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CIVIC PROJECT IMPACT EVALUATION REPORT

Area	Desired Impact	Indicators	Data Sources Summary	Summary of data collected
Local	1. Effective networking focused on Housing	1.1 new connections and protocols between organizations	<ul style="list-style-type: none"> • Reporting from team • Formal documentation from and between stakeholder organisations • New connections and protocols established 	<ul style="list-style-type: none"> • Connection with social services e.g., meals at home and health and social care • Collaboration with voluntary organisations and volunteers e.g., advocates and companions • Increased contact and shared dialogue with housing with care providers • Clearer understanding of processes and protocols including telephone support during Covid-19 pandemic • Developed relationship with trainee mental health practitioners including sharing of CIVIC objectives and results • Attendance at online events and seminars organised by key stakeholder organisations and academic institutions
Local		1.2 positive feedback on training courses and housing projects	<ul style="list-style-type: none"> • participation certificates, meeting agendas, etc 	<ul style="list-style-type: none"> • Partner organisations invited to participate in congresses, training courses and invitations to submit articles for a range of publications (online and printed) • Increased dialogue and shared knowledge on current issues and challenges and difficulties faced by organisations working in the mental health/housing sector

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Local		1.3 Mutual Help	<ul style="list-style-type: none">• Reporting from professionals and other stakeholders	<ul style="list-style-type: none">• Use of smart technology e.g. video-conferencing and chat functions during the Covid-19 pandemic
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				<ul style="list-style-type: none"> • Telematic conferencing found to be a very good solution for contact between professionals and between professionals and service beneficiaries • Recognised that not all service beneficiaries had access to tablets/smartphones • Noted that the safeguarding implications of online communications needed to be identified and mitigations implemented with monitoring and controls in place • Indications that some voluntary organisations that dealing with service beneficiaries with severe mental health conditions was very challenging and more knowledge was needed within the sector
Local	2. Shared supported Housing engagement	2.1 increased number of housing projects	<ul style="list-style-type: none"> • Housing Associations and Municipal Housing Authorities and voluntary housing support organisations 	<ul style="list-style-type: none"> • Positive development of new dwellings for people living with mental illness • Indication of increasing plans for supported housing projects • Acknowledgement that some partner countries are less developed in their response to housing/homelessness and supported housing for people living with mental illness
Local		2.2 increased demand for housing paths	<ul style="list-style-type: none"> • Housing Associations and Municipal Housing Authorities and voluntary housing support organisations 	<ul style="list-style-type: none"> • Indications from annual reports from public/voluntary housing providers of increased demand for housing with care for people living with mental illness • Partners indicate that more data on actual need i.e., beyond accommodation was required and more knowledge on availability of supported housing and how to access this.
Local	3. Greater capacity of local communities to	3.1 increase in the number of successful housing projects	<ul style="list-style-type: none"> • Reporting Municipal Housing Authorities 	<ul style="list-style-type: none"> • Acknowledgement that the Covid 19 pandemic required new skills and competencies of professionals and increased ability of service

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	manage housing and its problems:		and voluntary housing support organisations	<p>beneficiaries (tenants/residents) to engage in social activities and learning support especially during the lock down and lack of normal access to external supports and services and visits from families and other professionals</p> <ul style="list-style-type: none"> • Evidence of increased capacity of housing with care provision in some areas • Evidence that some new ways of working necessitated by the pandemic were recognised as adding value to the support provided and this new learning would be embedded in some services. • One partner noted the forthcoming challenges of government decentralisation
Local		3.2 less use of law enforcement agencies; recourse only if necessary to the health system	•	<ul style="list-style-type: none"> • Some indications that people experiencing mental health challenging behaviour episodes were being contained via the emergency room – this practice was ceased post-pandemic with more emphasis on other sources of support and help
		3.3 minor reports of problems to competent bodies	•	<ul style="list-style-type: none"> • Nothing of relevance reported by partners
Local	4. Greater awareness of housing processes	4.1 feedback to publication of articles on local / national websites and / or magazines and social media	<ul style="list-style-type: none"> • 4,1 participation attendance, publication, contacts by email, reporting 	<ul style="list-style-type: none"> • All partners reported extensive engagement at meetings, workshops, and seminars and through social media and other outlets and publications with presentations, speeches, podcasts, and other online articles • Publications at the level of professional associations that are both at regional and national level: disseminate knowledge and experience at the level of professional associations.

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Regional	5. Greater attention to local housing experiences	5.1 invite open to local experts, to participate in regional meetings on the subject.	<ul style="list-style-type: none"> • 5,1 reporting 	<ul style="list-style-type: none"> • Information, knowledge and emerging policy and practice from regional meetings and symposiums and also policy briefings and publications in the public domain • Invitations to CIVIC partners to present at regional events focusing on mental health and social wellbeing
	6. Raising awareness of the potential of training processes for local communities	6.1 Organization of Regional events on the topic	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Proposals from CIVIC partner to EAPN - European Anti-Poverty Network in the evaluation questionnaires of their trainings to prepare new initiatives and events about Mental Health including Housing as one of the subjects
		6.2 Regional representatives attend to seminars and public discussion on the topic	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Partner has date for a seminar and group discussion at the Social Sciences Faculty in Braga the capital of the district in the context of the Social Work course building on work already undertaken regarding the importance of Life Skills in Social Work.
EU/International	7. Wider Housing debate	7.1 Contribution on Housing in international/EU Congress	<ul style="list-style-type: none"> • Agenda/Programme 	<ul style="list-style-type: none"> • Athens / WHO international meeting; - Caroppo - Panel - GENOVA SEPT/OCT 2022 • Presentations at University of Huddersfield July 2022 and Guimarães and Stramurales, Amsterdam
EU/International		7.2 EPALE Community Involvement	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Observations were added on local community training (February 2022); new registrations of the CIVIC team were added. • Publications on EPALE
EU/International		7.3 publication of articles on EU and international websites and-or magazines.	<ul style="list-style-type: none"> • Articles 	<ul style="list-style-type: none"> • Partner planned publication in international journals. • Ongoing publication of articles on partner sites. • Distribution of the departmental newsletter on the website of other Civic partners

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EU/International	8. Wider cooperation in training local communities on this issue	8.1 number and type of feedback on Tutorial of the training Curriculum and the Booklet	<ul style="list-style-type: none"> 8,1 Informal reporting after trainings and seminars 	<ul style="list-style-type: none"> Highly positive feedback from participants in the tutorial and in respect of the booklet Partners noting, they have been asked to undertake further tutorials from stakeholders in Europe and in an international context
EU/International		8.2 invitations to partner organizations to participate in international workshops and meetings	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> CIVIC project represented at international meeting in Athens 2021 Caroppo
EU/International		8.3 availability by international organizations to receive and host information on CIVIC in their communication channels	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> There is evidence of some availability; partners continue to work on this with key stakeholders
EU/International	9. Sharing of Local Communities as a resource for housing and inclusion	9.1 feedback from international organizations that deal with the topic, exchange of information and experiences on the topic.	<ul style="list-style-type: none"> 9,1 social, email, informal contact 	<ul style="list-style-type: none"> Contacts with other EU projects on the same topic/target groups. Implementation with EPALE and its international network. NEW EU PARTNERSHIP AND PROJECTS Partners report excellent feedback from European partners with this being consolidated and built upon
Participants	10. Increased ability to work in EU team	10.1 Number and quality of interventions	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Participation and adequate interventions. online meetings, due to the pandemic, were very popular both for the number of people and for the exchange and the number of interesting interventions for the audience. Use of Basecamp for project discussion and dissemination and sharing of materials was very useful and created a project archive to include

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				finished publications and the 'journey' to produce these
Participants		10.2 Participation with useful questions	•	<ul style="list-style-type: none"> • All partners contributed equally to discussions, planning and decision making and actions emerging from meetings and workshops • ASL Roma the Coordinator was critical to setting agendas, gaining feedback from individual partners and updating on progress/development in relation to actions • GEMS NI (native English speakers) were helpful in contributing to discussions and assisting with proof reading documents and publications
Participants		10.3 Product Consistency	•	<ul style="list-style-type: none"> • Papers on the topic; registration to national and international Mental Health Platform; Participation to workshop on the topic; organisation of meeting and more exchange of experiences on housing • CIVIC products developed/proof read in English with partners translating into native languages all publications were produced within a consistent theme
Participants		10.4 Work accuracy during TPM and Learning/Training Activities (C1/C2)	<ul style="list-style-type: none"> • 10,4 documents from the meetings 	<ul style="list-style-type: none"> • All the TPM and C1 and C2 meetings were carried out with accuracy. The agendas were prepared and shared, carefully prepared the details of the work to be done. power points and files were used to facilitate the exchange. • Reports were produced and all the main communications between the partners were disseminated via email WhatsApp website and Basecamp project management platform. • All objectives were achieved in the meetings

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Participants		10.5 Orientation towards European contexts	•	<ul style="list-style-type: none"> • The resulting outcome was partners are increasingly motivated to listen and make useful comparisons between different European realities, to collect suggestions and ideas to improve housing projects. • Articles and communications from new conferences are read and shared. • This included regular updates on partners websites and social media platforms e.g., Facebook 6,000+ circulation to stakeholder organisations
Participants	11. Increased motivation and competence in sharing experience at local, national, and international level	11.1 number of articles, participation/promotion workshop on the subject	•	<ul style="list-style-type: none"> • 15 online events by partners to share the CIVIC journey and its objectives • Range of academic platforms looking at training as a driver to support the integration of a bio-psychosocial approach within mental health solutions
Participants	12. Increased awareness of the necessity of civic engagement and involving local communities in housing educational pathways	12.1 number of contacts and informal networks	•	<ul style="list-style-type: none"> • Partners reported contacts and networks established with public, municipal, voluntary/community and faith sector organisations and services • Impact on volunteering activities as another approach to supporting therapeutic plans • Additional communication and networking • Formal and informal communication with sectoral organisations contributing to housing/supported housing for people with mental ill health conditions.
Participants	13. Increased expertise in managing local	13.1 number of trained people from target groups	•	<ul style="list-style-type: none"> • Evidence of the CIVIC model applicability of approach within a prison setting • Partners developing core and cluster approach to sharing the CIVIC model and learning

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	community training on housing			<ul style="list-style-type: none"> • Whilst interest partners experienced a little resistance from organisations working within other models e.g., clinical/medical approaches
Participant Organisations	14. Increased quality housing	14.1 efficacy in housing projects	<ul style="list-style-type: none"> • 14,1 training. Formal and informal networks 	<ul style="list-style-type: none"> • Partner ASL Roma reported that housing projects have been effective thanks to the training that the organizations have activated for professionals and to the formal and informal networks activated with voluntary associations, to the network with recreational and work structures. • Partner GEMS NI noted the interest in the CIVIC booklet and tutorial of Inspire, an organisation working together with those living with mental ill health, intellectual disability, autism, addiction. • Partner Desincoop reported their relationship with CERCIGUI a local partner working on the topic
Participant Organisations	15. Increased competence in activating network and collaborating in them.	15.1 number of new networks	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • All partners reported their engagement with new collaborative networks e.g. <ul style="list-style-type: none"> ○ The Prison Service ○ Schools and Colleges ○ Universities ○ Social Housing providers ○ Mental health organisations ○ Housing with care providers in public, municipal, voluntary/community and faith sectors
Participant Organisations	16. Increased Visibility and competence recognition on housing	16.1 requested of partnership, training, non-formal education	<ul style="list-style-type: none"> • 16,1 Agenda, reporting, certificate of attendance, social 	<ul style="list-style-type: none"> • The ASL ROMA 2 as leader of the partnership, through the newsletters, the word of mouth between operators and users has gained visibility for its implementation of housing projects. • After the first output, with the research during the covid 19 pandemic, the interviews, there were several requests for further information on the

				<p>management and implementation of housing projects. Examples Include:</p> <ul style="list-style-type: none"> ○ the head of penitentiary psychiatry asked for further information on CIVIC's product, the tutorial; Prison psychiatry service operators participated in specific training on the subject of living, with practical experience on the use of the training curriculum. ○ The ASL of Perugia requested a training module on housing for 50 operators (April 2022). In the action plan envisaged by the mental health festival (October 2022), the ASL will involve local schools on the topic of social inclusion and will propose formal and informal workshops on the topic of mental health and housing to associations and inhabitants of neighbourhoods involved. <ul style="list-style-type: none"> ● All partners engaged in dialogue with relevant stakeholders in their City/Region/Country context. Materials presented were welcomed and accepted as new knowledge in a bio-psychosocial approach.
<p>Participant Organisations</p>	<p>17. Better understanding of Housing and decrease of stigma.</p>	<p>17.1: acquisition of new knowledge on the subject and increase of anti-stigma behaviours</p>	<ul style="list-style-type: none"> ● 17,1 participation in C1/C2 online meetings and ITPM online meeting 	<ul style="list-style-type: none"> ● Professionals from ASL ROMA2 have acquired new knowledge on housing by participating in meetings with Civic partners: the comparison and exchange of experiences was much appreciated. ● The most widely shared method of preventing and combating stigma is education in schools. ● Some Meetings with young people held in for September and October 2022, at the reopening of the schools, with interventions in favour of the inclusion of people with mental illness problems.

				<ul style="list-style-type: none"> • All partners reported positive feedback with partner EPIONI noting the certain new respective knowledge imparted. • Partner Desincoop reported it had received very satisfactory feedback • Partner GEMS NI reported that education was the medium to reduce stigma In Northern Ireland supported housing is generally located within communities and neighbourhoods with good acceptance by the community and support/volunteering; however, problems can arise when behaviours or mental health episodes are evident within communities or cause disruption/distress to other residents
Participant Organisations	18. Better use of housing	18.1 less unsuccessful attempts in housing	<ul style="list-style-type: none"> • 18,1 reporting 	<ul style="list-style-type: none"> • Partners noted the support provided was critical to the success of supported housing this included: <ul style="list-style-type: none"> ○ Consistent and regular support from trusted key workers and volunteers/befrienders ○ Regular monitoring by mental health clinicians ○ Residents have a menu of choice in relation to sports, hobbies, cultural and educational activities ○ When possible, families were involved as part of the resident’s support ○ The services provided were connected to the responsible authority for supported housing and housing generally
Participant Organisations	19. More access to housing	19.1 number of Housing accesses	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Partners noted the diverse nature of how access to supported housing for people living with mental ill health was accessed

				<ul style="list-style-type: none"> ○ Some were mandated to live in a residential setting ○ Some were referred by a social worker or leaving care worker ○ Some were placed by social services as part of leaving hospitals ○ Others were referred by mental health projects and services and homelessness services ○ Some applied themselves for accommodation <ul style="list-style-type: none"> ● Partners agreed that more provision was required to meet demand and to prevent readmission to a hospital or secure setting
Participant Organisations	20. More civic engagement and pro-activeness towards Housing process	20.1 number of people/organizations involved.	●	<ul style="list-style-type: none"> ● Voluntary associations, cooperatives Civil Service programmes and volunteers ● University under/post-graduate courses for housing, medical, mental health, and community/youth work agreements with universities
Participant Organisations	21. Improvement in safety and social control	21.1 number of treated emergencies	●	<ul style="list-style-type: none"> ● No major critical events or serious events reported by partners
Service Beneficiaries (users) and their families	22. Improved awareness of housing effective potential	22.1 activities starting by/involving users within local communities	<ul style="list-style-type: none"> ● 22,1 reporting 	<ul style="list-style-type: none"> ● Education session and informal meetings on housing to family, users, and voluntary organisations ● Partner Desincoop noted its relationship with FNERDM a very important organisation with an advocacy role at national level
Service Beneficiaries (users) and their families	23. Improved quality of life	23.1 quality of life scale	●	<ul style="list-style-type: none"> ● Partners did not have the protocols in place to use a quality of life scale; however partners noted their work with small groups made up of families and service beneficiaries

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				<ul style="list-style-type: none"> GEMS NI noted its approach to young people using the Children and Young People's Resilience Measure (CYPRM) as a tool to support young people struggling with mental ill health and anxiety/wellbeing issues
Service Beneficiaries (users) and their families	24. Improved autonomy	24,1 differentiated requests for help, consistent with needs	•	<ul style="list-style-type: none"> Partners did not receive feedback from service beneficiaries/their families on improved autonomy This was picked up in clinical settings
Service Beneficiaries (users) and their families	25. De-medicalisation of some problems	25.1 contacts with professionals; involvement in social, cultural, recreative activities	•	<ul style="list-style-type: none"> Partners noted raising awareness at local level and willingness of mental health professionals to explore different approaches to addressing mental health problems. Risk is a key factor particularly when a person's mental illness presents a safeguarding issue for them, for their families or professionals and wider society
Mental Health Service Professionals and other Agencies	26. More resources and useful networks	26.1 Number of agreements with organisations of civil society	•	<ul style="list-style-type: none"> Circa 17 agreements were made by partners with mental health agencies and services
Mental Health Service Professionals and other Agencies		26.2 Use of Tutorial and Booklet in training activities on housing	•	<ul style="list-style-type: none"> Partners reported a range of activities and events within prison settings, mental health agencies and community and voluntary organisations with a focus on supporting people living with mental illness This included 10 online workshops and group discussions in respect of the CIVIC booklet and tutorial
Mental Health Service Professionals	27. Improving quality of interventions	27.1 Internal and external feedback	• 27,1 reporting	<ul style="list-style-type: none"> Partners noted the positive feedback from family members and service beneficiaries

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and other Agencies				<ul style="list-style-type: none"> Articles by the CIVIC team for scientific publications and journals very well received CIVIC team members invited to present at conferences and seminars Feedback very positive regarding the booklet and tutorial in partners native language
Other Agencies e.g., schools, universities	28. More and easier educational pathway on housing	28.1 number of new housing training sessions using the tutorial and booklet	•	<ul style="list-style-type: none"> Partners reported 20+ training sessions involving schools, colleges, and universities
Other Agencies e.g., schools, universities		28.2 More housing facilitators	•	<ul style="list-style-type: none"> The legal and policy framework surrounding supported living for people living with mental ill health is very different in each partner country Partners identified the range of practice and interventions in their respective countries and connected with key stakeholders in public, municipal and voluntary settings to raise awareness of the CIVIC model booklet and tutorial
Civil Society	29. Increase in willingness to develop pro-Housing attitudes and more civic engagement	29.1 Number of expressions of interest	•	<ul style="list-style-type: none"> Partners have participated in a range of events including mental health festivals where they have been able to engage in dialogue and knowledge sharing with other related professionals and clinicians
Civil Society		29.2 Number of positive responses to requests of involvement in housing activities	•	<ul style="list-style-type: none"> Partners report on the positive responses they have received from housing providers ASL Roma is working with 10 agencies Desincoop is working with 5 agencies GEMS NI is working with 3 housing associations and 2 mental health residential services

<p>Clinical/Medical University psychiatric hospital Vrapče Bolnička</p>	<p>30. Specific activities within Clinical/Medical Teaching settings</p>	<ul style="list-style-type: none"> • 24. 2. 2021 University of Zagreb School of Medicine ; Lecture for student of nursing- (40 students) • 18. 3. 2021 University of Zagreb School of Medicine; lecture for student of medicine- (30 students) • 23. 3. 2021 University of Zagreb School of Medicine ; Lecture for postgraduate student – obligatory training for psychiatrists (15 MD in training for psychiatrist) • 25. 3. 2021. University of Osijek School of medicine ; Lecture for postgraduate student – obligatory training for psychiatrists (13 MD in training for psychiatrist) • 21. 10 2021 Congress of psychiatry, Opatija : Invited lectures – Psychosocial interventions in individual treatment plan • 22. 2. 2022 University of Zagreb School of Medicine ; Lecture for student of nursing- (35 students) • 24. 3. 2022 University of Zagreb School of Medicine ; lecture for student of medicine- (29 students) • 13. 4. 2022 University of Zagreb School of Medicine ; lecture for postgraduate student – obligatory training for psychiatrists (15 MD in training for psychiatrists) • 22. 4 2022 Mediterranean Society of Mental Health -Web Meeting Program • 6. 6. 2022. Human rights day of persons with mental disorders - lecture right to optimal health (110 participants) • 18. 5. 2021. University of Osijek School of medicine ; lecture for postgraduate student – obligatory training for psychiatrists (13 MD in training for psychiatrist) • 16- 19. 10. 2022 Congress of psychiatry, Opatija : Invited lectures – European framework for competency in psychiatry (90 participants) • 4. 12. 2022- Dissemination of Newsletter (to social workers on about 150 addresses) • 15. 12.2022 Agreement with the State Secretary of the Ministry of Social Affairs on the organization of a seminar in the field of housing for people with severe mental disabilities • 23. 12. 2022 Dissemination of Civic booklet to social workers– (200 persons)
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