



# 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 8 persons
- Reaching-out service
  - casemanagement for 52 persons



# Intervention

- **Challenges**

- Different approach
- Documentation
- Monitoring

- **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

- **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 disabilities

- **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

# Dilemma-games

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

