribute our experience and expertise to the EU Rights First project to develop a new comprehensive care model intended to help homeless people in the Brussels region to exercise their rights.

The project brings together social entities and public administrations to work beyond access to housing by putting the focus on the access to rights and person-centred support. Rights First is led by the Brussels Help consortium.

NEXT DIVERSITAT I EMPRESA

We have taken part in the Next Diversitat i Empresa Programme which seeks to improve opportunities for people in a situation of vulnerability by offering tools to foster diversity in the business environment.

20 young people have completed the personalised training process at Sant Joan de Déu Serveis Socials.

The programme is supported by ECAS, Pimec and the Catalan Ministry of Business and Labour and funded by the Next Generation Catalonia funds.

HORT DE LA VILA 2.0

Hort de la Vila 2.0 arises from the need to improve the standard of care for people whose needs are not covered with the services currently available. It consists of a complete architectural renovation of the present Hort de la Vila Residential Inclusion Centre to **align with a new care model** that combines the best of a residential facility with the benefits of a home and professional support.

In 2023, Next Generation EU funds were granted to finance the project's first phase and we have received support from SJD Spain for co-financing.

Hort de la Vila 2.0 is intended for adults who are homeless, with a long history of social exclusion and who have socio-educational and long-term support needs.

In this first phase, we are building 27 flats where we will start to apply the new support model. The ultimate goal is to build more than 100 homes by 2035. Through the rehabilitation of the Hort de la Vila Residential Inclusion Centre, we help the supported people progress toward personal autonomy, increase their private spaces and foster community life to eradicate unwanted loneliness; at the same time, we contribute to the social housing stock in Catalonia. In addition, Hort de la Vila 2.0 is committed to environmental sustainability, the social and solidarity economy, innovation and knowledge.

It is an initiative that seeks to transform and modernise the support system for homeless people. The new model aspires to have a systemic impact in Barcelona and Catalonia, with the intention of becoming a role model in Spain at the service of public deinstitutionalisation strategies and policies targeting homelessness.

Funded by: Recovery, Transparency and Resilience Plan, Ministry of Social Rights, Government of Catalonia, through the Next Generation Catalonia funds, and the Hospitaller Order of Saint John of God in Spain.

With support from Ciments Molins, Roca, Grup Simon, Finques Forcadell, Caixabank, Zurich, Pikolin, Rotary Club Sarrià, Frigicoll, Liebherr, Mango, Umbratec, and Barcelona City Council. We continue to seek alliances with the support of the Obra Social de Sant Joan de Déu (Welfare Service).

www.hortdelavila.org ↗

Solidarity

Socially responsible companies are an example of the social engagement that contributes to creating a fairer society. We thank all the companies and organisations whose support helps us to improve the care and support provided and help people live with dignity:

- > The **Fundació “La Caixa”** is committed to helping homeless elderly women, donating €80,000 to assist in opening the AVIDI Home.
- > For the seventh year running, **Moventia and TRAM** have donated €60,000 to subsidise transport for the people who receive support, enabling them to gain access to new opportunities (training, jobs...). With their support, more than 3,600 people have benefitted from the partnership, 600 of them in 2023.
- > The **Obra Social de Sant Joan de Déu** contributes more than €204,000 for funding social projects through a cooperation agreement and campaigns such as Cafè Solidari or the Magic Line, in which we have been actively involved.
- > 6 entities and organisations have taken part through corporate volunteering actions. All of them have devoted priceless time to our actions: **Aigües de Barcelona,**

Barber Angels, Hotel Marriott, IMCD, Taurons del Raval and Vee-Pee.

- > The following organisations have also provided financial support: ELHIS, Henkel, Taurus and Siemens.
- > The Associació Cívica La Nau maintains its undertaking to provide donations in kind which help us improve essential services.

We continue with public awareness-raising activities:

- > With the **#educaSJD** project, we have organised 21 projects with schools, including 7 learning and service projects. 786 school students are taking part.
- > **Magic Line:** we took part in the charity citizen mobilisation event and raised €44,500 for our social projects.
- > We are actively involved as members of our communities, taking part in a number of activities organised within the summer festivities of the Poble-sec, Sarrià and Sant Genís districts in Barcelona, and in commemorating World Homeless Day in Barcelona and Badalona. We also engage with other **community activities** that enable us to establish dialogues with our neighbours.

We offer a full range of support services

- > **Legal service**, with the Fundació FICAT. This service offers specialised legal support to people who need to obtain legal residence in Spain. 69 people have benefitted from the service, plus a further 10 people included in the Insula project, through Càritas. The level of support has increased 25% compared with the previous year.
- > **Psychological care** jointly with the SATMI service (Mental Health Care for the Immigrant Population) and ESMESS (Mental Health Teams for Homeless People),

provided by the Parc Sanitari Sant Joan de Déu and Psychologists without Borders. 45% of the people who receive support have mental health problems, and of these 78% have a diagnosis. The percentage of women with mental health problems is 5% greater than that of men. We have provided support to 47 people through the Parc Sanitari SJD's ESMESS. This is 6% more than 2022 and the people who have received this support perceive that their living situation has stabilised or improved.

- > **Personal support to people who sleep on the streets in Badalona**, with the **Folre Day Centre**. 186 people have received support in 2023. This is 10% more compared with 2022. Folre coordinates with a network of inclusion dwellings to care for homeless people in Badalona and facilitate their full recovery. We manage this centre within the Bisbe Carrera Inclusion Programme, supported by the Fundació Llegat Roca i Pi, Càritas Diocesana de Barcelona and the Hospitaller Order of Saint John of God.
- > **Spiritual care**, through the Spiritual and Religious Care Service (SAER), which has provided support to 113 people. This is 66% more than 2022, following recent years' trend to increase year by year.
- > We improve **job opportunities** through the institution's workplace integration service and with the support of more than 90 specialised organisations or which run specific programmes: ACCEM, ACF (Action against Hunger), ACIDH, Badalona Town Council Social Services, AEBALL, Assis, Barcelona Activa, Bayt al Thaqafa, Biciclot, BNI Barcelona, Can CET, CEAR, Sant Joan de Déu Training Campus, El Sortidor Civic Centre, CEPAIM, CLECE, Condis, Cooperativa L'HENBICI, Crit ETT, DRE-CERA, EICA, El Llindar, Escola de Noves Oportunitats, Engrunes, Entitat Recollim, Equip d'Assessorament Lab-

oral (EAL), Espigoladors, EULEN, EUROFIRMS, Feina amb Cor de Càritas, FICAT, Francesc Palau, Fundació ABD (Action, Welfare and Development), Fundació Adecco, Fundació AMIC, Fundació ARED, Fundació AREP, Fundació Cares, Fundació d'Atenció a la Dependència de Sant Joan de Déu (FAD), Fundació Barça, Fundació DAU, Fundació ECOM, Fundació Femarec, Fundació Formació i Treball (D'Ins), Fundació Germà Benito Menni, Fundació HEBE, Fundació INVIA, Fundació IRES, Fundació Joia, Fundació Mambré, Fundació Portolà, Fundació Roure, Fundació Salut i Comunitat, Fundesplai, Gramelpuls, GremiBaix, Grup Integra, Grup ATRA, Hospital Sant Joan de Déu, Ilunion CET, Impulsem, Intecserveis, Intermèdia, Manscoop, Mansol, Mescladís, Més que cures, Metges del Món, Migraestudium, MOMU, Ocupació Poble Sec, Programa Incorpora, Promoció econòmica Badalona IMPO, Promoció econòmica El Prat de Llobregat, Promoció econòmica Esplugues de Llobregat, Salut Mental Gràcia, Servei Solidari, SOC, Sodexo, Solidança, SUARA, SURT, Taula sector turístic Sants-Montjuïc, Trinijove, URBACET, Xarxa Laboral del Casc Antic, Xarxa Xaloc and YMCA.

67% of the people who receive support find work while participating in the institution's different programmes. 5% more than the previous year.

We network

- > **We strengthen links with local communities**, with the El Sortidor Civic Centre, the Albareda Cultural Centre, the Casal Casa Grogga, Sarrià Primary Care Centre, La Casa Orlandai, the Teatre de Sarrià, Farmàcia Nova, La Clota co-treball, the Sant Genís Health Network and the Taula Sector Turístic Sants-Montjuïc.
- > We provide support to **Àpats en companyia**, a project aimed at combatting loneliness and helping vulnerable elderly people to live healthily. The service is organised within Barcelona City Council's Social Rights, Global Justice, Feminisms and LGTBI area.
- > **Networking continues to be one of the institution's pillars** with the aim of offering better and more specialised care with greater social impact. We work with more

than 30 organisations: Aliança Hospes, Arrels Fundació, Assis centre d'acollida, Associació Sant Joan de Déu Espanya, Sant Joan de Déu Training Campus, Càritas Diocesana de Barcelona, Congregació Inspectoria de Maria Auxiliadora, Consorci del Besòs, DIOMCOOP, EAP Sarrià, El Lloc de la Dona, Fundació d'Atenció a la Dependència de SJD, Congregació Filles de Sant Josep, Fundació Formació i Treball, Fundació Ared, Sant Joan de Déu Research Foundation, Fundació FICAT, Fundació Mambré, Fundació Putxet, Fundació Roca i Pi, Government of Catalonia, Sant Joan de Déu Children's Hospital, CET Intecserveis, CET El Pla, Red Faciam, Rights First, Parc Sanitari Sant Joan de Déu, Sant Egidi, SJD Social Innova, Sant Joan de Déu Valencia, Ufficio Pio, Autonomous University of Barcelona, University of Barcelona and Sant Joan de Déu Mental Health Network.

- > **We manage knowledge** through different networks of organisations where we share knowledge and develop new projects:

Acord Ciutadà de Barcelona, Aliança Hospes, Committee for the Law for the Protection of the Homeless, Barcelona Housing Council, ECAS Federation (Catalan social action organisations), church organisations in Barcelona, FEANTSA (European Federation of National Organisations Working with the Homeless), Sarrià Primary Care Centre Community Health Core Group, Platform of Christian Entities with Immigrants, Red Faciam,

Poble-sec Community Plan, SJD Mental Health Platform, Table of Third Sector Entities, Badalona Homeless Table, XAPSELL (homeless care network in Barcelona), Network of Inclusion Dwellings and Metropolitan Residential Inclusion Network.

We also work with:

- > Parc Sanitari Sant Joan de Déu for the construction of a social and health care proposal.
- > Strategic Mental Health Plan of Sant Joan de Déu in Catalonia.

Impact in the communication media

During the year, we have continued to work to keep homelessness as an issue of interest in the communication media. We believe that these media are essential for creating awareness, dispelling prejudices, counteracting stereotypes, generating new opportunities and building a new narrative that is more human and more supportive. We have had about a hundred impacts in radio, press and TV.

The issues highlighted were the Law for combatting homelessness, which we are co-promoting; the census of homeless people carried out in Badalona; the Hort de la Vila Residential Inclusion Centre, on the occasion of its 10th anniversary and commencement of the Hort de la Vila 2.0 project; and projects for homeless women.

We share knowledge

During the year, we have taken part in 32 events and seminars and we have given 9 training courses in universities and other educational centres, in Catalonia, Spain and other countries.

Transparency management

- > We manage **8 million euros** to care for homeless people.
- > Hort de la Vila 2.0 is the institution's most ambitious project and inspires great confidence, with an investment of €2,800,000, of which €1,000,000 is provided from the Hospitaller Order of Saint John of God's own funds.
- > The Catalan Ministry of Social Rights has increased its contribution by 35% compared with the previous year.

With this financial management, we foster personal and social development opportunities to help people regain control of their lives and fulfil their life projects.

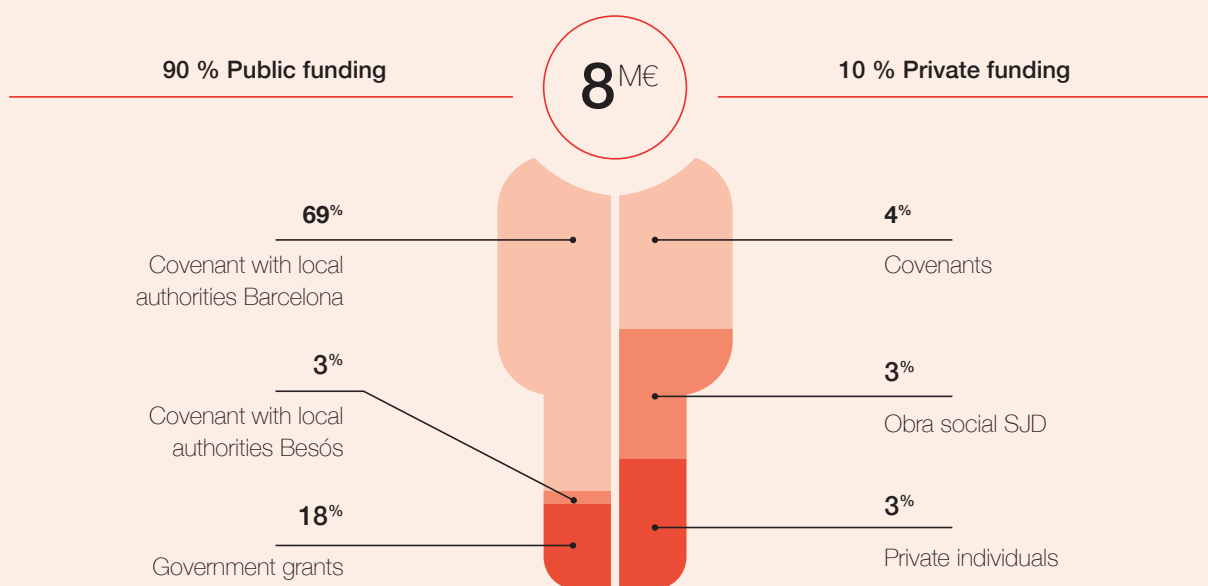
We audit our processes

Sant Joan de Déu Serveis Socials is audited in different processes of its activity:

- > Audit of financial accounts with audits of quality systems: the certifications obtained are maintained at a satisfactory level. We are certified under ISO 9001:2015.
- > We perform a LOPD (Personal Data Protection Law) audit and we ensure that the data protection protocols comply with stipulated requirements.
- > We have started work on certification to the environmental standard ISO 14001



Income



(†) In memory of Clàudia, José, Juana,
Michel, Najat, Ognyan and Tomás

Thank you for the time shared with us.

You inspire us to continue working so that everyone can leave this
world with dignity, in a safe, caring environment. At home.

Together, we offer more opportunities to live with dignity



**Ajuntament
de Barcelona**



Generalitat de Catalunya
**Departament
de Drets Socials**



MINISTERIO
DE DERECHOS SOCIALES
Y AGENDA 2030



**Agència de l'Habitatge
de Catalunya**



GOBIERNO
DE ESPAÑA

MINISTERIO
DE INCLUSIÓN, SEGURIDAD SOCIAL
Y MIGRACIONES



**Plan de
Recuperación,
Transformación
y Resiliencia**



Generalitat de Catalunya
**Departament d'Empresa
i Treball**

SOC

**Servei d'Ocupació
de Catalunya**



**Financiado por
la Unión Europea**
NextGenerationEU

Badalona Town Council, Montcada i Reixac Town Council, Sant Adrià del Besòs Town Council, Santa Coloma de Gramenet Town Council, Prat de Llobregat Town Council, Alianza Hospes, Metropolitan Area of Barcelona, Arrels Fundació, Assís Centre d'Acollida, Associació Cívica La Nau, Asociación San Juan de Dios España, Associació Sant Joan de Déu Catalunya, Bruss'help, Sant Joan de Déu Training Campus, Càritas Catalunya, Càritas Diocesana de Barcelona, CET Intecserveis, Comunitat de Sant'Egidio a Barcelona, Congregació de Filles de Sant Josep, Consorci del Besòs, Diomcoop, Barcelona Provincial Council, EAP Sarrià, European Federation of National Organisations Working with the Homeless (Feantsa), Filles de Maria Auxiliadora - Salesianas, Fondazione Ufficio Pio della Compagnia di San Paolo, Fundació Ared, Fundació Bosch Aymerich, Fundació d'Ajuda a la Dependència de Sant Joan de Déu, Sant Joan de Déu Research Foundation, Fundació FICAT, Fundació Formació i Treball, Fundació "La Caixa", Fundació Llegat Roca i Pi, Fundació Mambré, Fundació Prado Pintó, Hospital Sant Joan de Déu Barcelona, Moventia, Obra Social Sant Joan de Déu UTI, Parc Sanitari Sant Joan de Déu, Prat Espais, Red Faciam, Barcelona Sarrià Rotary Club, TRAM, Autonomous University of Barcelona, University of Barcelona and Sant Joan de Déu Mental Health Network.



SJD

Sant Joan de Déu
Serveis Socials - Barcelona



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#unallarunavida

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Sandra Gross (front cover, 7-17, 22-24, 34-37, 40).

Joan Herrera (18,19, 21, 25, 38-39).



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