

Central Information and council centre for homeless people

Zentrale Beratungsstelle für Menschen in Wohnungsnot Berlin

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surgery hours : Monday, Tuesday, Thursday, Friday : 9.00 -13.00

During these times theres no need for booking.

For extra dates please call before! Besides that we are available at the service hours: Monday, Wednesday and Friday: 14.00 -16.00

Profile:

Our offers are especially designed for homeless people or those who are threatened by housing shortage. We are responsible for the whole city of Berlin but of course we`re helping people from other cities, too.

Besides the main problem which usually is homelessness or housing shortage, most of our clients have to face different other problems like poverty, physical and mental health problems, segregation, payment duties. Lots of them are adicted to alcoholics and drugs. Foreign clients are threatend by status problems and the problem of not speaking german after all.

One of the principles of our work is looking on everyone with a general view. We look at our clients as a whole and not only as a homeless or an addict.

Just solving one problem, like finding a place to sleep, doesn`t mean enough/entire help in our oppinion. Emphasis and positve understanding for the emotional needs and fears is used to bild a trustfull helping relation. Patience and a lot of motivation talks are needed to recover those barriers.

To motivate people and to reach them, we use different approaches and methods.

We are doing streetwork at the meeting points of homeless people for example the big train stations like Berlin Zoo or Ostbahnhof, to keep a steady contact with them.

In addition to that our counceling and treatment follows a quite strict "low- border-concept". That means for example: All of our service offers are connected with social- work- reasons, because sometimes it`s easier to reach our clients by just let them use the washing maschine or the shower without any "talking duties". Some of them don`t have any other place to go, and they`re using the information board as their "home". After a while, most of them ask for a counsel on their own motivation.

Besides that we`re networking with a lot of organisations, projects and self- help- organisations to stay up to date and work as lobbyists for homeless people. That`s why our help is based on a large network of very different projects, which gives us the opportunity not only to inform people but to really counsel them, what kind of help is to be found in which project and what is best for each case.