

## **Austrian National Report for Annual Theme 2007**

"Multiple barriers, multiple solutions:  
Inclusion into and through employment for people who are homeless in Europe"



### **Austrian National Report 2007**

**Multiple barriers, multiple solutions: Inclusion into and through employment for people who are homeless in Europe**

**Sepp Ginner  
Renate Kitzman  
Christian Perl  
Heinz Schoibl**



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### Introduction

Employment and occupational activities are an important element of social integration. The lack or loss of employment is often one of the trigger factors that lead to homelessness. At the same time, the (re-)integration into employment or occupational activities can play a key role in bringing a person who is homeless on a pathway out of poverty and social exclusion. It helps establishing a social network, gaining experience, improving skills, developing self esteem and moving towards financial independence. This has a positive effect on other areas of life as well, such as the mental well being of the person.

People who are homeless very often belong to the people furthest away from the labour market. They face multiple barriers in accessing employment. These obstacles are personal such as lack of work experience, mental ill health or a history of substance abuse. In addition, there are many structural barriers such as lack of affordable housing, lack of public transport, lack of training possibilities etc. Finally, people who are homeless are confronted with societal barriers such as stigmatisation, prejudices and racism.

Quality services are needed that address their multiple barriers to work in a holistic way and help people who are homeless to move towards employment or related activities. Services working in the area of employment for people who are homeless have to closely cooperate with housing, training and health services in order to provide for effective solutions.

Although many people who are homeless want to work, not everybody is ready to be integrated into regular employment on the mainstream labour market or in the social economy. Some people who are homeless need extra time and training, more flexible working hours or other forms of support also after a job has been taken up. Some, such as people who have a history of substance abuse or suffer from mental ill health, might not - even not in the long-term - be able to take up a job without personal support.

Employment for people who are homeless therefore goes beyond the (re-)integration of an individual into the mainstream labour market or into the social economy. Employment is closely linked to the active involvement of people who are homeless in all kinds of occupational activities that will develop the employability of the individual. Improving employability is the development of skills and competencies that allow a person to connect with the labour market. It includes employment schemes such as supported employment or meaningful occupation.

Focusing on employability allows measuring the positive outcomes of employment schemes for people who are homeless not only in quantitative but also qualitative terms. This has proved to be more suitable for the people that are furthest away from the labour market.<sup>1</sup>

**In 2007 FEANTSA decided to dedicate the annual theme in 2007 to the topic “Multiple barriers, multiple solutions: Inclusion into and through employment for people who are homeless in Europe”.**

FEANTSA’s special focus on employment and homelessness during the course of the year 2007 is in line with the clear commitment made at EU level to bring more marginalised people into employment and to treat the phenomenon of homelessness as priority on the European anti-poverty agenda.

The following report aims to collect the necessary information from Austrian members that are working in the area of homelessness and employment. This information will be part of the European report on this topic.

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<sup>1</sup> FEANTSA Questionnaire Annual Theme 2007

“Multiple barriers, multiple solutions: Inclusion into and through employment for people who are homeless in Europe”

## Austrian National Report for Annual Theme 2007

“Multiple barriers, multiple solutions:  
Inclusion into and through employment for people who are homeless in Europe”

To produce this report BAWO the Austrian umbrella organisation for organisations working with the homeless has organised a workshop on homelessness and employment in the frame of the annual conference in May 2007.

15 participants from different organisations and various regions in Austria brought together their expertise to answer some of the questions raised by the FEANTSA’s annual questionnaire. In addition to that we used the social statistics 2005 (Sozialstatistik 2005) of the Fonds Soziales Wien especially answering the chapters no. 1 and 2. These statistics are published in the annual report on the social situation of homeless persons in Vienna<sup>2</sup>.

Additionally a number of experts<sup>3</sup> have been interviewed.

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<sup>2</sup> Wiener Wohnungslosenhilfe 2005, Bericht über die soziale Situation von wohnungslosen Menschen in Wien und die Auswirkungen der geleisteten Hilfsmaßnahmen, Doris Graber, Kurt Gutlederer, Adelheid Penz, Berichtsband Jänner 2007, Wien, [http://wohnen.fsw.at/export/sites/fsw/wohnen/downloads/dokumente/wr\\_wohnungslosenhilfe\\_2005.pdf](http://wohnen.fsw.at/export/sites/fsw/wohnen/downloads/dokumente/wr_wohnungslosenhilfe_2005.pdf), Translation BAWO

<sup>3</sup> We want to especially thank Michael Kozeluh from Caritas Vienna as well as Wolfgang Leeb and Wolfgang Ryska from SAMBAS Vienna for the time they dedicated.

## 1. Employment profiles of people who are homeless

### Income and Employment Situation<sup>4</sup>

The median income in Austria was EUR 1.414.- in 2004<sup>5</sup>. The threshold to poverty is to find by definition at 60% of the median income. On the basis of these values, 85% of the male and 90% of the female homeless have an available income below this threshold.

The median income of male homeless moving in<sup>6</sup> is EUR 570.-, and of female EUR 558.-. So to speak it is more than EUR 300.- below the threshold to poverty and over EUR 100.- below the median income of people who are endangered to live in poverty.

**Table 1 – Income Distribution at Entry<sup>3</sup> (Quartile)**

#### Income Distribution of Residents, m and f, at Entry (Quartile)

25% of males have an income below € 417.-  
 50% of males have an income below € 570.-  
 75% of males have an income below € 700.-  
 25% of females have an income below € 401.-  
 50% of females have an income below € 558.-  
 75% of females have an income below € 663.-

Data: Social Statistics; persons at entry, only adults (n valid=692)

Most persons dispose of an income between EUR 401.- and EUR 600.- at entry, and women in the lower income groups are slightly more frequently represented than men.

<sup>4</sup> Wiener Wohnungslosenhilfe 2005, Bericht über die soziale Situation von wohnungslosen Menschen in Wien und die Auswirkungen der geleisteten Hilfsmaßnahmen, Doris Graber, Kurt Gutleiderer, Adelheid Penz, Berichtsband Jänner 2007, Wien, S 65 ff, [http://wohnen.fsw.at/export/sites/fsw/wohnen/downloads/dokumente/wr\\_wohnungslosenhilfe\\_2005.pdf](http://wohnen.fsw.at/export/sites/fsw/wohnen/downloads/dokumente/wr_wohnungslosenhilfe_2005.pdf), Translation BAWO.

<sup>5</sup> Statistik Austria, Einkommen, Armutsgefährdung und Lebensbedingungen, Ergebnisse aus EU-SILC, März 2006, Internet: [http://www.statistik.at/fachbereich\\_03/eusilc/presentation.pdf](http://www.statistik.at/fachbereich_03/eusilc/presentation.pdf), 8.8.2006

Statistics Austria, Income, hazard to live in poverty and live conditions, results from EU-SILC, March 2006, Internet: [http://www.statistik.at/fachbereich\\_03/eusilc/presentation.pdf](http://www.statistik.at/fachbereich_03/eusilc/presentation.pdf), 8.8.2006

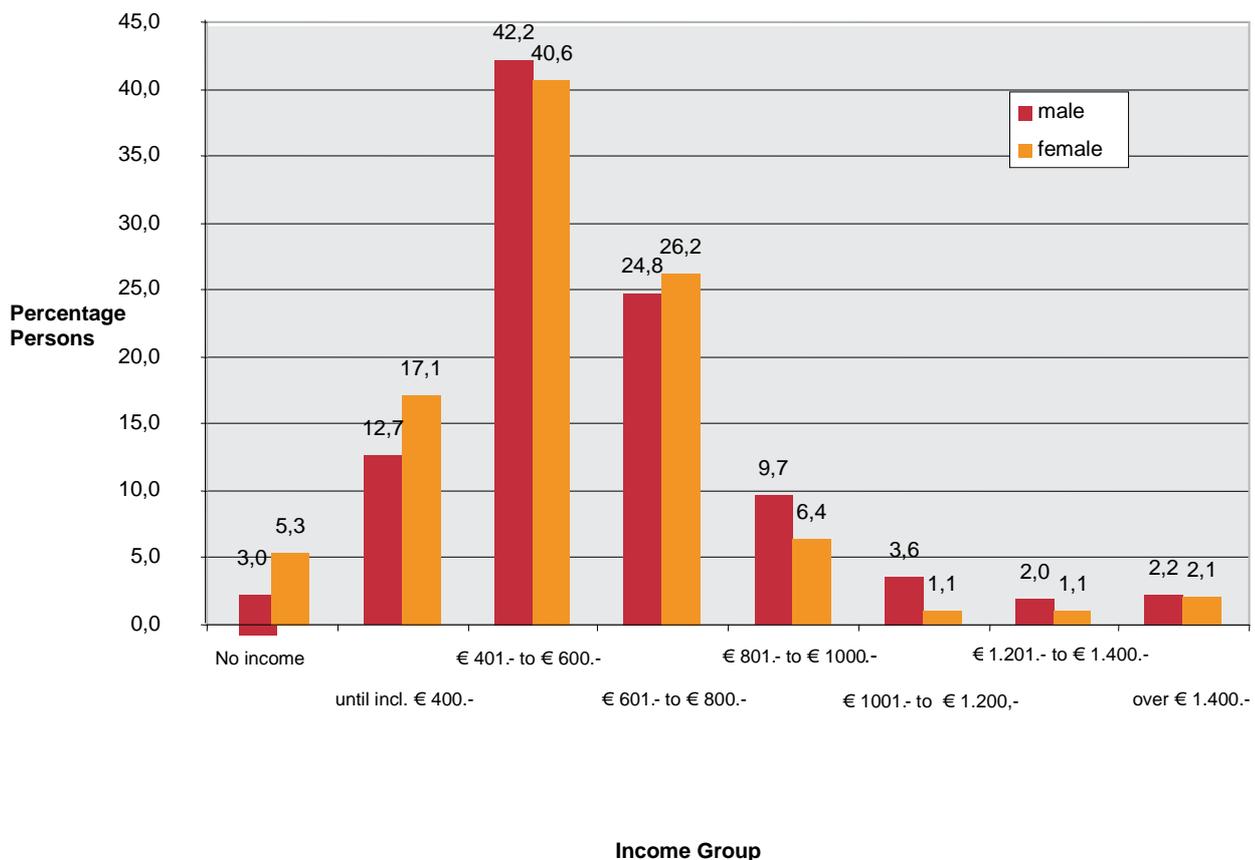
<sup>6</sup> The available data are collected by partner organisations of the Fonds Soziales Wien, at the time a homeless person is moving in or moving out of an institution in Vienna. These data cover mainly roofless and houseless persons according to the ETHOS categories and definitions.

**Table 2 – Income Distribution at Entry, absolutely und proportionally**

Income Distribution at Entry						
Income Group	Persons absolutely			Persons proportionally		
	Male	Female	Total	Male	Female	Total
No income	15	10	25	3,0%	5,3%	3,6%
Until incl. € 400.-	64	32	96	12,7%	17,1%	13,9%
€ 401.- to € 600.-	213	76	289	42,2%	40,6%	41,8%
€ 601.- to € 800.-	125	49	174	24,8%	26,2%	25,1%
€ 801.- to € 1000.-	49	12	61	9,7%	6,4%	8,8%
€ 1.001.- to € 1.200.-	18	2	20	3,6%	1,1%	2,9%
€ 1.201.- to € 1.400.-	10	2	12	2,0%	1,1%	1,7%
Over € 1.400.-	11	4	15	2,2%	2,1%	2,2%

Data: Social Statistics; persons at entry, only adults (n valid=692)

**Chart 1 – Percentage Income Distribution**



Once accommodation has ended, the persons whose living situations have been stabilized have a better income situation by tendency. The median income of males is now EUR 600.- and of females EUR 607.-. Admittedly, regarding the hazard to live in poverty, no decisive improvement has taken place.

**Table 3 – Income Distribution at Exit**

<b>Income Distribution of Residents, m and f, at Exit (Quartile)</b>	
25% of males have an income below € 470.-	
50% of males have an income below € 560.-	
75% of males have an income below € 690.-	
25% of females have an income below € 401.-	
50% of females have an income below € 558.-	
75% of females have an income below € 720.-	
<b>Income Distribution of Residents, m and f, at Exit and Successful Reintegration (Quartile)</b>	
25% of males have an income below € 510.-	
50% of males have an income below € 600.-	
75% of males have an income below € 800.-	
25% of females have an income below € 401.-	
50% of females have an income below € 607.-	
75% of females have an income below € 821.-	

Data: Social Statistics; persons at exit, only adults (n valid=741); persons at exit only adults and successful reintegration (n valid=214)

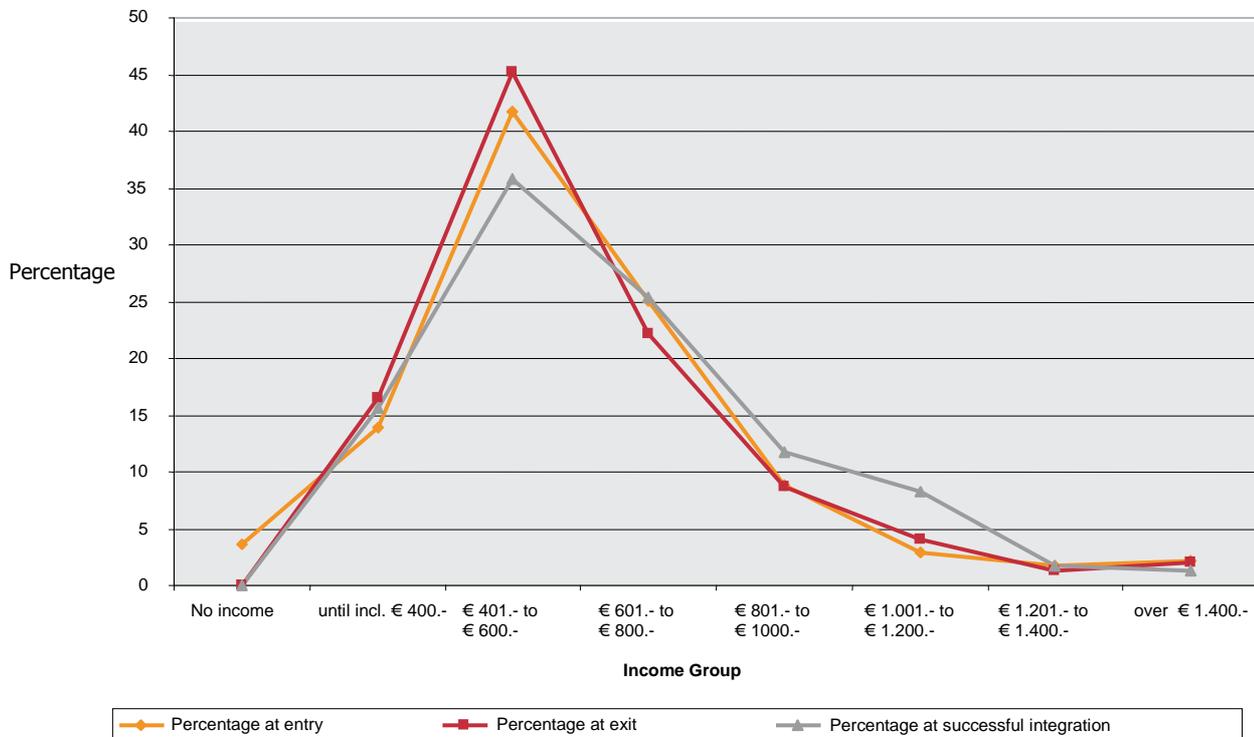
A clear hint to the effectiveness of support is that the category “No income” has disappeared at exit of homeless service institutions. If a positive support is given, the percentage is moving towards higher income levels. This can clearly be seen in Chart 3: the grey line (percentage distribution at successful integration) is situated at EUR 401.- to EUR 600.- below, and in all higher income levels above all other lines.

**Table 4 – Income Distribution at Exit, absolutely and proportionally**

<b>Income Distribution at Exit</b>							
<b>Income Group</b>	<b>Persons absolutely</b>			<b>Persons proportionally</b>			<b>Successful Reintegration Total</b>
	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>	
Until incl. € 400.-	75	47	122	14,0%	23,2%	16,6%	15,7%
€ 401.- to € 600.-	257	76	333	48,1%	37,4%	45,2%	35,8%
€ 601.- to € 800.-	118	45	163	22,1%	22,2%	22,1%	25,3%
€ 801.- to € 1000.-	44	20	64	8,2%	9,9%	8,7%	11,8%
€ 1.001.- to € 1.200.-	23	7	30	4,3%	3,4%	4,1%	8,3%
€ 1.201.- to € 1.400.-	7	3	10	1,3%	1,5%	1,4%	1,7%
Over € 1.400.-	10	5	15	1,9%	2,5%	2,0%	1,3%
<b>Total</b>	<b>534</b>	<b>203</b>	<b>737</b>	<b>100,0%</b>	<b>100,0%</b>	<b>100,0%</b>	<b>100,0%</b>

Data: Social Statistics; persons at exit, only adults (n valid=741); persons at exit only adults and successful reintegration (n valid=214)

**Chart 2 – Comparison of Percentage Income at Entry, Exit and Successful Integration**



Large parts of the people who are homeless (about 80%) do not have a job at entry into an organization, more frequently men (84%) than women (72%). About 9% of the persons that enter are fully employed and respectively 2% have occasional jobs or they are at military or at civil service or at unpaid leave. Almost only women belong to the last category, above all women at maternity leave.

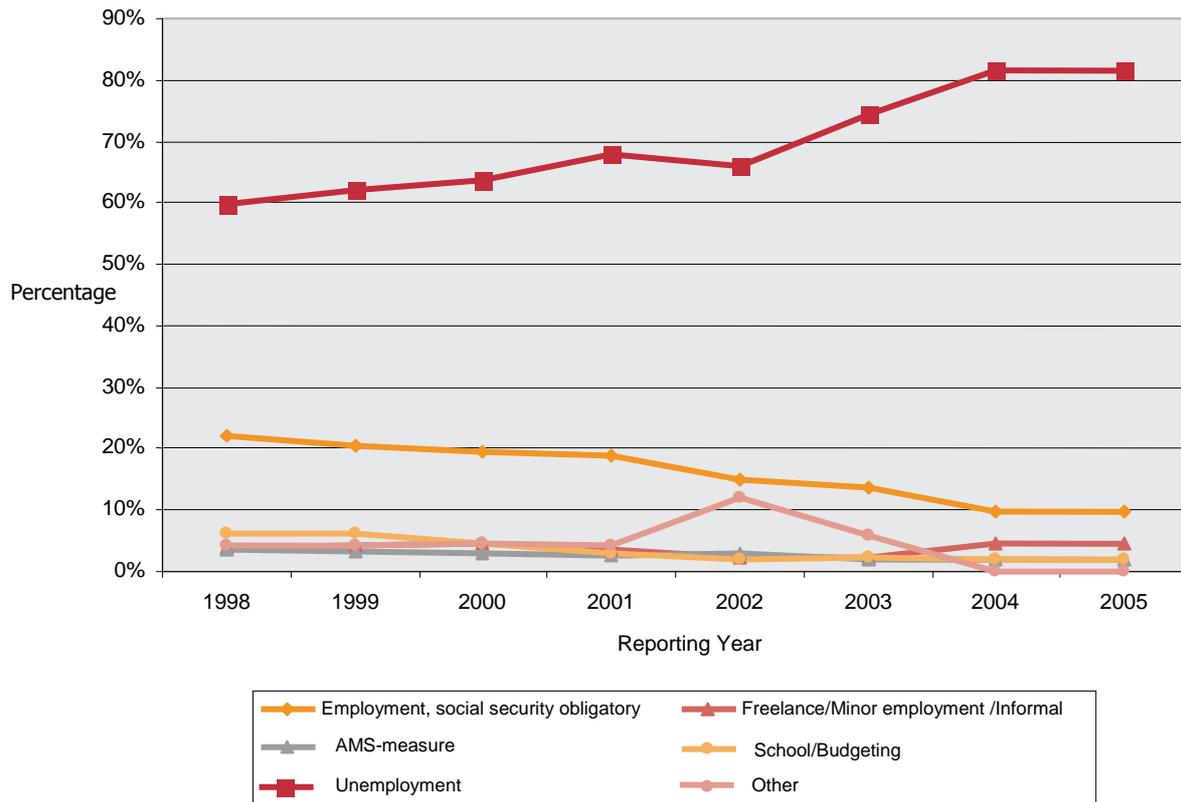
**Table 5 – Employment Situation at Entry**

Employment Situation at Entry						
Type of Employment	Persons absolutely			Persons proportionally		
	Male	Female	Total	Male	Female	Total
Employed from 35 hours/week	48	14	62	9,4%	7,4%	8,9%
Employed until 35 hours/week	1	2	3	0,2%	1,1%	0,4%
Apprenticeship	2	1	3	0,4%	0,5%	0,4%
Minor employment	5	4	9	1,0%	2,1%	1,3%
Occasional jobs	16	0	16	3,1%	0,0%	2,3%
Self-employed, freelance, freelance employee (m or f)	4	1	5	0,8%	0,5%	0,7%
Maternity leave, military service, civil service	2	15	17	0,4%	7,9%	2,4%
Unemployed	428	137	565	84,1%	72,1%	80,8%
Other ... (note)	0	1	1	0,0%	0,5%	0,1%
No specification	3	15	18	0,6%	7,9%	2,6%

Data: Social Statistics; persons at entry, only adults (n valid=699)

A longitudinal consideration of the employment situation<sup>7</sup> shows that more and more homeless persons entering an organization are unemployed. In 1998, only 60% were unemployed, and until 2005 this percentage has continually grown up to 82%. The percentage of persons obliged to effect insurance on the other hand has decreased from 22% to 10%.

**Chart 3 – Development of Employment at Entry 1998 to 2005**



The employment situation at exiting an organization has only slightly changed compared to the situation at entry. The group of unemployed persons is far the biggest with almost 70%. There is a minor increase to register with the percentage of unemployed persons, valid as well for successfully integrated persons. However, it has to be pointed out that the change is way bigger concerning women compared to men.

While the percentage of unemployed men in case of entry, exit and reintegration is always about 84%, it decreases concerning women at their entry to 72% and to 59% at successful reintegration. The increase of women's percentage at part-time employment (from 1% at entry to almost 4% at successful reintegration) can be seen most clearly.

<sup>7</sup> Berichte der Wiener Wohnungslosenhilfe aus den Vorjahren. Wegen teilweise unterschiedlicher Kategorisierungen mussten die ausgewerteten Daten neu aggregiert werden, sodass nur die im Diagramm dargestellten Kategorien darstellbar waren. Ein Bezug der Beschäftigungslosigkeit zum Einkommen (ohne Einkommen, Sozialhilfe, Arbeitslosengeld, Notstandshilfe, Pensionen) war nicht herstellbar.

Reports from the Viennese Homeless Services from previous years. Due to partly different classifications in categories, the data drawn up had to be newly aggregated so that only the categories in the chart could be portrayed. It was not possible to create a link between unemployment and income (without income, social benefits, unemployment benefit, necessity benefit, annuities).

**Table 5 – Employment Situation at Exit**

Employment Situation at Exit						
Type of Employment	Persons absolutely			Persons proportionally		
	Male	Female	Total	Male	Female	Total
Freelance employed from 35 hours/week	58	20	78	10,8%	9,1%	10,3%
Freelance employed until 35 hours/week	0	8	8	0,0%	3,6%	1,1%
Apprenticeship	1	3	4	0,2%	1,4%	0,5%
Minor employment	4	2	6	0,7%	0,9%	0,8%
Occasional jobs	7	0	7	1,3%	0,0%	0,9%
Self-employed, freelance, freelance employee (m or f)	3	4	7	0,6%	1,8%	0,9%
Maternity leave, military service, civil service	2	25	27	0,4%	11,4%	3,6%
Unemployed	455	142	597	84,4%	64,5%	78,7%
Other ... (note)	0	1	1	0,0%	0,5%	0,1%
No specification	9	15	24	1,7%	6,8%	3,2%

Data: Social Statistics; persons at exit, only adults (n valid=759)

**Table 6 - Employment Situation at Successful Reintegration**

Employment Situation at Successful Reintegration						
Type of Employment	Persons absolutely			Persons proportionally		
	Male	Female	Total	Male	Female	Total
Freelance employed from 35 hours/week	14	4	18	12,5%	7,4%	10,8%
Freelance employed until 35 hours/week	0	3	3	0,0%	5,6%	1,8%
Apprenticeship	1	2	3	0,9%	3,7%	1,8%
Minor employment	1	0	1	0,9%	0,0%	0,6%
Occasional jobs	1	0	1	0,9%	0,0%	0,6%
Self-employed, freelance, freelance employee (m or f)	0	4	4	0,0%	7,4%	2,4%
Maternity leave, military service, civil service	0	5	5	0,0%	9,3%	3,0%
Unemployed	94	32	126	83,9%	59,3%	75,9%
No specification	1	4	5	0,9%	7,4%	3,0%

Data: Social Statistics; persons at exit, only adults at successful reintegration (n valid=166)

The tables 6 to 8 show the percentage of persons in the different types of employment at entry, exit and exit at successful reintegration. The income at entry predominantly is received as a necessity benefit (38,5%). In this type of income most of the income receivers (m and f) can be found as well at exit (34,6%) and at successful reintegration (29,3%). As already mentioned above, the percentage of unemployed persons between entry and exit does not explicitly change, but the income level is growing.

The percentages at employment, social benefits and annuities are increasing; those at necessity benefit and unemployment benefit are decreasing. Only a small percentage of persons are changing from unemployment to employment. Concerning a huge part of unemployed persons, the percentages are changing only within the diverse social benefits.

**Table 7 – Income from (Type of Income) at Entry**

Type of Income	Income from ... at Entry					
	Persons absolutely			Persons proportionally		
	Male	Female	Total	Male	Female	Total
Employment, Occasional jobs	68	17	85	13,4%	8,9%	12,2%
Unemployment benefit	60	18	78	11,8%	9,4%	11,2%
Necessity benefit	212	57	269	41,8%	29,7%	38,5%
Social benefit	86	43	129	17,0%	22,4%	18,5%
Income at maternity leave/ Child benefit/Daily allowance	0	19	19	0,0%	9,9%	2,7%
Sick benefit	1	3	4	0,2%	1,6%	0,6%
Annuity	64	21	85	12,6%	10,9%	12,2%
Others	11	9	20	2,2%	4,7%	2,9%
No income	5	4	9	1,0%	2,1%	1,3%
No specification	0	1	1	0,0%	0,5%	0,1%

Data: Social Statistics; persons at entry, only adults (n valid=699)

**Table 8 – Income from (Type of Income) at Exit**

Type of Income	Income from ... at Exit					
	Persons absolutely			Persons proportionally		
	Male	Female	Total	Male	Female	Total
Employment, Occasional jobs	69	35	104	12,7%	16,0%	13,6%
Unemployment benefit	57	11	68	10,5%	5,0%	8,9%
Necessity benefit	221	43	264	40,7%	19,6%	34,6%
Social benefit	105	51	156	19,3%	23,3%	20,5%
Income at maternity leave/ Child benefit/Daily allowance	3	25	28	0,6%	11,4%	3,7%
Sick benefit	2	2	4	0,4%	0,9%	0,5%
Annuity	72	23	95	13,3%	10,5%	12,5%
Other	8	14	22	1,5%	6,4%	2,9%
No income	4	12	16	0,7%	5,5%	2,1%
No specification	2	3	5	0,4%	1,4%	0,7%

Data: Social Statistics; persons at exit, only adults (n valid=762)

**Table 9 - Income from (Type of Income) at Successful Reintegration**

Income from ... at Successful Reintegration						
Type of Income	Persons absolutely			Persons proportionally		
	Male	Female	Total	Male	Female	Total
Employment, Occasional jobs	15	11	26	13,3%	20,4%	15,6%
Unemployment benefit	11	2	13	9,7%	3,7%	7,8%
Necessity benefit	38	11	49	33,6%	20,4%	29,3%
Social benefit	24	8	32	21,2%	14,8%	19,2%
Income at maternity leave/ Child benefit/Daily allowance	0	6	6	0,0%	11,1%	3,6%
Annuity	20	9	29	17,7%	16,7%	17,4%
Other	2	5	7	1,8%	9,3%	4,2%
No income	1	1	2	0,9%	1,9%	1,2%
No specification	2	1	3	1,8%	1,9%	1,8%

Data: Social Statistics; persons at exit, only adults at successful reintegration (n valid=167)

## 2. Barriers to employment for people who are homeless

Most of the participants of the BAWO workshop and experts agreed that there are not enough adequate jobs available for homeless people. Usually the requirements for available jobs are just too high; homeless often can not meet them. High flexibility is stipulated at any time and for low salaries. Privatisation of post and railway and other state near enterprises led to a saving of « simple » jobs which would be necessary for many of the clients. In Vorarlberg our members report that thousands of unqualified jobs have been abolished by the decline of the textile industry during the eighties and the nineties. In the past decade a lot of new jobs have been created, but most of these demanding higher qualification which homeless cannot meet. Especially unskilled migrants who have a minor knowledge of German now belong to the risk group.

Some of the homeless who do have a quite good qualification are rejected at the job market for being too old or long-term unemployed. Some homeless just never have been integrated in the job market.

Especially barriers related to health, to personal and intellectual abilities hinder a successful integration on the labour market. Regarding barriers to health all of the listed barriers were enumerated by the working group members. Tuberculosis is not a main hurdle, but it is increasing. Appearance because of dental problems, long hair and tattoos are specific mentioned barriers. But also wearing a headscarf can obstruct in the search for employment.

On the one hand most homeless lack self-confidence, on the other hand especially young homeless have a wrong self-assessment. Here desire and reality of the job market and the personal abilities gape. Many homeless have a small frustration tolerance and exhibit difficulties in their social behaviour.

Public transportation in Austria is rather developed, so that this usually is not a barrier. This applies to all of the cities, but also for most of the countryside. In contrast to that the lack of a drivers licence often hinders a reintegration into the labour market.

Other barriers named in the working group were: criminal record, high debts, missing child care, mothers after maternity leave.

Since in Austria nearly no exact statistic data asked in point 2 is available, the following tables represent rather estimation than accurate evaluation.

2.1. Barriers related to health	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Drug addiction/history of drug abuse	X							
Alcohol addiction/history of alcohol abuse	X							
Tuberculosis		x		x		x		x
Mental health problems	X							
'Dual diagnosis' (substance abuse combined with mental health problems)	X							
General physical health problems and dental problems	X							

2.2. Barriers related to housing	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Shortage of affordable housing	X		X		x		x	
Shortage of adequate housing	X		X		x		x	
Poor working environment in hostels or other temporary housing		x		x		x		x
Barriers created by service providers in their housing restrictions (e.g. limited time of stay, inflexible opening hours)		x		x		x		x
Living in economically deprived areas		x		x		x		x
Over crowdedness		x		x		x		x
Lack of housing and tenant support while undertaking training or during the initial stages of employment		x		x		x		x
Possibility to open a bank account necessary for taking up a job	x		x		x		x	

2.3. Transport	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Lack of public transport		x		x		x		x
High costs of public transport		x		x		x		x
Lack of driver's licence	x		x		x		x	
Lack of vehicle (bike, car)		x		x		x		x

2.4. Education	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Lack of basic qualifications (e.g. literacy)	x		x		x		x	
Lack of specific qualifications /secondary education	x		x		x		x	
Access to life skills training	x		x		x		x	
Access to work skills training	x		x		x		x	
Lack of qualified advice on what training to follow		x		x		x		x

### Education<sup>8</sup>

People who are homeless mostly have achieved a secondary modern school qualification (38,3%) or an apprenticeship (32%) as their highest qualification. The relatively high percentage of secondary school graduates, a total of 12,6%, is quite interesting. Men have more frequently completed an apprenticeship than women: while the rate between men and women in a random sampling is about 2:1, in the category vocational school/apprenticeship it is about 5:1.

<sup>8</sup> Wiener Wohnungslosenhilfe 2005, Bericht über die soziale Situation von wohnungslosen Menschen in Wien und die Auswirkungen der geleisteten Hilfsmaßnahmen, Doris Graber, Kurt Gutleiderer, Adelheid Penz, Berichtsband Jänner 2007, Wien, S 64f, [http://wohnen.fsw.at/export/sites/fsw/wohnen/downloads/dokumente/wr\\_wohnungslosenhilfe\\_2005.pdf](http://wohnen.fsw.at/export/sites/fsw/wohnen/downloads/dokumente/wr_wohnungslosenhilfe_2005.pdf), Translation BAWO

**Table 10 – Highest Completed Qualification**

Highest Completed Qualification	Men	Percentage acc. to gender		Women	Total no. of persons	Total percentage	Percentage acc. to gender	
		Men	Women				Men	Women
Elementary school	12	4,8%	5,9%	7	19	5,2%	63,2%	36,8%
Secondary modern school	87	35,1%	44,9%	53	140	38,3%	62,1%	37,9%
Special school	8	3,2%	4,2%	5	13	3,6%	61,5%	38,5%
Vocational school / Apprenticeship	97	39,1%	16,9%	20	117	32,0%	82,9%	17,1%
Vocational average school	1	0,4%	0,0%	0	1	0,3%	100,0%	0,0%
Vocational grammar school	9	3,6%	5,1%	6	15	4,1%	60,0%	40,0%
Grammar school	11	4,4%	16,9%	20	31	8,5%	35,5%	64,5%
Professional school	7	2,8%	3,4%	4	11	3,0%	63,6%	36,4%
University/College	16	6,5%	2,5%	3	19	5,2%	84,2%	15,8%
<b>Total</b>	<b>248</b>	<b>100,0%</b>	<b>100,0%</b>	<b>118</b>	<b>366</b>	<b>100,0%</b>	<b>67,8%</b>	<b>32,2%</b>

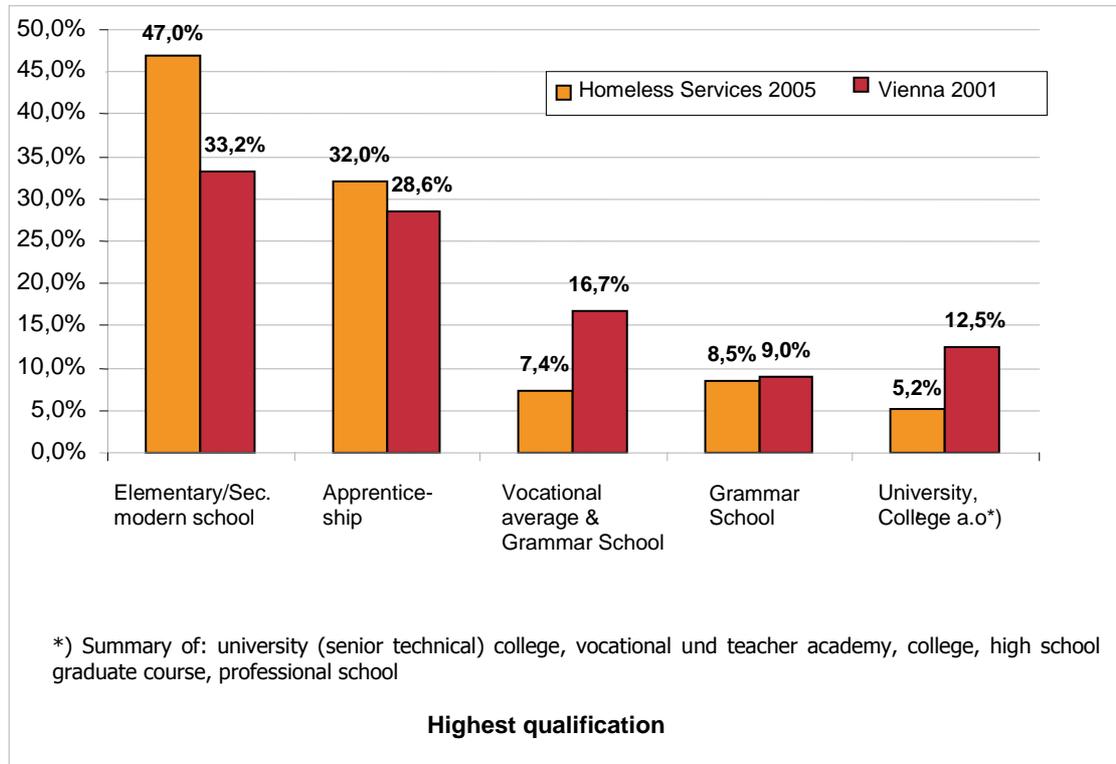
Data: Social Statistics, adults at entry (n valid=366)

Compared to the educational situation in the total population<sup>9</sup>, people who are homeless explicitly more frequently have only completed an elementary school and a secondary modern school as their highest qualification. Apprenticeships are slightly more often represented, and all other types of training completed are considerably underrepresented. Only persons who have completed a grammar school are to find in homeless services with almost the same frequency as in the total population.

<sup>9</sup> Statistisches Jahrbuch der Stadt Wien, Ausgabe 2005, S. 28, Tabelle: Bevölkerung Wien 2001 höchste abgeschlossene Ausbildung insgesamt

Annual Abstract of Statistics of the City of Vienna, Ed. 2005, p.28, table: Population Vienna 2001 Total of highest completed vocational training

**Chart 4 – Comparison Highest Qualification Homeless Services/Total Population**



2.5. Information	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Lack of information on/ access to information on job offers	x		x		x		x	
Lack of access to relevant information on rights and benefits	x		x		x		x	
Lack of access to internet		x		x		x		x
Lack of access to telephone		x		x		x		x
Lack of access to job-centres		x		x		x		x
Other, please specify								

2.6. Stigmatisation/discrimination	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Physical appearance (clothes, haircut, personal hygiene etc.)	x		x		x		x	
Lack of awareness on homelessness		x		x		x		x
Discrimination	x		x		x		x	

2.7. Personal barriers	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Transient, unstable 'chaotic' lifestyles	x		x		x		x	
Lack of 'core' life skills	x		x		x		x	
Problems with debt	x		x		x		x	
Poor financial skills	x		x		x		x	
Lack of communication skills	x		x		x		x	
Long term distance from the reality of the labour market	x		x		x		x	
Lack of social and work networks	x		x		x		x	
Family related problems	x		x		x		x	
Experience of domestic violence	x		x		x		x	
Criminal record	x		x		x		x	
Lack of work experience	x		x		x		x	
Behaviour issue	x		x					
Hygiene issues								
Disempowerment	x		x					

2.9. Services	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Unstable/short-term services due to funding regimes		x		x		x		x
Lack of adequate services that specifically target people who are homeless	x		x		x		x	
Poor cooperation between necessary support services	x		x		x		x	
Lack of flexibility of services	x		x		x		x	
Lack of an individualised approach/case management	x		x		x		x	
Bad administration								
Poor transitional and exit support								
Attitude and low expectations of some hostel/support staff		x		x		x		x
Poorly trained support staff								

2.10. Bureaucratic and financial barriers	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Poorly structured welfare benefits that make it financially unattractive to work – work does not pay		x		x		x		x
Bureaucratic hurdles (e.g. due to legal status)	x		x		x		x	

### 3. Policy and legal context

#### 3.1. Right to work

In Austria there is wide spectrum of measures that deal with unemployment. However there is nothing like a right to work. Instead there is a social security system in the form of an insurance that every employed person and every employer contributes to. The contribution is 6% of the gross income, divided 50/50 between the contributors.

This money is administered by an institution called "Arbeitsmarktservice" (Employment Agency) which has two main targets:

- 1) Secure income for people who have lost a job but already contributed to the insurance system for a minimum period of 26 weeks within the last 24 months. It supplies unemployment benefit for a period of 20 weeks. The benefit covers approximately 55% of the net-income of the person
- 2) raise and create and promote jobs and job facilities for unemployed people

This insurance does not cover people in self employment

In contrast to the right to work there is a wide prohibition to work for people who do not belong to a European member state. They are only accepted in employment through the "Ausländerbeschäftigungsgesetz", which is a legal framework that regulates access to the job market for Non Europeans.

On provincial basis there are initiatives with the aim of promoting vocational and occupational training, subsequently there are schemes that enable people without proper training to improve their skills and thus raise their chances on the job market. But this is far from a right to work.

#### 3.2. Mutual support between employment, homelessness and prevention policies

##### 3.2.1. Integration of employment dimension into homelessness strategies

In Austria there is no legally based strategy concerning the fight against homelessness at a national level. Instead of a national strategy there are different homelessness strategies in the nine regions of Austria which differ in many aspects. But these regional homelessness strategies have in common that there is no specific regulation to integrate employment dimensions. The following table gives an overview on the employment provisions for the homeless at regional level:

Region	Specific employment services for homeless persons	Access to employment services
Vienna	SAMBAS: counselling, guidance and assistance of long term unemployed homeless CARITAS: supported employment for marginalized men and women	Low threshold access to occupational training and employment
Burgenland	No specific services for homeless persons	Only via the public employment service (AMS); there is no low threshold access provided
Lower Austria	BEWO: Occupational services integrated in supported housing projects	Low threshold access to occupational training and employment

Upper Austria	Social occupation in the context of the social benefit (Sozialhilfe) ARGE: supported employment for marginalized men and women	transfer into occupational services provided Low threshold access to occupational training and employment
Styria	BAN: supported employment for marginalized men and women	Low threshold access to occupational training and employment
Carinthia	AWOL: supported employment and vocational training for (young) marginalized men and women	Low threshold access to occupational training and employment
Salzburg	TAO: supported employment for marginalized men MODE CIRCLE: supported employment for marginalized women	Low threshold access to occupational training and employment
Tyrol	DOWAS: counselling, guidance and assistance service for long term unemployed men and women HO&RUCK: supported employment for marginalized men	Low threshold access to occupational training and employment
Vorarlberg	DOWAS: counselling, guidance and assistance service for long term unemployed men and women INTEGRA: supported employment for marginalized men and women	Low threshold access to occupational training and employment

It is a fact that unemployment is not only a trigger factor which leads into homelessness, long term unemployment is also an important reason which hinders the reintegration and rehabilitation because there is no chance to alleviate poverty. In this way it is very important that there are specific occupational services provided for homeless persons in most regions of Austria. It is a fact that these services are mainly situated in the capitals. Therefore homeless persons living in the rural parts of Austria (more than 50% of the inhabitants) have no low threshold access to specific occupational provisions like counselling, supported vocational training or supported labour.

On the other hand the services for supported labour for the target group of homeless and marginalized persons are mostly separated from the labour market and the transfer into mainstream employment is difficult.

### **3.2.2. Prevention of housing exclusion and exclusion from the labour market**

In Austria services targeted on the prevention of housing exclusion are not linked with services to prevent the exclusion from the labour market. The cooperation between the services is difficult because there are completely different bodies as well as legal and administrative frameworks in force. Therefore interagency cooperation needs to be improved.

### **3.3. Employment schemes for people who are homeless**

Beside the occupational services provided by the providers of the homeless sector there are no employment schemes for homeless persons.

Employment schemes and programmes for socially disadvantaged groups have a long tradition in Austria (experimental labour policy by the Austrian Public Employment Service (AMS), mainly targeted to help long term unemployed persons to regain a regular job perspective. These schemes are quite elaborated and at all quite effective.

But there are certain barriers for homeless persons and marginalized groups so that it is difficult for them to access these services; for example: these services have to fulfil certain numbers of successful transfer into the regular labour market. In fact these services are obliged to screen the target group and to exclude persons with multiple handicaps.

### 3.4. Definition of employment

The definition of employment is incorporated in a few Acts like the “Angestelltengesetz”, the “Allgemeines Versicherungsgesetz” and the “Arbeitslosenversicherungsgesetz” and is basically defined as being “occupied” with work as a “Dienstnehmer”, which means that these people are working under personal and economical dependence in exchange with payment.

In recent time there has evolved a growing amount of people who are basically working in exchange of payment but who are considered to be less dependent. This is in fact mostly a very sophisticated exemption and hardly reflects a free choice of the employed person but rather is a consequence of jobs that are hired out for little pay and the purpose of avoiding contribution-payment to the insurance system. These people have no access to insurance resources and suffer under insecurity and randomness of income.

As most of these jobs are being rather “shady”, there is no support from official institutions and no subsidies. One part of the job market has evolved with people of the new member states that supply care-services to elderly people who need 24 hour care. On the normal job market these elderly people are not able to afford a service like this. So there has been a kind of amnesty for employing people without employing them officially. This is now to be covered with a new care-service-act that allows subsidies for that kind of service.

### 3.5. Social benefits

#### Passive measures - benefits for unemployed persons

An unemployed person is defined as someone without employment who has registered as seeking work with the AMS and is both willing and able to work. Claims for transfer payments can only be made by those who have made employment insurance contributions for an appropriate period. For example, those who have interrupted their working careers for a long period of time (in particular returnees) and school leavers receive no unemployment insurance benefit. In order to receive benefit a person must be registered with the AMS. (source: [www.ams.at](http://www.ams.at))

#### Unemployment benefit (Arbeitslosengeld)

To be entitled to claim unemployment benefit, a person must be able and willing to work, available for work but unemployed and have been in insured employment for the appropriate qualifying period.

Willingness to and availability for work are measured in terms of a person’s readiness to take up suitable employment, to participate in a labour market policy scheme or to seek work independently. A reasonable job is deemed to be a job which corresponds to the physical abilities of the job seeker, does not endanger his/her health or morality. Should the beneficiary refuse a job or obstruct his/her placement or the success of a training scheme, his/her unemployment benefit is suspended. This has the additional consequence of a reduction in the duration of benefit (for at least six weeks, and for eight weeks for repeated offences).

The appropriate qualifying period is completed if the applicant has been employed and paid unemployment insurance contributions for a total of 52 weeks within the last 24 months. Those who have already received unemployment benefit at an earlier date are simply required to prove that they have worked for 28 weeks within the last 12 months. There are special regulations for young persons under the age of 25. They have only to prove 26 weeks of contributory employment within the last 12 months before the claim, but the benefit can only be granted if the AMS cannot get them into employment or educational training for a period of 4 weeks.

The rate of unemployment benefit is calculated on the basis of the previous income (basic rate). The basic rate is derived from the gross wage (including pro rata special payments) of the last calendar year if the applicant claims for the benefit between 1st July to 31st December of a year. It is derived from the gross

wage (including pro rata special payments) from the year prior to the last if the claim is made between the 1st January and the 30th June of a given year.

The gross wage is reduced by the income tax and the social security contributions (= net income). The basic rate of the unemployment benefit is usually equal to 55% of this net income.

An additional family supplement of € 0.97 per day is granted for each child. It is only granted for partners if they have a child who has been granted a family supplement.

The benefit (not the basic rate) is increased in accordance with the ‘standard supplementary benefit rate’ stipulated in the General Social Security Law (2007: € 726,00) if

- the amount of standard supplementary benefit rate does not exceed 60% of the net income for persons with no family supplements. Otherwise the beneficiary gets only the 60% of the net income.
- the amount of standard supplementary benefit rate does not exceed 80% of the net income for persons with one or more family supplements. Otherwise the beneficiary gets only the 80% of the net income.

Unemployment benefit has a minimum duration of 20 weeks. The duration is

- 30 weeks in the event of 156 weeks of contributory employment within the preceding five years
- 39 weeks in the event of 312 weeks of contributory employment within the preceding 10 years, if the unemployed person is at least 40 years of age
- 52 weeks in the event of 468 weeks of contributory employment within the preceding 15 years, if the unemployed person is at least 50 years of age

Under certain circumstances the duration of benefit may be extended by a maximum of four years for members of employment foundations.

Unemployment benefit is payable from the date of application. Persons who voluntarily quit their employment or who are dismissed through their own fault do not receive a payment for the first four weeks after their employment ended (no reduction of duration).

### Unemployment assistance (Notstandshilfe)

Unemployment assistance, which is payable on expiry of entitlement to unemployment benefit, combines the principles of social insurance and welfare. Firstly, the rate of the income support is calculated on the basis of the unemployment benefit previously received and is equal to no more than 92 or 95% of the basic rate (95% for a basic rate of less than € 726,00). Secondly, applicants must be in serious need of financial support, after taking the income of the partner and exemption limits into account (exemption limit for partners in 2007 € 465,00; per child: € 232,00; basis of assessment: 30 days). The basic rate of income support is reduced in proportion to the amount of income exceeding the exemption allowance.

After a period of six months the level of the income support depends on the length of time for which the claimant previously received the unemployment benefit. If he/she received unemployment benefit for 20 weeks the basic amount of the unemployment assistance must not exceed the standard supplementary benefit rate (=Ausgleichszulagenrichtsatz) stipulated in the General Social Security Law (2007: € 726,00). When the unemployment assistance follows 30 weeks receipt of the unemployment benefit the upper limit for the basic amount is based on the minimum subsistence level laid down in the Execution Order (= € 847,00 in 2007). If the payment of the unemployment assistance follows a period of 39 or 52 weeks receipt of unemployment benefit, no such limit is applied.

The access of older unemployed persons to unemployment assistance is facilitated by more favourable regulations concerning exemption limits. Under the condition that there is no possibility of placing a claimant, the exemption limit

- is raised by 100% for persons whose entitlement to unemployment benefit for 52 weeks has expired after their 50th birthday (the exemption limit 2007 for partners is thus € 930,00 and for each dependant € 465,00)

- is trebled for persons who become unemployed after their 55th birthday if their entitlement to unemployment benefit for 52 weeks has expired and they have been in contributory employment for at least 20 years (partners: € 1.395,00 children: € 697,00)

Unlike the regulations pertaining to unemployment benefit, suitable employment for those in receipt of income support also includes employment which could undermine the beneficiary's chances of returning to his/her previous occupation, if he/she has no hope of finding work in his/her original occupation in the foreseeable future.

Unemployment assistance is payable for one year (52 weeks) and may be extended 'indefinitely' by application, provided that the qualifying conditions are fulfilled.

### Advance pension payment (Pensionsvorschuss)

People who apply for a pension (retirement (occupational), disability retirement, etc.) while in receipt of unemployment benefit or income support, are granted an advance on their pension to provide them with financial security while their claim is being considered by the pension insurance authority. They can receive the advance payment on their pension as long as they fulfil the conditions for entitlement to unemployment benefit or income support with the exception of ability, availability and willingness to work.

The advance is equal to the amount of unemployment benefit or income support due but must not exceed the daily rate of the average retirement or disability pension. (2007: € 33,27 and € 26,97 per day). If the pension is not granted by the pension insurance authority, the advance is retrospectively converted into unemployment benefit or income support. The difference between the daily rate of unemployment benefit or income support and the average retirement or disability pension is not paid out. (source: www.ams.at)

### Housing benefits

Only on provincial level for Austrians and EU citizens.

In Vienna there are 4 different kinds:

- social housing benefit: EUR 256.- for one or two persons
- housing allowance 1: for people living in houses built with subsidies of the city
- housing allowance 2: for everybody, except homes with a very low standard (toilette outside the home; no bathroom, no central heating)
- housing benefit: for renovated homes, when the rent has risen because of the renovation and people have a very low income.

### Minimum Income benefits

Only on provincial level for Austrians and EU citizens.

### Federal Care (Bundesbetreuung)

Support for Asylum seekers for the time of their application process. People who are recognized as Asylum holders are being treated like EU-Citizens.

In Vienna homeless people can get the same social benefits like all other people, except housing benefits if they are rough sleepers:

### Social benefits in Vienna

- Austrian citizenship: Have the right to EUR 690.- for 1 Person, including housing electricity, heating and food.
- EU: citizen from the EU-15: the same right as Austrian citizens
- EU: new member states: all people who live in Austria longer than 5 years the same right as Austrian citizens  
For all other citizens from EU- new can (no right to) get benefits as long as they need it, if they have worked in Austria longer than 1 year
- People from other countries: depends on the visa they have:
  - unlimited visa: people are treated like Austrians
  - limited, only exceptional and for a short period of time

### Health Insurance

people getting social benefits have no health insurance, if they live only on social benefit. If they become sick they get medical care like everybody, but the municipality is paying only the medical care and not insurance. Will probably change, when Austria gets a system of basic income for everybody (approximately EUR 729.-)

### 3.6. Compulsory participation

Both unemployment related benefits as well as social benefits are related to a certain willingness to and availability for work. Willingness to and availability for work are measured in terms of a person's readiness to take up suitable employment, to participate in a labour market policy scheme or to seek work independently. A reasonable job is deemed to be a job which corresponds to the physical abilities of the job seeker, does not endanger his/her health or morality. Should the beneficiary refuse a job or obstruct his/her placement or the success of a training scheme, his/her unemployment benefit is suspended. This has the additional consequence of a reduction in the duration of benefit (for at least six weeks, and for eight weeks for repeated offences). (source: [www.ams.at](http://www.ams.at))

### 3.7. General context and trend

In our opinion the recent change of the neo liberal government into a coalition between social democrats and people's party has brought a positive change in the political context. There are some new impulses in social policy. For homeless people especially interesting a right to housing and a basic income for everybody are discussed. Although there are discussions on the implementation of social rights into the Austrian Constitution, we are far away from an implementation of a right to work.

As already pointed out neoliberalism has brought a privatisation of state near industries and service providers as post and railway enterprises. In the past these enterprises also had the function to give a protected frame on the labour market. Within this frame there were jobs with lower requirements for people with less personal skills and low qualifications. These jobs are missing now, as the socio-political function has been replaced by the pursuit of profit for the share holders.

## 4. Employment schemes/tools for people who are homeless

Except for a few local programmes there are no specific support schemes that help homeless people to find a job. Usually there are only **mainstream services** for unemployed persons:

The Austrian Public Employment Service (AMS) is Austria's leading provider of labour-market related services. The AMS matches candidates with job openings and assist jobseekers and companies who turn to us by offering advice, information, qualification opportunities and financial assistance.

The Public Employment Service AMS is structured into 1 federal, 9 regional and 98 local organisations. Representatives of employers' and labour organisations (i.e. of the Economic Chamber, the Federal Chamber of Labour, the Austrian Trade Union Federation and the Federation of Austrian Industry) are involved at all levels and are instrumental in designing labour market policies (employment programmes of the federal provinces) and in monitoring the organisation's corporate governance. The body acting at the federal level is the administrative board.

### Roles of the various offices

#### Federal head office

The head office staffs is responsible for management, controlling, follow-up, evaluation, business environment analysis and strategies.

Their aims are:

- to meet the labour market policy aims of the FMEAL
- to decide priority labour market policy programmes for the AMS
- to lay down standard regulations concerning organisation, personnel, facilities, basic research and statistics
- to supervise of the board of directors/provincial directors

### Provincial offices

There are 9 provincial offices, one in each province of Austria.

Their tasks:

- elaborating labour market policy aims for respective regions
- co-ordinating the AMS with other institutions of the province
- labour market monitoring and statistics, research and development
- setting framework conditions
- supporting regional branch offices

### Regional branch offices

There are employment offices in nearly all municipalities.

Regional branch offices offer information, counselling and support in case of special needs and continuous assistance (claims and benefits, guidance).

The services of the AMS are not for the unemployed only. Persons who have a job but want a change of occupation can also turn to the Employment Service, which offers recruitment and placement services for employers as well.

### Structure of the regional branch offices

Zone	Services offered	Characteristics
Info Zone	information self-service career information centres (BIZ)	anonymous selective use
Service Zone	placement claims and benefits	contacts without appointment regular checks appointment control
Counselling Zone	intensive guidance and assistance	contacts by appointment only arrangement of appointments

### Career information centres (BIZ)

These centres offer to all those interested, in particular to unemployed people and gainfully employed jobseekers, first-time workers, people changing job, school-leavers and so forth, detailed information about various professions, employment opportunities as well as training and further training. Information about the labour market and future job prospects is also available.

### What you will find in the career information centres

- Information maps and brochures with information on apprenticeship positions, school training courses, colleges, polytechnic college courses, academic professions, university degree courses, classes, courses and employment possibilities
- Career information online with key information on occupations, job prospects, training and further training
- PCs to search for open apprenticeships and jobs in Austria and in Europe

- Occupational interest tests
- A video library with a wide selection of films about various occupations. Services specific to a particular region such as exhibits, fairs and events about specific occupations, etc.  
(source: [www.ams.at](http://www.ams.at))

**These mainstream services often are not suitable for homeless persons**, as an example described by a member organisation in Upper Austria shows. A 58 year old homeless person having lived on the streets for years was sent into a qualification measure for retail salesmen.

### Good practice examples

In Vienna **SAMBAS** ([www.volkshilfe-wien.at/online/page.php?P=100138](http://www.volkshilfe-wien.at/online/page.php?P=100138)) offers advice and individual counselling for unemployed homeless since 1992. Orientation on the job market, information on vocational trainings and actual support seeking a job are provided for nearly 1000 clients every year.

**Handwerk/ Kunst/ Entwicklung – hke** is a project by CARITAS Vienna ([www.caritas-wien.at/9306.htm](http://www.caritas-wien.at/9306.htm)). Unemployed men and women from the of 19 – 35 with no or low experience on the job market and a variety of social problems can be employed and trained up to 12 hours a week. Hke employs persons who lack abilities to be employed on the second job market and who because of missing other opportunities would otherwise fall out the job market completely. Under supervision of skilled workers the participants are fabricating bags, wastebaskets and other goods out of used awnings. These goods are sold in the CARITAS store in Vienna.

Volkshilfe Wien - **Wohnen mit Service** ([www.volkshilfe-wien.at/online/page.php?P=100138](http://www.volkshilfe-wien.at/online/page.php?P=100138)) started in September 2002 as part of the EQUAL-DP “Wohnen und Arbeiten”. The target was to connect people threatened getting homeless because of their low income with the needs of housing companies. Therefore jobs as caretakers in cooperation with the partners Wiener Wohnen and BUWOG, 2 large housing companies in Vienna, were offered. During the employment additional qualification courses were offered to improve the skills, the employees needed for integration into the mainstream labour market. After the EQUAL-project ended “Wohnen mit Service” was transformed into a regular scheme with financial support by the AMS Wien. Evaluation of the 2 years EQUAL experience showed that none of the employees had lost his home. In contrary, as a result of the support received from the social workers the majority could stabilize their personal and financial situation.

The City of Linz offers within the project “**Jobimpuls**” an urban occupation initiative (<http://www.linz.at/services/kapitelAll.asp?uk=Jobimpuls&kap=Gesellschaft+und+Soziales&nr=16>) For more than 16 years now persons receiving social benefits are employed part time (25 hours/week) by the City of Linz or associated institutions. Aim of this initiative is the integration into the first labour market. Thus a variety of individual support is offered to the clients such as personal assistance, special trainings, social work, support with housing and more. Where necessary, also therapeutic measures are set, as for instance assistance with the drug and alcohol withdrawal, with psychological impairments and other more. Between 1990 and 2006 altogether 1111 persons were supported in the context of this initiative, one third being conventional refugees. In 2006 102 persons took up employment with JOB IMPULSE. At the same time 82 contracts ran out: 22 participants were integrated successfully into the primary job market. 35 persons could change the unemployment scheme having reached the necessary requirements for unemployment insurance. The others began a study, are with the military service, in maternity leave, have moved abroad or were able to retire. One third of the clients are conventional refugees.

Also in Linz, a private project called **ARGE Trödlerladen** (<http://www.arge-obdachlose.at/?project=troedler>) gives work to homeless in Upper Austria. Apartments are vacated from old furniture which is sorted out, repaired, if possible, and sold. What can not be repaired is professionally recycled. 120 homeless have been temporarily employed last year, some of them for a longer period of time due to special funding by the city.

**B 37** a social institution housing homeless also in Linz runs the **TAGO**, a sheltered workshop especially for homeless (<http://www.b37.at/tago.html>). This workshop offers the opportunity for recreational activities with different materials (mainly wood and metal) and under professional supervision. The aims are to promote meaningful occupation, reduce fears and help accomplish set goals.

In Vorarlberg DOWAS runs a project called **INTEGRA** ([www.integra.at](http://www.integra.at)). About 100 permanently unemployed persons are trained and supervised and placed with companies in the form of personnel leasing. In this way quite some of these persons are integrated in the first job market.

### 4.2. Participation of service users

Although in Austria there is a great interest by national, regional and city governments to start inclusion of persons experiencing poverty in social planning procedures, at the moment there are nearly no forms of participation and self organisation in the homeless sector. Participation is highly developed in the field of urban planning where inhabitants or neighbourhoods are included

in the planning process and the fields of migration and mental health. But there is nearly no link to or exchange with the social and the homeless sector. Especially the social service providers at the moment seldom have explicit strategies to involve their users in planning, monitoring and evaluating their services.

### 4.3. Geographical distribution of services

Employment services for persons who are homeless are mainly situated in larger cities and the capitals of the regions. Therefore the rural parts of Austria and that means more than half of the population of Austria is clearly disadvantaged according to low threshold access to specific employment services.

## 5. Training for employers or public administration

We are not aware of any training schemes or projects in Austria that target employers or public administrators to raise awareness for the problems of the homeless.

We also do not know of any projects to offer training for employers in the future.

## 6. Cooperation between different stakeholders

In Austria there are no regular frameworks in force to provide sufficient cooperation between employment services for homeless and marginalized persons and important stakeholders. Therefore the cooperation with stakeholders is mostly voluntarily and depends on the actors in the local / regional context. It would be very important to generate a better linkage and coordination between the services and offers of the AMS and the different offers of the social sectors. For instance a jobless person losing his or her apartment needs an instant and coordinated access to the homeless sector. On the other hand the clarification of the housing situation needs often some time during which a person is not able to fully engage with the requirements of the AMS.

## 7. Funding of employment services for people who are homeless

### 7.1. Relation of the respective funding source to the overall budget

The employment services for homeless and marginalized persons are mix-funded, mainly by the Public Employment Service, the social budgets of the regions and cities as well as the income through work force/products that were sold. At least in the start up periods most employment services could rely on EU funds

(ESF, EQUAL). Homeless persons are not explicitly mentioned in the annual report of the ESF for the period 2000-2006.

The employment services provided by CARITAS sometimes have also access to charitable foundations.

### **7.2. Security of the funding for employment related activities**

In Vienna the employment services for marginalized persons have mainly contracts that secure funding for one year in cooperation with the prominent stakeholders (regional government, Public employment Service). In the provinces there are different regulations but mainly the fundings are secured for a one year period.

Funding in the context of European Funding Schemes such as EQUAL has secured funding for a longer period of time, but one project could be funded just once.

## **8. Indicators and success factors**

### **8.1. Indicators to measure the outcomes of employment schemes for homeless**

In Austria there are no general indicators in force to measure the positive outcomes of employment schemes, but at regional level the services have to fulfil certain success indicators as outlined in the contract.

These indicators are mainly focused on transfer into the regular labour market (up to 70% of the participants have to become employed regularly in the course of one year in the supported employment scheme. In Vienna since 2007 the transfer into the regular job market has to be successful in 6 months. This indicator seems to be too short a time regarding the severe problems most of the participants have to manage.

## **9. Data collection and research**

Data collection is mainly provided by the service providers and not at a regional or national level. In some regions like Vienna and upper Austria the data is brought together by the social planning boards, in Vienna this is done by fsw.

We do not know of any research undertaken on employment for people experiencing homelessness by academic or other bodies in Austria.

## **10. The right to work of people who are homeless**

We are not aware of any examples where a rights-based approach has been adopted in relation to the right to work for people who are homeless or other vulnerable groups, neither in the form of court cases nor campaigns.

The topic is also too specific to be a political issue in Austria. Nevertheless it could be a useful campaigning point. Especially the fact that quite some of the homeless would be able to succeed in part time jobs or in jobs like offered by the project JOBIMPULS Linz mentioned above (Q 4.1.1).

Homeless persons there are able to have a valuable share in society.