About us

„Frostschutzengel“ – Mobile counseling for EU citizens from Central Eastern Europe in low-threshold homeless care institutions in Berlin. The project is part of the homeless emergency care unit of GEBEWO – Soziale Dienste Berlin gGmbH and it is operated in partnership with the Caritasverband für das Erzbistum Berlin e. V.

The aim of the project "Frostschutzengel" is improving the precarious situation of homeless people from Eastern and Central Eastern and South Eastern Europe who use the low-threshold homeless care providers in Berlin and/or prevent their impoverishment.

Our main tasks consist of

- The support of organizations working in the low-threshold homeless care system when providing care for the target group,
- Establishing ways to mediate between the target group and existing services in Berlin as well as a long-term mediation in individual case work,
- Addressing social needs and claiming potential legal entitlements of individuals through medium-term case work
- Supporting communication between users and workers in institutions operating in the field of low-threshold homeless care.

The project employs specialized consultants, currently two social workers and one political scientist. Project staff offers consultation and intervention in Polish, Russian, Bulgarian, Bosnian/Serbian/Croatian and English. In our daily work, we cooperate with various organizations in the low-threshold homeless care network. In these organizations, regular consultancy appointments and visiting hours are established. Additionally, we are able to provide individual consultation and support intervention in various other organizations per request of those organizations.

We provide foreign-language and professional skills within the low-threshold homeless care system in order to decrease the occurrence of conflicts, initiate consultations with clients, and help individuals claim their legal rights and entitlements in the judicial system. We try to support the removal of structural barriers for accessing legal rights and entitlements. We believe that mobile social counseling implemented within the low-threshold homeless care network provides an adequate model of sustainably improving the situation of homeless EU citizens in Berlin.

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http://gebewo.de
http://www.caritas-berlin.de

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