

11 structure

4 modules

- User and families
- Mental health professionals
- Other agencies professionals
- Citizens

10 key areas

1. Evaluation process of user skills
2. Local context resources
3. Case manager. Organizational structure and network of housing mental health services
4. Evaluation of the representations, perceptions, motivations and satisfaction of users
5. Flexibility/clinical governance / communication and coordination
6. Responsibility and decision making of users
7. Volunteering system and civil society
8. Lifelong learning
9. Resources for housing
10. Impact evaluation

6 units

6 sessions

1. Definition: what we are speaking about
2. Challenges: main barriers
3. Benefits: where potential improvements can be made
4. Good practices: what happens across Europe
5. Activities: group activities from non-formal education
6. Let's practices!: suitable for self-learning

HERO curriculum guideLines

22 why?

to improve housing competences among citizens, services and users in an interactive and non-formal way

33 how?

videos, group and self-learning activities and exercises are all flexible and to be adopted according to size, context, target

- don't do all activities at once!

44 methodology: non-formal learning

Non-formal education is any educational action that takes place outside of the formal education system, is part of a lifelong learning concept that ensures that young people and adults acquire and maintain the skills, abilities and dispositions needed to adapt to a continuously changing environment

Such as:

role play,
team work,
simulation,
story board

55 teacher

vs

facilitator

answering questions yourself, instead of listening to your participants' answers

asking instead of answering questions yourself

starting out your own knowledge

starting by groups knowledge

providing information in one-direction

using practical, participatory methods

teaching believes in a right answer

encouraging and valuing different views

lecturing from the stage

considering participants as being "equal"

HERO curriculum

guideLines

	Unit 1	Unit 2	Unit 3	Unit 4	Unit 5	Unit 6
MODULE 1 USERS FAMILIES	Motivation Support and facilitation of the users' wishes.	Local resources The presence of public transport/shopping centres near the residence	Flexibility and clinical government Links between families, services, users, governments and other stakeholders.	Volunteers and civil society Community engagement with the project	Housing resources The existence and types of support available from the institutions including whether there is a dedicated specialist available 24h/7	Impact of assessment Whether the operator can assess the needs and resources of the user and whether isolation is being combatted in line with users' wishes
	Evaluation process Work with users in the case of future cohabitation and choice of residence	Case manager Case manager support for users, families and social functions	Responsibilities and choices Consideration of the user's plans	Lifelong learning Social skills and problem-solving training programmes to improve social understanding		

	Unit 1	Unit 2	Unit 3	Unit 4	Unit 5	Unit 6
MODULO 2 SERVIZI DI SALUTE MENTALE	Evaluation process The involvement of the user in the planning process, including choosing accommodation	Case manager The facilitation of volunteer and professional networks	Flexibility The presence of a network between different mental health departments	Volunteering Whether the support is personalised or standardised	Housing Resources Whether the user's money will be administrated directly to them	Impact assessment Whether social inclusion is an important target
	Local resources The facilitation of the acquisition of accommodation, and the creation of new work opportunities for people with mental health issues.	Representation Whether the services are interconnected	Responsibility Whether decisions are shared or the users have full responsibility	Lifelong learning Regular supervision and continued training (including time management)		

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MODULE 3 OTHER AGENCIES	<p>Evaluation process Programmes to support the social inclusion of the service users</p> <p>Local resources Experiences of families who have found and financially managed accommodation</p>	<p>Case manager What is a case manager's role?</p> <p>Representation/perception motivation and satisfaction How to ensure service users are aware of their issues</p>	<p>Flexibility and clinical government Monitoring teams for housing projects</p> <p>Responsibilities and choices How to take different needs and abilities of service users into account</p>	<p>Volunteers and Civil society More information for a better sociological analysis of social processes</p>	<p>Responsibilities and choices Educational activities in schools</p>	<p>Housing resources How to decide on the options of sharing accommodation or single occupancy</p>

	Unit 1	Unit 2	Unit 3	Unit 4	Unit 5	Unit 6
MODULE 4 CITIZENS	<p>Evaluation process Any prejudice which may impede inclusion</p> <p>Local resources The social difference between prosperous and disadvantaged areas</p>	<p>Case manager Regular supervision of case managers</p>	<p>Representation/perception, motivation and satisfaction A citizen awareness intervention programme</p>	<p>Flexibility and clinical government Consideration of those living on close contact with the users</p>	<p>Lifelong learning An information on the services, and mental health training</p>	<p>Housing resources Local authority support of a housing plan (including a 24-hour helpline)</p>

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