



**INFIRMIERS DE RUE
STREET NURSES**

Together, let's
end homelessness

SUMMARY OF THE YEAR 2024

When the lack of housing
blocks the path out
of homelessness

From the Streets to Housing

FOLLOW-UP IN BRUSSELS

On the streets:

- A team of **7** people
- **41** people received intensive follow-up
- **292** outreach rounds
- **1,338** successful encounters
- **4,624** meetings and calls
- **1,839** cases of care, counseling, transfers, and support
- **12** quality moments with the people supported (e.g., trip to the seaside)
- **10** field visits from Frida the dog as part of animal-assisted mediation
- Conclusion of preparatory consultancy and creation of the **“psy circle”**
- **5** meetings with the mental health network and **21** inter-service exchanges
- Implementation of the **Harm Reduction and Addiction Support project (RDR)**
- Presentations, mixed teams, and collaborative meetings for **undocumented individuals**
- **42** mixed-team meetings and **29** joint follow-up meetings within the social assistance network





In Housing (Housing First):

- A team of **14** people
- Recruitment of **2** community managers
- **8** re housings
- **57** people supported throughout the year
- **1,111** successful encounters
- **10,837** meetings and calls
- **12** relocations for improved well-being
- Implementation of **quality moments**, thanks to SOLI-MAC
- Work on dreams and reconnecting with family for **30** patients
- **16** uses of the PEPS (Personal Situation Plan) tool
- Participation in the 10-year **Housing First** conference
- **23** consultations and **30** collaborative meetings with the network
- **Exchange trips** with ERASMUS-Ecett

My Way: A path to thriving in housing

- A team of **8** people
- Recruitment of a volunteer coordinator to ensure social connections
- **60** people supported throughout the year
- **552** successful encounters
- **2,579** calls and meetings
- Implementation of **quality moments**, thanks to SOLI-MAC
- **30** uses of the **PEPS** tool
- Organization of a **community meal** for all IDR patients
- **12** new partnerships with the network
- **15** consultation meetings
- Collaboration with **Relink First**



FOLLOW-UP IN LIÈGE

- A team of **9** people
(**4** in the streets, **5** in housing)
- **14** people followed in the streets
- **193** outreach rounds
- **479** successful encounters
- **1,592** meetings and calls
- **10** people followed in housing
- **4** rehosings
- **365** visits at home (private and institutional)
- **3,084** calls and meetings
- **13** quality moments
- **3** relocations
- **74** meetings with the network
- **65** inter-service exchanges
- **Exchange trips** with ERASMUS-Ecett

Housing Creation

- Official launch of the **Casa+ Real Estate Foundation**
- Continuation of **11 modular housing units** and search for **new land**
- Acquisition of **17 housing units** (13 in Brussels, 4 in Liège) across private, social, AIS (social rental agencies), and care home sectors



STRATEGIC AXES 2024

- Improving the quality of work and patient well-being
- Awareness, societal mobilization, and political advocacy
- Creation and acquisition of sustainable and adapted housing



KEY FIGURES

Brussels and Liège

66

employees
(50.99 FTE)

485

**outreach
rounds**

61

people supported
through **street
follow-up**

90 %

addiction rate
among the street
population

70 %

**mental health
conditions** among
the street population

55 %

**chronic physical
conditions** among
the street population

328

days on average to
**transition a person
out of homelessness**

13

people **rehoused**
in **2024**

117

people supported
through **housing
follow-up**

221

people **rehoused**
since **2010**

5 089

encounters in
the streets
and at home

7

patients died
(including 2
in the streets)

5 041

**cases of support,
care, and transfers**

18

**relocations/
re-housing** due
to a relapse into
homelessness

22 942

interventions
(meetings, calls)

TRAINING

"Hygiene, Let's Talk About It"

- In-person training for 197 professionals in the social and medical sectors
- Enhancement of 4 tools to improve content
- Training for INCLUDO agents of STIB (social outreach teams)

SOCIETAL MOBILIZATION

Political Advocacy

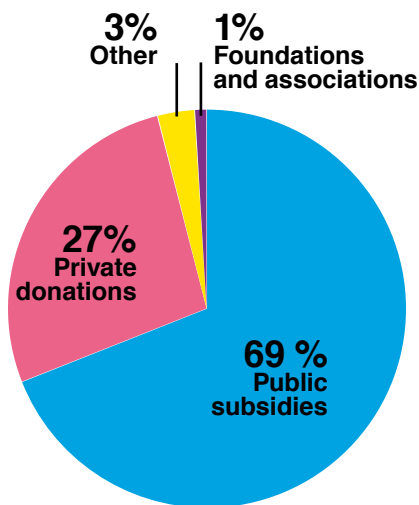
- Establishment of a social housing quota for homeless individuals
- Ahead of the June local elections: public and political awareness efforts, communication campaigns, sector-wide work stoppage, program analysis, and meetings with political parties
- Participation in developing the Master Plan for Homelessness Prevention and Response
- Engagement in political debates, Housing Action Day, and a reflection day for magistrates
- Attendance at the Annual Summit - Vanguard Cities of the Institute of Global Homelessness in Helsinki

External Communication & Awareness

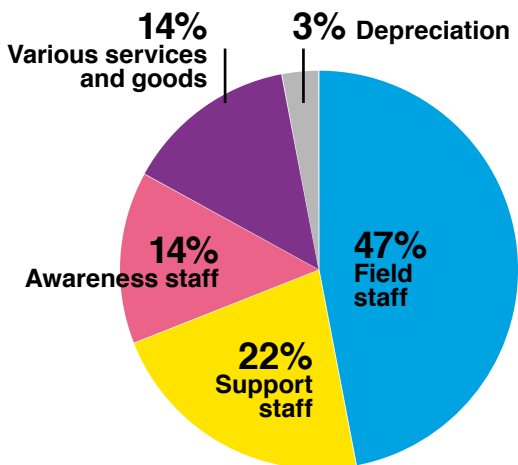
- Recruitment of a major donor and legacy relations manager
- Launch of a new online donation and fundraising platform
- Awareness campaigns reaching over 1,000 primary and secondary school students
- Collaboration with the advocacy team to disseminate our demands for the June elections, notably through our 20 km of Brussels team
- Launch of a year-end multimedia campaign: *"Donation after donation, we build a future for the homeless."*

FINANCES

Revenues



Expenses



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