

# Journey to Social Inclusion

Melbourne, Victoria, Australia

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**Project Description:** This program focuses on permanent housing solutions for chronically homeless individuals. They successfully utilize intensive case management to support those who have been stuck in the cycle of systemic homelessness

**Distinguishing Features:** Journey to Social Inclusion takes a relationship-based approach to solving homelessness. This is based on the premise that if people can sustain their housing, they can build life skills, re-integrate with the community, and contribute to society.

**Population Served: Chronically Homeless Individuals**

Website: [www.sacredheartmission.org/seek-help/housing-support/journey-to-social-inclusion-program](http://www.sacredheartmission.org/seek-help/housing-support/journey-to-social-inclusion-program)

J2SI report: [www.sacredheartmission.org/docman/publications/197-integrated-intensive-case-management-in-practice-final-evaluation/file](http://www.sacredheartmission.org/docman/publications/197-integrated-intensive-case-management-in-practice-final-evaluation/file)

J2SI Phase 2 report: [www.sacredheartmission.org/docman/publications/18-publications-j2si-baseline-report-phase-2/file](http://www.sacredheartmission.org/docman/publications/18-publications-j2si-baseline-report-phase-2/file)

Study Publications and Research: [www.sacredheartmission.org/about/publications-research](http://www.sacredheartmission.org/about/publications-research)

## SUMMARY

Journey to Social Inclusion (J2SI) aims to improve lives, reduce the reliance on public health and emergency services, and break the cycle of incarceration among homeless individuals. The program works to build a long-term foundation of stability through permanent housing and support services, enabling individuals to move forward into the next step of their lives. The J2SI pilot program ran from 2009-2012, and supported 40 people over the three years. A year later, 75% remained in stable housing, and 80% experienced a decline in the need for health services. The pilot received a National Homelessness Services Award for excellence and innovation from the Australian Government in 2013.

## Phase 2 – Key Elements

- Assertive case management and service coordination
- Housing access and sustaining tenancies
- Trauma-informed practice
- Building skills for inclusion
- Fostering independence.

The second phase of J2SI built off of the pilot program and expanded on the relational aspect of case management. Their client-central model had staff members supporting 4-6 individuals at a time, allowing for highly personalized support. They also utilized a dual worker model to avoid dependency on one individual case worker. Both programs focused on harm reduction and trauma informed care. Through this support, they were able to promote individual's strengths and successes. The resulting self esteem and confidence enabled individuals to be engaged and proactive within their own life, and fostered independent, long-term stability.

## Sacred Heart Mission

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Sacred Heart Mission is an organization that helps disadvantaged individuals access food, shelter, and other necessary supports. Founded in 1982, they have been a longstanding advocate for compassionate communities where individuals can overcome their disadvantages and reach their full potential as contributing, valued members of society.

[www.sacredheartmission.org/](http://www.sacredheartmission.org/)