



C I V I C

COMPETENT INHABITANTS TO VALORISE INCLUSIVE COMMUNITIES

Tutorial – room 4

Results from the Survey
Housing: new needs and training opportunities

SURVEY REPORT

A tutorial session for using the HERO curriculum
after changes in habits and lifestyles
due to the pandemic experience

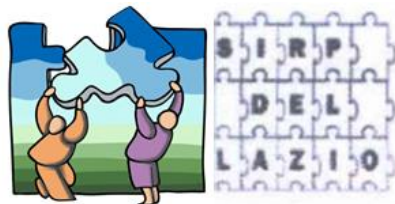


CIVIC partnership



SISTEMA SANITARIO REGIONALE

ASL
ROMA 2





How did you develop the idea of the survey?

We were looking for something that would have bridged us from pandemic relational issues to supporting and reinforcing people's skills in living together or alone in the different situations allowed by housing for people with mental health issues.

So we thought it was important to study what was happening from the voices of the stakeholders on the housing situation during the pandemic. And then the next step was easy: first of all we shared a questionnaire for the main stakeholders, then we selected the meaningful words from their answers in order to have an idea of needs and moods characterising the pandemic period; the last step was to find the most appropriate link to the right training units of the Housing Curriculum. The meaningful words were used to focus on situations stressed and/or generated by the pandemic. It was something like a test for the curriculum's units and contents. And the test was passed. The pandemic stressed some issues we'd already met studying how to improve a community housing approach for people with experience of mental health issues.

Why did you lead a survey on housing and related training needs during the pandemic?

The pandemic has caused serious problems in the habits of users included in the housing paths. Many problems arose during the pandemic and they were the subject of a comparison between the CIVIC partners. The basic hypothesis that the CIVIC partnership has shared is that the skills to improve the ability to address these critical issues can be increased and developed. It was also strongly agreed that the increase of these skills concerns the community as a whole and not just the individual with mental discomfort.

Is the community-based approach shared by CIVIC partnership?

Yes, it is. The involvement of the community in favouring housing processes is also a widely shared factor by the scientific environment; the community-based approach to housing has once again proved to be fundamental even in the case of the pandemic.

The CIVIC partnership has adopted this approach to develop a tutorial that facilitates the use of the training *Curriculum for housing* developed by the European Project HERO



THE SURVEY on housing and its meaning during the pandemic - Q&A with the international team 2/2

What kind of training does the Curriculum deal with?

The training activities of the Curriculum are aimed both at traditional training contexts (voluntary civil service, university courses, masters, formally recognized continuing education events, etc.) and at non-formal contexts (everyday life and work, socialization meetings and recreational, informal events, etc.)

Could you detail the steps that CIVIC partners lead to create a bridge from the pandemic to the improvement of community housing skills?

The first step was to identify the critical issues that emerged during the pandemic in housing projects. In this phase we conducted a survey among partners and stakeholders; the second step was to understand the precise training needs to work on, to deal with each specific criticality - data analysis and discussion among partners characterised this phase; The third step was to define the competence to be developed to deal with that criticality. We discussed it.

The last step was to search in the training curriculum for the modules and the units to be used, suitable for the development of that skill. The partnership was involved in sharing of the Curriculum, analysis of its content and approval of the agreed connections.

How many modules and units are there in the Curriculum?

In the Curriculum there are four modules, each of them is dedicated to one of the 4 specific target groups of the project. Each "unit" from the modules' 6 "units" is related to a different topic. For more details see: the HERO curriculum and its guidelines.



The Survey process and outcome

9 QUESTIONS

posed to the
stakeholders

SPECIFIC UNITS OF THE CURRICULUM

aimed at supporting
and developing these
skills

9 CLOUDS OF MEANINGFUL WORDS

that summarize
training skills and
needs that emerged
from feedback

*Housing: new
needs and
training
opportunities*

Q1. Did your organisation meet new resources or expertise, new motivation, new tools in affording housing pathways?

Question

Indication to the related module(s)/ unit(s) of the Curriculum

724
analyzed
words

Found in the Curriculum in:

Module 2 - Unit(s) 1a, 2b, 3a, 4b, 6

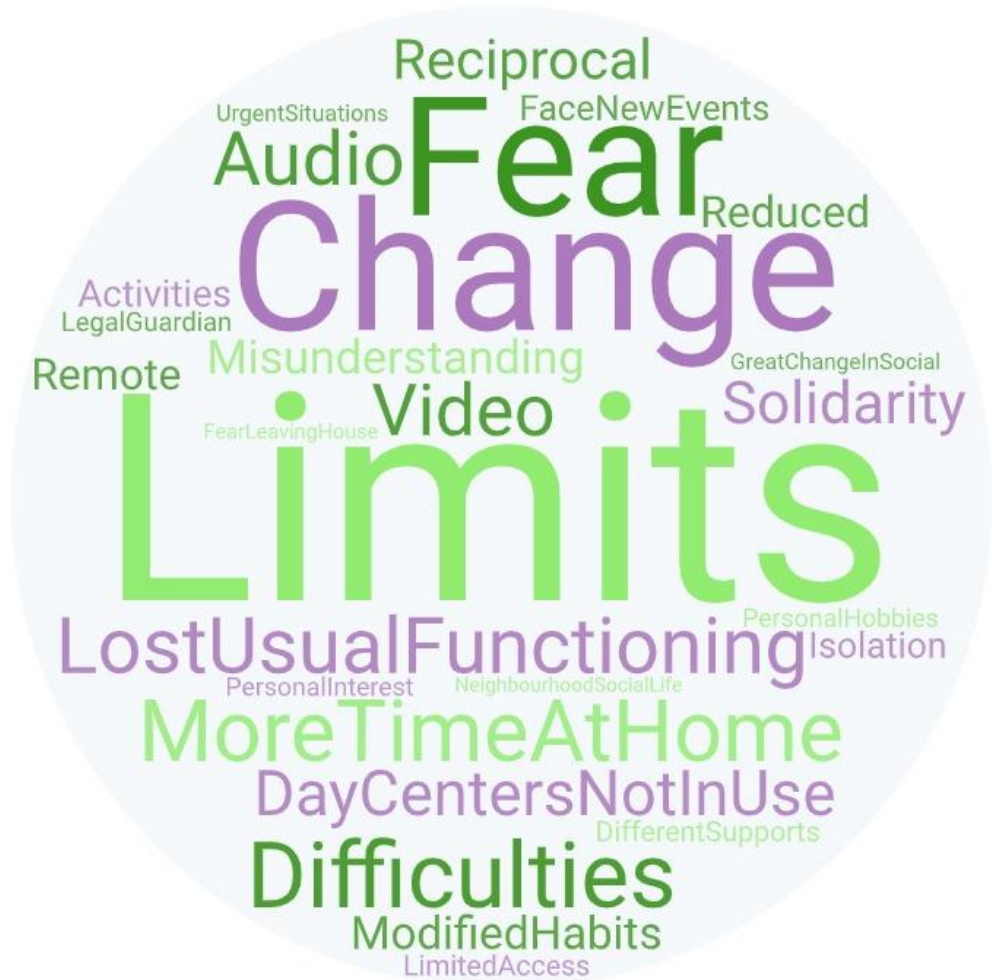
A journey towards housing

New perspective for housing, from solid and flexible experiences to multidisciplinary co-operation in order to answer to the users' needs and wishes.



Meaningful words from the answer to question Q1

Q2. What happened concerning the neighborhood, the life in an apartment, social life?



978
analyzed
words

Found in the Curriculum in:

Module 1 - Unit(s) 1a, 1b, 3a, 5, 6

Changes at home

Changes, limits and new issues facing new critical events are an opportunity for developing new skills and new social situations

Q3. Did people miss their habits in cultural activities, job, sport?



716
analyzed
words

Found in the Curriculum in:

Module 1 - Unit(s) 1a, 1b, 2a, 3a, 3b, 4b

Home = Health

Home as the core for sport, work, training, activities and for socialisation.
Home as the core of all external activities.

Q4. What happened to mental health and quality of life?



844
analyzed
words

Found in the Curriculum in:

Module 2 - Unit(s) n. 1a, 1b, 2b, 2b, 4a, 4b, 5, 6

Isolation is the new normal

Normality is isolation.

The pursuit of balance is based on social withdrawal. Fear, stress, doubts on the future.

Sharing of common distress.

Q5. Did people somehow adapt to the big change of life due to the pandemic?



742
analyzed
words

Found in the Curriculum in:

Module(s) 1 - Unit(s) 1a, 2b, 3a, 3b, 4b, 5

Adaptation and resilience

New effective resources for adaptation have been activated by isolation due to the pandemic critical event

Q6. What criteria must be kept in mind when planning a house sharing?



666
analyzed
words

Found in the Curriculum in:

Module(s) 1 - Unit(s) n. 1a, 2a, 2b, 3a, 3b, 4a,

Shared freedom

Freedom means autonomy. It arises by sharing rules in order to support civil living at home and in the neighborhood

Q7. Which skills are important to acquire in a cohabitation?

774
analyzed
words



Found in the Curriculum in:

Module(s) 1 - Unit(s) 1a, 2a, 3a, 3b,
4a, 4b

Living together is a creative activity

Sharing ideas, experiences, opinions
and needs develop new skills and
individual improvements

Q8. What kind of expertise should a mental health professional have, when he/she is involved in housing projects?

963
analyzed
words



Found in the Curriculum in:

Module(s) 2 - Unit(s) 4b, 6

Empathy and professionalism

Mental health workers help users to bridge themselves from needs to their satisfaction

Q9. Other (... if you have something else to share)

225
analyzed
words



IntegratedContinuousCare
Multiprofessional
HousingForEver
Neighbourhood
InvestmentInHumanResources
Multifunctionality
RehabilitativePath
Let'sHope
WeaknessesOfTheSystem
Home
LackingInGuidelines

Found in the Curriculum in:

Module(s) 2 - Unit(s) 4b, 6

Housing is life

Housing must be intended as a continuum where empathic interactions among users, professionals and local communities are necessary.

Hope in change is a determinant factor in people's lives.