

# *St Jeanne Antide Foundation*



## **ANNUAL REPORT 2014**



# Enabling wellbeing of Vulnerable Families

**contributing to social inclusion  
at community level  
and beyond**

**ANNUAL REPORT - 2014**

**ST JEANNE ANTIDE FOUNDATION**

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Registration as a voluntary organisation: VO/0005

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Affiliate membership:

- Anti-Poverty Forum (APF) – Malta
- Mental Health Association, Malta
- Malta Health Network
- Aġenzija Żgħażaġħ
- SKOP (Solidarjetà u Koperazzjoni)
- Church Secretariat for Social and Charitable Action

SJAF is registered with the Malta Qualifications Council as a provider of informal lifelong learning opportunities for students in compulsory education (SLC 1196).

Publications:

*SJAF Magazine*: a monthly e-zine recording the work of the Foundation and providing articles on specialised topics.

*Il-Kwiekeb fid-Dlam Jixegħlu: vjaġġi ta' tama mterrqa minn qraba ta' persuni b'mard mentali*. Jointly produced with the Mental Health Association, Malta.

*Stars Shine Brightly in the Dark: journeys of hope of relatives of mentally ill persons*. Jointly produced with the Mental Health Association. E-book format, 2014.

Annual Reports – accessible from: <http://www.antidemalta.com>

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# INTRODUCTION TO THE ST JEANNE ANTIDE FOUNDATION

## Background

The St. Jeanne Antide Foundation (SJAF) is a child and family focused not-for-profit organisation committed to identifying and supporting in a holistic manner very vulnerable and poor families in the communities where they live. It was set up by the Malta Province of the Sisters of Charity of St Jeanne Antide in collaboration with lay persons and is administered by a Governing Board with a Chief Executive Officer. It is registered as an NGO with the Office of the Commissioner for Voluntary Organisations (VO/0005).

SJAF runs two Family Resource Centres in Tarxien and Birżebbuġa which support identified families from Tarxien, Paola, Fgura, Żabbar, Santa Luċija and Birżebbuġa. It also has a base in Żabbar and runs a drop-in centre for vulnerable women involved in prostitution or trying to live a life away from prostitution. The Foundation works in partnership with community-based organisations as well as state agencies and NGOs that are national in scope. It undertakes outreach work as a means of identifying and extending support to hard-to-reach vulnerable families, assisting them as close as possible to where they live.

Since its establishment, the Foundation has set up a number of core services. Being based in a local community, SJAF has naturally evolved into an organisation that is at the service of local communities. Its scope is local, national and international.

SJAF is an affiliate member of the Mental Health Association, the Anti-Poverty Forum – Malta, the Malta Health Network, the NGDO Forum SKOP (Solidarjetà u Koperazzjoni), Aġenzija Żgħażaġh, and the Church Secretariat for Social and Charitable Action. It is also registered as a provider of informal lifelong learning for students in compulsory education.

## Mission

The Foundation is run, and its mission fulfilled, by a community of Sisters and lay people working in partnership systematically in teams for the support and self-empowerment of socially excluded persons, families and minority groups. As a Christian community, it aims to reflect the love of God in all that is done, and to see and love Jesus Christ in persons who are in need. The mission of the

Foundation is to be present for individuals and families who need someone who can listen to them with compassion, link or guide them to appropriate existing support services, support them in the restoration of their dignity, and guide them towards self-reliance. Looking holistically at persons in need, the Foundation's mission is to give moral and spiritual support to such persons.

### **Objectives**

The objectives of the Foundation are:-

- (a) to identify, understand and raise awareness about under-served and un-served categories of excluded or vulnerable persons;
- (b) to develop and implement programmes in support of identified under-served and un-served categories of vulnerable persons, families, and minority groups;
- (c) to support and train a number of persons to make their own contributions to society and to persons in need;
- (d) to provide the opportunity and training to service users so that they themselves can provide services to others in need;
- (e) to be open to voluntary service of young people who would like to offer time and energy at the service of others in order to gain experience and insight;
- (f) to create links with overseas agencies that work in line with our mission, to share experiences, give and get support, and widen our vision.

### **Governance**

A Governing Board is responsible for strategic planning, policy development and financial oversight. Board members come from such diverse backgrounds as social work and nursing, education, counselling, financial management, social welfare service planning and management and overseas development work. The CEO is a non-voting member of the Governing Board that meets monthly.

### **Services**

During 2014, the Foundation ran the following services:

#### Community-based family support services:

1. Family Resource Centres: The Antide Family Resource Centre in Tarxien serving five localities and the Enrichetta Centre in Birżebbuġa. Both centres include volunteering opportunities.
2. The Social Work Service and the services linked to it:
  - Emotional Freedom Service;
  - SOAR – support and advocacy group for women victims of domestic violence;
  - Non-formal learning support activities for children and adults;
  - Volunteer Handymen in support of poor families;
  - Youthwork with disadvantaged adolescents;
  - Befriending service for lonely home-bound persons;
  - Access to recycling shop for families to meet needs for clothing and other necessities.
3. The LWIEN Service - caring for family caregivers of mentally ill persons.
4. The IRENE Project in support of vulnerable women involved in street prostitution.
5. Volunteering Programme.
6. Overseas Development Projects in support of poor communities in developing countries.

### **Human Resources**

In 2014, the staff and volunteer complement of the Foundation was made up as follows:

Social Work:

- 4 full-time and 1 part-time social worker and part of the time of the CEO who practises family work; two of the 4 full-time social workers are Service Leaders of two core services and Co-Leaders of another;
- 2 external Social Work supervisors;
- 1 part-time Community Worker (until August 2014);
- 1 Volunteer nurse who visits homebound sick and lonely persons;
- 8 team members for the Irene Project (4 part-time staff and 3 Volunteers)
- 1 part-time Youth Worker attached to a community youth centre at Tarxien who also runs a number of self-esteem groups annually;
- 6 Volunteer Befrienders;
- On a pro bono basis: 2 Lawyers, 1 Doctor, 1 Notary, 1 Management Consultant.

Practice Placements:

The Foundation hosts a number of students seeking a social service agency where they can practice their field of study. During 2014, 3 students undertook a practice placement in the following fields: Gestalt Psychotherapy (1), Social Work (2).

Family Caregiver support:

- 1 Senior Psychiatric Nurse who holds family consultations 2 to 3 days a week.

Psychological and emotional support:

- 1 Volunteer Counsellor who holds sessions one day a week;
- 1 Volunteer running the Emotional Freedom Service;
- 1 Gestalt Psychotherapist volunteering a few hours a week.

Learning Support:

- Volunteer Learning Support Co-ordinator (10 hours a week);
- 27 Volunteer Tutors and Social Mentors work with vulnerable children from service user families;
- 1 Literacy Teacher for youths; his services are provided by the state Directorate for Lifelong Learning.

Management and Administration:

- 1 part-time Administrator (Finance);
- 1 part-time drop-in centre administrator who is also responsible for aspects of Volunteer management as well as design and production of the monthly SJAF Magazine;
- 1 Volunteer financial oversight expert who also serves on the Governing Board;
- Full-time CEO.

Overseas Development:

- 2 Volunteers: 1 Volunteer Co-ordinator for overseas development projects who also serves on the Governing Board and 1 project worker.

Maintenance:

- 2 Volunteer Handymen who undertake basic repairs in the homes of families experiencing poverty.

Reception work:

- 23 Volunteers form a roster, spending 4 hours a week each doing mainly reception work.

Fundraising:

- 2 Volunteer fund-raisers who manage the Bazaar;
- 6 Volunteers in the Fundraising Committee which operated until mid-year;
- Members of the Inner Wheel Malta who ran the Foundation's St Julian's Charity Sale for a year..

Governance:

7 members serve on the Governing Board on a voluntary basis.

### **Financial Management and Annual Audit**

A financial audit is carried out annually by the auditing firm Andrew Galea and Associates; the firm provides this service on a pro bono basis as part of its Corporate Social Responsibility policy. The audit report of the previous year was submitted to organisations who provide a grant, to the Ministry responsible for family affairs, to the Office of the Commissioner for Voluntary Organisations and to the Registrar of Legal Persons.

### **Fundraising activities**

The Foundation organised a number of fundraising activities during 2014. A volunteer couple contributed over 10 hours a week each to run a twice-weekly Bazaar in Tarxien. In June, members of The Inner Wheel Malta wound down their one year project of managing the Foundation's Charity Sale in St Julians. Staff organised two fundraising activities. Large grants for core services and projects were obtained through grant proposals. Full details of grants received are made available to all major donors. The Province of the Sisters of Charity which is the founding body of the Foundation, continued to provide significant financial backing, two rent-free premises, in-kind support and the salary of the CEO.

### **Anti-Poverty Assistance in Developing Countries**

The Overseas Development Assistance, or ODA, unit of the Foundation obtains Malta Government funds for anti-poverty projects of our overseas partners in developing countries. After the project starts, the ODA team liaises with overseas partners from these countries to ensure that they have no difficulties with the required quarterly reports. These include detailed financial accounts, progress reports, and photographs of the activities. So far, the Foundation has obtained such funding for a clinic in Pakistan; women's small enterprises in South Sudan; infrastructure development at a women's vocational centre in the Central African Republic; the creation of a remote rural Health clinic (later it is to become a hospital) in northern Malawi; and a home in the Peru rainforest area for destitute elderly women.



The unit is run by a co-ordinator, a project officer, and the services of the SJAF administrator. In Nov 2014 the Foundation working on new project proposals for beds for AIDS patients in Peru; women's farming in Malawi; and new multi-sensory equipment and facilities for a centre for the persons with intellectual disabilities in Pakistan.

All project funding to date has been obtained from the Ministry for Foreign Affairs in Malta.

### **Spirituality**

The mission statement of the Foundation, besides the specifically social imperatives, includes also this sentence: "As a Christian community, it aims to reflect the love of God in all that is done, and to see and love Jesus Christ in persons who are in need."

An activity of SJAF that contributes to the process of aligning oneself in this way is the Centring Centering Prayer group. Mainstream Christian tradition (including for example, the Catechism of the Catholic Church) states clearly that the three major forms of prayer are *oratio* (with words), *meditatio* (with thoughts), and *contemplatio* (without thoughts). At Ċentru Antida, weekly meetings are held. The Centering Prayer group is open to all who are seriously interested in contemplative practice beyond thoughts and feelings.

Foundation staff maintain a friendly, humour-filled atmosphere in relating to each other - this is detected and appreciated by visitors and service users. The Christian orientation and personalities of the main workers including volunteers, and the policies of the Foundation, have created an environment and an approach to vulnerable service users that has resulted in a certain ethos, culture and atmosphere. Service users frequently comment on the attentive listening, acceptance, peacefulness and love they find in the SJAF premises, and on the humane and personal approach in the field. The economic, psychological, emotional and social freedom and self-acceptance found by distressed or vulnerable people through the work of the Foundation recovers human dignity. Not only do the staff love the service users but the latter also come to discover their own capacity to love. Spontaneously or through SJAF encouragement, some service users even offer their voluntary service to help others. These are signs of the healing power of the divine at work through love.

### **Publications**

The Foundation publishes the monthly SJAF e-Magazine for Foundation personnel and volunteers, collaborators, parish level workers, practitioners from other organisations, interested service users, funding organisations and the general public. The e-zine is available through the SJAF website at [www.antidemalta.com](http://www.antidemalta.com). Each issue features a key article or two as well as information about services and a diary of activities and events to ensure that stakeholders are kept abreast of developments. A total of eleven issues of the e-zine were published in 2014 – issues number 74 to 84. A number of issues focused on mental health since a high percentage of families supported by the Foundation have one mentally ill member or more.

In partnership with the Mental Health Association Malta, the Foundation had produced a book in 2011 for caregivers of mentally ill persons entitled *Il-Kwiekeb fid-Dlam Jixegħlu – vjaġġi ta' tama mterrqa minn qrafa ta' persuni b'mard mentali*. Its e-book version in English was produced in 2014 and made available from the Foundation's website [www.antidemalta.com](http://www.antidemalta.com).

### **Acknowledgement to donors**

The Foundation acknowledges the significant contribution, during 2014, of the following donors:

The Malta Province of the Sisters of Charity

Ministry for Social Dialogue, Consumer Affairs and Civil Liberties and the

Ministry for the Family and Social Solidarity  
The Malta Community Chest Fund/ STRINA 2013  
Dar tal-Providenza  
Żabbar Parish  
The Alfred Mizzi Foundation  
Ministry for Foreign Affairs  
Inner Wheel Malta  
The President's Award for Creativity  
APS Bank Malta plc  
HSBC Malta Foundation  
The Vassallo Group  
The Small Initiatives Scheme of the VO Fund of the Malta Council for the Voluntary Sector (MCVS)  
Crimsonwing  
Team Due East (Ireland)  
Andrew Galea & Associates  
C & G Goddard  
St Peter Foundation  
Many benefactors and members of the general public who contributed donations.

The Foundation additionally thanks the following organisations for their voluntary contribution to refurbishment works:

- Experiences and Adventure Group for refurbishing the house of a poor family;
- Forestals Ltd. for CSR volunteering work at Dar Hosea.



## SECTION 1: Family Resource Centres

### The Antide Centre – a Family Resource Centre in Tarxien

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The Antide Family Resource Centre has been operating daily since late 2006. It is easily accessible by residents of Tarxien and neighbouring localities. Parish Priests, their deputies, parish groups and parish Diaconia Commission members are key collaborators in a shared socio-pastoral and educational endeavour. SJAF is officially a member of the Tarxien, Żabbar and Paola Diaconia Commissions.

Working closely with local structures has brought SJAF in touch with parish-level pastoral voluntary workers who support families in difficulty. Parish priests regularly make referrals, thus enabling individuals and families to drop by at the Centre to seek support for themselves, for relatives, friends, neighbours and acquaintances.

The Antide Centre has increasingly become known to residents from five neighbouring localities with a population of around 47,000. The localities are Tarxien itself and neighbouring Paola, Fgura, Santa Luċija and Żabbar. Given the distance of Żabbar from Tarxien, in 2010, the Foundation opened a satellite office in Żabbar to better reach vulnerable families there. The office is on the first floor of the parish office, has an independent entrance, and consists of a large office and counselling room.

People drop by at the Antide Centre to talk to someone, to access social work or counselling support, to join group-based learning activities and support groups, to become a volunteer or else to donate furniture and other household items for families needing them. Family care-givers of mentally ill persons from across Malta are increasingly seeking support at the Centre. Some mental health service users have become regular volunteers and take up roles compatible with their current ability and state of mind.

The official daily opening hours of the Antide Centre are from 8.00 am to 5.30 pm in winter time and from 7.30am to 1.30pm between mid-July and mid-September. However, the Centre is often open at 7am and has longer opening hours on those weekdays where a regular service is offered beyond closing time.

Reception work at the Antide Centre is fulfilled by a group of dedicated volunteers who share a roster. Anyone coming to the Centre is welcomed, offered tea and immediately seen by a professional worker.

Linked to The Antide Centre is an adjacent fund-raising Bazaar that is fully managed by two volunteers; it serves as a means of providing low cost or free good quality clothes to service users and a place to which lonely persons turn to for a chat. Families aware of the bazaar regularly visit it to either donate knick knacks, books, toys and unused clothes and to make purchases. In 2014, a Charity Sale centre was opened in St Julians and managed on behalf of the Foundation by a team of dedicated members of Inner Wheel Malta. The use of the Foundation's premises in Tarxien and those of the Tarxien Bazaar and the St Julian's Charity Sale are generously provided by the Malta Province of the Sisters of Charity of St Jeanne Antide.

### **Facilities**

The Antide Centre is based on the ground floor of 51 Tarxien Road in Tarxien, part of the Provincial House of the Sisters of Charity. It is accessible, having a welcoming environment with space for group-work, courses, offices, counselling rooms, socialising and relaxation space, and a kitchen. There are showers for temporarily homeless persons as well as a library for young and adult service users. SJAF additionally hosts meetings of other organisations and offers the use of its facilities to social workers from state agencies that need to meet their service users closer to their homes. The Centre is visited by an average of 25 or more persons a day.

Moreover, the Sisters of Charity enable the Foundation to make use of a large hall for group activities and a conference hall for seminars and courses accommodating 150 persons.

*Funding source:* Part of the funding for the operational costs of the centre are covered by a grant from the Ministry for Social Dialogue, Consumer Affairs and Civil Liberties.



## The Enrichetta Centre - a Family Resource Centre in Birżebbuġa

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**(Project: EEA Malta/006/14)**

This new initiative is the result of collaborative efforts between the Foundation and the Parish Priest of Birżebbuġa and his Diaconia Commission. Through funds obtained by the Foundation in August 2014 for a year from the European Economic Area (EEA) NGO Fund for Malta managed by SOS Malta, Enrichetta Centre (*Ċentru Familti*) started to be set up initially using office space at the Parish Hall. Birżebbuġa forms part of the south eastern region of the *LEAP!* Project of the Ministry for the Family and Social Solidarity.

This Family Resource centre aims to respond to the identified needs of vulnerable individuals and families in a community of over 11,000 in winter, and over 15,000 in the summer months, with a growing multi-cultural base. Through regular community outreach work, Family Resource Centre workers are reaching out to families with tenuous links to mainstream district and national support services. In collaboration with community-based organisations (CBOs), it is hoped that a range of initiatives will be started to respond to identified needs.

The Project Team uses outreach work as a key tool to identify and support vulnerable residents - women and children experiencing domestic violence, frail at risk elderly persons, families sliding into poverty, families with one or more members with chronic mental illness which has been undiagnosed and untreated, women involved in prostitution, very lonely home-bound persons, and migrant families in need of support.

The following are some of the outcomes of this initiative since it was initiated in August 2014.

*Recruitment:* A full-time and a part-time social worker have been recruited.

*Outreach:* House-to-house outreach work has been undertaken in 19 streets, amounting to 754 households and 31 shops contacted. Accompanying the project social workers in outreach work are volunteers from the Parish Diaconia Commission.

*Publicity:* A flyer about the project was distributed during door-to-door outreach to homes and shops. The Local Council distributed the bi-lingual flyer to each household. The Parish Priest made regular announcements during mass. An article about the project was published in parish's centre pages of the FLIMKIEN magazine. A brochure of the project has been uploaded on the Foundation's Facebook page and information about the project has also been uploaded on the Local Council's website and the Foundation's website.

*Networking* with various bodies at local and regional level was a regular feature of the project. A project team member forms part of the regional network of stakeholders set up by the Regional Social Development Centre team of the *LEAP!* Project for the South Eastern Region. A social worker from the Foundation participated in a study visit organised by *LEAP!* Project for the South Eastern Region in Lisbon, Portugal between 30<sup>th</sup> November 2014 and 6<sup>th</sup> December 2014.

Moreover, several meetings with various community-based groups and bodies have been held; these include the Local Council, Head of the local state Primary School, the District Police, Social Services, Azzjoni Kattolika, and Girl Guides. State agencies have been invited to refer vulnerable families and individuals on their waiting list.

*Family support work:* Between August and December, 74 vulnerable individuals from 35 families were supported through community-based social work and consultations with the Foundation's Senior Psychiatric Nurse. Self-referrals and referrals by relatives were on the increase. The project team maintained regular links with state agencies.

*Collaboration with the Parish:* Regular meetings were held with the Parish Priest of Birżebbuġa. He referred vulnerable individuals and families who asked him for assistance. The members of the Diaconia Commission co-worked with the project social workers during the outreach. They also referred vulnerable families and individuals. The Parish collected food hampers for families in need. These hampers are then offered to the project team to distribute amongst the families using SJAF services.

*Premises:* From the outset, the Parish Priest refurbished and furnished an office at the parish hall to be used as an office / counselling room by the project Social Workers. Given the aim of the project to set up a Family Resource Centre, the Foundation kept looking for adequate premises to meet this target. In October, the Province of the Sisters of Charity, the founding body of the Foundation, allocated to the Foundation the rent-free use of part of the ground floor of its convent in Birżebbuġa which, until June 2014, was used as a Kindergarten school..

Between the 17<sup>th</sup> of November and the 4<sup>th</sup> of December, in collaboration with the Corradino Correctional Facility, three inmates spent three weeks doing basic refurbishment works of the premises. It is hoped that following the completion of all required works, the Foundation's Family Resource Centre in Birżebbuġa will be open in March 2015.



## SECTION 2: The Social Work Service

A key method of reaching out to and supporting vulnerable families is through community-based outreach work and the development of strong collaborative links with parish structures in neighbouring localities and with state agencies. Having two community-based Family Resource Centres in Tarxien and Birżebbuġa and a satellite office in Haż-Żabbar, the Social Work Service of the Foundation has become a key generic social work practice. Social Workers have access to professional supervision and mentoring from practitioners from fields most represented by service users. The Psychiatric Nurse responsible for the LWIEN service for family care-givers of mentally ill persons mentors and trains personnel in this specialist field and co-works with team members in outreach work. Social Work, emotional freedom work, home-visiting of lonely persons by a nurse, office-based family consultations and advocacy work, non-formal education opportunities, counselling, support groups, youth work with at risk young persons, befriending work and a handyman service in aid of poor persons are an integral part of the social work service for vulnerable families.

Service team members encourage service users to indicate their interests and try their utmost to enable them to tap into existing education and training activities run by the state and NGOs at both local and national levels and create opportunities where none exist in specific areas of interest. Service users are moreover encouraged to volunteer as part of their personal growth process.

### **Service users**

During 2014, SJAF workers intensively supported 424 individuals from 288 families. In the same year, 254 cases opened in past years and in 2014 were closed. The 424 individuals fell under the following categories:

- family caregivers of persons with chronic mental health problems;
- persons facing many life challenges and difficulties due to the nature of their mental health difficulties;
- persons experiencing conflicts in their relations with others;
- families grappling with inadequate income;
- frail persons with chronic health problems who feel lonely and isolated at home;
- families in inadequate housing;
- women in a marriage or relationship who find themselves in financial difficulties since their spouse / partner leaves them financially unsupported;

- single mothers lacking the skills and adequate means that would enable them to manage their family life;
- women and children experiencing domestic violence;
- persons suffering from emotional distress;
- vulnerable women involved in street prostitution.

The following chart gives an overview of the number and type of interventions by month undertaken by professional personnel across SJAF services during 2014:

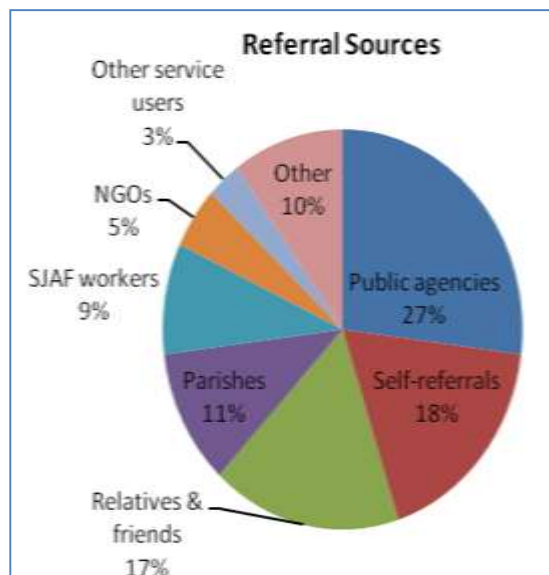
**Interventions across services throughout 2014:**

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Office Based sessions	150	157	140	146	170	154	129	152	117	166	151	114	<b>1,746</b>
Home-Visits	76	100	102	98	108	96	47	54	69	64	112	90	<b>1,019</b>
Accompaniment to other services	7	26	19	15	12	21	9	9	10	13	13	9	<b>163</b>
<b>Total Interventions</b>	<b>233</b>	<b>283</b>	<b>261</b>	<b>259</b>	<b>290</b>	<b>271</b>	<b>185</b>	<b>215</b>	<b>196</b>	<b>243</b>	<b>276</b>	<b>213</b>	<b>2,928</b>

78 Social Work supervision sessions were held during the year.

**Referral Sources 2014 (288 families):**

Referral Source	No.
Public agencies	79
Self-referrals	52
Relatives & friends	48
Parishes	31
SJAF workers	26
NGOs	14
Other service users	10
Other	28
<b>TOTAL</b>	<b>288</b>





## Locality of Residence of 288 families referred in 2014

### Vulnerable individuals and families supported between 2007 and 2014:



Locality of residence	No. of families
Żabbar	35
Birzebbuġa	33
Paola	32
Tarxien	27
Fgura	21
Santa Lucija	4
Other localities	136
<b>TOTAL</b>	<b>288</b>

Year	Individuals	Families
<b>2014</b>	424	288
<b>2013</b>	481	320
<b>2012</b>	473	298
<b>2011</b>	540	324
<b>2010</b>	412	284
<b>2009</b>	185	150
<b>2008</b>	231	169
<b>2007</b>	121	93
<b>TOTAL 2007-2014</b>	<b>2,867</b>	<b>1,926</b>

### Outreach work as an approach to the identification of hard-to-reach vulnerable families

Outreach work continues to be a key tool in community social work practice at the Foundation. The modality used leads to the identification of un-served and under-served categories of vulnerable and poor persons. The rate of service users identified through outreach work in 2014 was 10%. Other organisations openly acknowledge the effectiveness of this approach. Parishes where this approach is being used by Foundation personnel express high satisfaction at the way very vulnerable families in the community are being identified, befriended and supported. During community outreach home visits, team members introduce themselves, discuss the services being offered by the Foundation in the community and engage in a discussion about their perceived needs at community level.

Throughout 2014, the Social Work team carried out 95 hours of community outreach. Assessments of identified families are mainly carried out through follow-up home visits.

### Categories of referred families by main presenting problem – 2014:

Main presenting problem	Main type of problem encountered by 288 Families
Mental illness & needs of family caregivers	170
Problematic inter-personal relations	74
Chronic ill health	24
Financial difficulties	17
Lack of basic family-life management skills	9
Abusive relationship	17
Accommodation difficulties	8
Women involved in street prostitution	14

### Volunteer Nurse

The Volunteer Nurse, a Sister of Charity, continued to have a steady case-load of around 33 lonely home-bound elderly persons. She visited these persons regularly without fail, sometimes accompanied by a Volunteer Befriender. The Nurse maintains records of each visit and liaises with the caseworker concerned. Family interventions are tackled by the social worker responsible for the case. During 2014, the Volunteer Nurse carried out 205 support home-visits.

### Befriending and Mentoring Volunteers

Throughout their work in the community, the Social Work team members identify individuals who are lonely, homebound and socially excluded. At present the team of Befrienders is made up of 10 volunteers who regularly visit 11 home-bound lonely service users. Volunteer Befrienders are provided with training and support to enable them to sustain their quality service. During 2014, three training sessions were held. Additionally, constant contact is kept with each Volunteer Befriender to ensure high morale and stability of the service.

A small team of dedicated Volunteer Mentors built and maintained a trusting relationship with a young service user with whom each of them is matched. Throughout 2014, 8 Volunteer Mentors joined the Foundation and provided mentoring to 7 children and young persons aged between 8 and 15 years.

### In-kind support to service users

Linked to the Antide Family Resource Centre in Tarxien is an adjacent fund-raising Bazaar that is fully managed by two volunteers. The Bazaar serves as a means of providing low cost or free good quality clothes and other items needed by vulnerable families.

Many families moreover offer the Foundation second hand furniture, furnishings and white goods which are then given away to families in need of them. Throughout 2014, the Foundation has continued to receive 20 kilos of fish monthly from a major distributor. The Social Workers distribute

this to a number of families requiring on-going high support. The Secretariat for Social Assistance (SAS) regularly approves tiny cash grants as emergency help for families.

### **Generic Social Work**

The Foundation's social workers take on a variety of roles often acting as a mediator, enabler, counsellor, broker and advocate. Once the client's needs are assessed and potential services are identified, the Foundation's social workers assist the service users in choosing the most appropriate service. By doing so, the social workers are responsible for identifying, locating, and linking the service users to tap the needed resources. Acting in the role of counsellor, the social workers help the service users to articulate their needs, clarify their problems, explore resolution strategies, and apply intervention strategies to deal with their problems. A key function of this role is that social workers empower the people by affirming their personal strengths and their capacities.

Another key function in the community social work practice is advocacy. The Foundation's Social Workers often represent the case of service users having very pressing concerns to other service providers, decision makers and, where necessary, policy makers. This is done so as to enable certain service users to voice their concerns and needs so as to ensure enhanced rights and entitlements. By doing so, the Foundation's Social Workers enable vulnerable families to move forward and bring about desired changes for a better quality of life. The Social Workers write letters and present reports as a means to advocate on behalf of families. They also empower and assist families to set up appointments to make their voices heard. They also present memos to policy makers highlighting issues from practice that need to be addressed through changes in the social welfare system.

The Foundation workers attend various seminars and training sessions in order to gain more insights and knowledge about the current developments. It is instrumental that the social workers keep themselves up to date with the new resources, services and methods of interventions so that they can offer the best of service to their service users. Group work is initiated according to the needs that are identified by the Social Work team. The Foundation's social workers are responsible for co-ordinating such group work and keep constant contact with the group facilitator.

Moreover, the social workers participate in regular case conferences and reviews called by other agencies or by SJAF itself with respect to high-support families who are supported by different organisations. Close collaboration with other state and voluntary sector organisations is a cornerstone of the Foundation's work.

### **Social Work Supervision**

All Social Workers received regular professional supervision in line with the requirements of the Social Work Profession Act. Similarly for personnel from other disciplines.

### **Networking with the *LEAP!* Project**

The Ministry for the Family and Social Solidarity launched an ESF co-financed project entitled *LEAP!* through which the Ministry for the Family and Social Solidarity is setting up six Regional Social Development Centres and inter-linked Family Resource Centres. The project has other key elements foremost amongst which is intense capacity building and support by Social Mentors to over 200 persons meeting the criteria of 'people experiencing poverty'.

During 2014, each of the six Regional Social Development Centres was actively engaged in setting up a network of stakeholders. Representatives of state agencies, NGOs, Local Councils, parishes, schools, the Police and others met regularly to engage in collaborative work that maximises effective outcomes for vulnerable persons.

The Foundation's Tarxien-based Family Resource Centre – Ċentru Antida - falls under Region 1 – Southern Harbour Region. The Foundation's Birżebbuġa-based Family Resource Centre falls under Region 3 - South Eastern region. In both Regions, the St Jeanne Antide Foundation has been invited to become a key partner with *LEAP!* to provide a better family support service in the localities forming the 2 regions.

### **Study visit in Portugal for the *Leap!* Project South East Regional Network (SERN)**

One of the Foundation's social workers took part in a study visit to Lisbon, Portugal. The visit was organised by the *LEAP!* South East Region. 19 SERN network members participated. The aim of the study visit was for the regional network to have the opportunity to visit Family Resource Centres and other social service providers to better understand how the Portuguese system works.

The study visit has widened the participants' perspective to explore alternatives and encourage initiatives that they can adapt into the Leap Family Resources Centre. These initiatives will provide a variety of support and prevention services in the community. The participants were provided with information on how to setup up social network programmes. The main aim of these programmes is to create links between the different local authorities and organisations where their efforts are for eradication or reduction of poverty and the exclusion and promotion of social development.

The group also visited the Department of Social Security of Lisbon and had the chance to learn about strategies and policies against poverty and social exclusion. Another valuable session was about the Bank of Volunteers. Taking into consideration, the beneficial work that is carried out by volunteers with various organisations, it was an enriching session to know how these banks of volunteers work.

### **The President's Award for Creativity**

The Foundation has been awarded funds by the President's Award for Creativity to implement a project entitled *Creativity takes courage – conveying traumatic life experiences of vulnerable children through art and creative writing*. The project will give the opportunity to some of the SJAF young service users to have their voice heard by other hidden children with similar experiences and life circumstances.

Through the project, two illustrated books will be created and published. The first book will be written by seven children of primary school age; it will focus on difficult life circumstances they experience. The children will be professionally assisted to articulate their experiences through creative writing strategies. The children will be working with a Writing Process Teacher who is competent in stimulating vulnerable children to express themselves through the written and illustration medium. The children will collaborate with a well known children's book illustrator who will help them illustrate their own stories. The book is intended to raise awareness among children who may be

living in these same conditions and who have not yet considered asking for assistance or verbalized the difficulties.

A second book for youth will be written by a victim and survivor of domestic violence who wants to pass on the poignant message to young people that they have to say no to violence in intimate relationships. The book will be illustrated by an artist in discussion with the author who is today involved with other women in advocacy work with female victims and survivors of violence in intimate relationships.

### Educational Groupwork Activities for Service Users 2014

Start	End	Title	Target group	Venue	Participants
January	On-going	SOAR – support & advocacy group	Victims & survivors of domestic violence	Ċentru Antida + other venues	12+
March		Self-esteem (2 sessions)	Single parents from Cottonera	Bormla Ċentru Aċċess	12
January	June	Learning Support: Reading, Oracy, Comprehension, Writing, Circle Time	Children from supported families	Ċentru Antida	14
21 Feb	9 May	Storytelling (group led by Parent Leader from the Foundation for Educational Services-FES)	Service users: Children & parents	Ċentru Antida	11
6 March	-	Make Me Feel Good activity organised by HSBC Malta Foundation & MCAST (personal grooming)	Service users	MCAST	14
14 March	23 May	Depression Support group (10 sessions; weekly)	Service users	Ċentru Antida	8
26 March	December	Social group (monthly)	Schizophrenia sufferers	Ċentru Antida	7
26 March	On-going	Personal and Social Skills Group (weekly)	Adolescent service users	Ċentru Antida	6
27 March	-	YADA Dance event rehearsal	Service users	Ta' Qali	64
3 April	22 May	Benna ta' l-Ikel (a Hilti programme for children&parents) Led by FES Tutor & Parent Leader	Service users (age 8-11)	Ċentru Antida	11 + 10
4 April	6 April	Live-In	8-10 year old service users	St Paul's Bay	11
23 April	12 June	Self-esteem (8 weekly sessions)	Service users	Ċentru Antida	8
July	Sept	Literacy group for service users	Vulnerable youths	Ċentru Antida	3
11 Oct	June	Circle Time/ Time Learning Support	Children from Home work Service	Ċentru Antida	14
On-going	On-going	Youth Work Tarxien Youth Centre	At risk adolescents	Tarxien Youth Centre	53

On-going	On-going	Centring Prayer	Persons practising contemplative prayer	Centru Antida	7
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## The Emotional Freedom Service

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The Foundation has been offering a service of Emotional Freedom, confidential and free of charge, to those persons who have been carrying around with them some form of emotional distress or painful emotions. These persons would like to be free from such distress, so as to live their life more fully. Referrals from other services of the Foundation to the Emotional Freedom service are also made. The Service is given by a certified and registered practitioner of EFT (AAMET practitioner's certificate, level 2).

The service employs a painless, no-touching, complementary therapy, which has proven to be very effective in dissolving emotional distress and making people happier and less anxious or disturbed. One session of two hours is usually needed, and sometimes two such sessions, or, more rarely, four or five.

During 2014, 118 sessions totalling 247 hours of service were held with 54 persons, one person at a time, an average of 2 hours and 9 minutes per session. Of the 118 sessions, 9 were workshops led for 6 organisations and groups, averaging 1 hour and 40 minutes each, totalling about 15 hours.

Phobias are often removed by this therapy, some of them surprisingly quickly, while others go away in time, after some work by the service users themselves at home. Anger, fear, and anxiety are most often involved. Some persons are hurt by separated spouses or others. There are adults who have been carrying for a number of years into adulthood a heavy burden of anger at someone - maybe a parent or childhood teacher or bully - for faulty or abusive parenting, relating or teaching. Others persist in angrily blaming their abusive relatives of today. Maintaining or cultivating such long-term anger is poisonous to the angry person. There are cases of physical pain with no cause that is apparent to doctors, but nevertheless really felt by the sufferer, and somehow connected to past traumas or present emotional distress.

There are cases where the burden being carried is some fear that is exaggerated or no longer necessary, but the man or woman who has carried the burden for years does not know how to put it down. Other persons approach life, jobs, or relationships with a half-hidden sense of unworthiness; and this holds them back from being happy, confident, and free. Some people obsessively compare themselves with someone else, and become miserable. Some people blame themselves for not being smarter or better in some way; others blame their parents, teachers, or other persons in their past or present lives. Some feel that they cannot forgive, and carry their angry blaming voices with them against others who have offended or harmed them. Some are unable to forgive themselves. Some persons even hate themselves and feel they do not deserve to be loved. Many people live with so much tension that they are unable to live life properly – that is, happily and calmly.

The Emotional Freedom Service has transformed the lives of such persons and more. It has healed their emotional distress, and given them tools to work on other issues whenever needed at home and their place of work. Sometimes these tools involve new perceptions and understandings of

themselves and a new mindfulness. Where needed, such persons were taught relaxation techniques. They have seen old and unnecessary constraints surprisingly dissolve into thin air, without coming back at some later time. People become more relaxed. Human potential is being unlocked, freedom discovered, even the capacity to love and be loved, to give service to others, and to be confident, dignified and creative in life and in relationships. Some have used their new freedom to proceed with their own spiritual path, others have used it to give voluntary service, while others have used their new freedom to come to new and healthier family, work, and social relationships.

## **SOAR – surviving abuse with resilience**

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SOAR is an advocacy and support group for victims and survivors of violence in relationships. It is a service user led initiative. Its underlying philosophy revolves around making the self-determination of members a reality.

For SOAR, 2014 was an exciting year which will be remembered particularly for its launch into the educational sphere. During 2014, 20 presentations or workshops about *Dating Violence* were delivered to young people in their school or youth club environment. In a separate initiative, students from Verdala International School collaborated with SOAR on a school project through which students learned and raised awareness about dating violence among their peers, using various creative methods and in the process practising teamwork, organisational, leadership and delegation skills. The importance of education in the prevention of Domestic Violence has been discussed time and time again by major stakeholders and SOAR is proud to be at the forefront of such initiatives to raise awareness among children and young people.

SOAR also formed part of the Coalition that worked together throughout the year towards the eventual setting up of the now founded NGO *Men Against Violence*, a voluntary organisation that aims to engage men in the elimination of violence on women.

Often participating in TV and Radio discussion programmes throughout the year, SOAR has worked towards reaching people in their homes, in the hope that victims who may be isolated from society will get the chance to learn about support systems that exist for them. SOAR has also reached out to students on the university campus and participated in street-based awareness raising activities such as 'One Billion Rising' and 'Ability Fair'.

SOAR leader and committee members have participated in 7 training and development opportunities during the year. In early March, SOAR attended in Brussels the launch of the results of an EU wide survey on Gender Violence, by the Fundamental Rights Agency in Brussels. SOAR also networked with shelter managers in Vienna, Austria, to discuss the aims, objectives and the process of setting up SOAR.

Survivors of domestic violence often suffer from isolation as they try to start putting their lives together again. As a support group, SOAR often organised social activities for its members, where members can meet, create bonding friendships, give each other support, learn together and socialise. SOAR members have attended popular social events, theatre productions and concerts together. Such activities are possible through the Foundation's initiative of obtaining free tickets from event organisers. Other times SOAR members met up for a quick coffee as their lives get busier whilst occasionally members would cook a meal or organise a food-sharing party that they all enjoy together. Getting back on one's feet is much easier when one has supporting people around.

During 2014, SOAR held 5 committee meetings, organised 15 socio-educational events, participated in 7 seminars, held 14 meetings with other organisations, provided 32 presentations to other organisations on their request and accepted 8 new members.

2014 has seen SOAR Support and Advocacy group grow, learn, develop and become known to many more people, both locally and overseas.

## Learning Support

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The Foundation stimulates service users of all ages to consider moving ahead with their lifelong learning journey. To this end, it provides a range of learning support opportunities to vulnerable children and adolescents, youths and adults. The rationale, approach and content of such opportunities are regularly revisited to ensure quality as well as to avoid duplication with opportunities provided by other organisations.

### Homework support

This service was started in mid-2007 as a valid way of supporting children and young persons in compulsory education who risked falling behind in their schooling due to their parents' inability to support them in their learning process. Intake has been restricted, with some exceptions, to children from families being holistically supported by the Foundation's Social Work and Counselling Service. Reaching a total of 20 children in 2014, the Homework Support service adopted the following modality:

- every Friday afternoon, a group of Volunteer Tutors provided one-to-one or one-to-two learning support as follows:

4.00 to 4.15 pm Parents' arrival and chat with Tutors

4.15 to 5.15 Primary Group

5.15 to 6:00 Secondary Group – Mathematics Group

5.15 to 6.00 Circle Time targeted for primary aged children provided by three students from Verdala International School

### Non-formal education courses and support groups

During 2014, a number of non-formal adult learning-support opportunities were organised. Foundation personnel continued to encourage vulnerable individuals to access widely-available non-formal courses, to help in the application process and to seek fee waivers whenever required. A literacy group ran throughout the year with a break in summer. A course on Customer Care ran for a few months. Both were led by Tutors provided by the Directorate for Lifelong Learning. As part of the learning process, the literacy teacher often organised orientation visits to historical sites while building reading and writing exercises around them.

The Foundation in collaboration with the Foundation for Educational Services held two informal courses aimed for children and their parents. A six week course was on the importance of healthy eating named "Benna ta' Ikel" and other course was on Story Telling.



### Self-esteem groups

During 2014, two self-esteem groups were offered to service users of the Foundation and their service agencies.

## Youth Work with disadvantaged adolescents

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The St Jeanne Antide Foundation uses a number of strategies to identify and support hard-to-reach, vulnerable and socially excluded categories of society. In its efforts to identify and support vulnerable groups at community level, the Foundation works closely with community-based organizations that have a common vision and mission. Since 2008, the Foundation has been working very closely with the Tarxien Youth Centre which reaches out to at risk young persons in the Tarxien community and beyond. Despite the fact that it supports around 53 teenagers, the Parish centre is under-resourced.

In order to better serve this vulnerable category of at risk adolescents, the Foundation deployed a Youth Worker in late May 2013. Between January and June 2014, the Youth Worker continued to work hand-in-hand with the Volunteer Director of the Youth Centre to support members on two evenings a week. Through the Youth Worker, an activity programme was developed and implemented focusing on the expressed interests of members. These include dance sessions by a dance therapist, volunteering activities, outings, discussions about common life-issues, crafts, night hikes, counselling and other activities.

The Foundation's Youth Worker linked up members to other organisations and companies that are in a position to offer resources for meaningful hands-on activities. Through board games, subbuteo, billiards and football, the Youth Worker engaged members in personal discussions, thus building a trusting relationship with them. Well known and admired resource persons were invited for motivational talks. These came from different walks of life, each having moved forward in their life despite the hard times they had faced and managed to overcome. A range of activity resources and board games were obtained to further engage the young persons and to stimulate them to embark on self-development journey individually and together.

Some of the activity themes tackled in group-based sessions included the following:

- Encounter with members of the Dogs for the Blind Association
- Dialogue with a Cultural Mediator from the Jesuit Refugee Service
- A spiritual discussion with a priest on Fears of young Persons
- A talk by an expert on Eco-centres and the Eco flag
- A talk by a resource person from Aġenzija *Sedqa* on addictions
- Talk by SOAR on Dating Violence
- Regular art & craft sessions by members of Mosaico, a part of Focolare Movement

Links were established with other organisations such as KDZ, MEUSAC, YMCA Slough/UK, and Outdoor Living-Malta.

Through a grant proposal submitted by the Foundation to the Small Initiatives Scheme (SiS) of the Malta Council for the Voluntary Sector (MCVS), funds were obtained to purchase much-needed equipment for use at the Tarxien Youth Centre. The equipment purchased and used during 2014

included a public speaking system, a CD player, DVD player, a tripod screen, and a camcorder. Through the same grant, a Graffiti course was also organised and led by an artist.

## **Volunteer Handymen Service in support of very vulnerable families**

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In the experience of the Foundation, hard up single parent households and households where the husband suffers from chronic ill health lack the financial means and ability to tackle odd repair and maintenance chores in their homes. They find that they cannot pay a handyman to handle such chores. Nor do they have the means to buy equipment and materials for such repair work. Because of this, their houses become run down, drab and dreary environments which negatively impact the mental health of family members.

During 2014, the Foundation continued to run the Volunteer Handymen Service in support of very poor families. Volunteer handymen spend 4.5 hours a week each doing repair works in the homes of service users and undertake maintenance work at the Foundation's premises as well.

This service grew out of a keenly felt need by Foundation Social Workers. Since one of the strategic objectives of the Foundation is to identify gaps in social support service provision and to respond to such needs, the Foundation tries to fill the gap through the engagement of male retirees who are highly skilled in handyman work to volunteer within this project.

The Volunteer Handymen in the project have between them completed a total of 1,215 hours of service, 288 hours of which in the homes of vulnerable families. Without this service, the homes of these families would have remained highly disorganised. Apart from the work described above, the Volunteer Handymen undertook 102 trips to pick up used furniture and other materials from donor families and transporting these to families needing them and to the Foundation's recycling Bazaars.

Additionally, one volunteer undertook computer repair jobs on second hand computers donated to the Foundation.



## SECTION 3: The LWIEN Service

The LWIEN service was initiated in August 2010 as a response to an unmet need felt by the Social Work team. Community social work practice had brought the team in touch with primary family caregivers who had nowhere to go for support, especially those with no financial means to constantly turn to mental health specialists in private practice. Following discussions with family caregivers in distress who had turned to the Foundation for support it was ascertained that no established support service existed for this category of vulnerable group. Contacts were made and sustained with the Mental Health Association, Malta and gradually the LWIEN Service was developed. The Foundation is affiliated to the Mental Health Association and has embarked on a number of initiatives with it.

### **Supporting overwhelmed caregivers of mentally ill persons**

Family caregivers constitute a category of citizens who lack support in fulfilling their challenging and overwhelming responsibility. The Foundation has targeted this category for support interventions through the LWIEN Service. This service is unique since it combines family consultations with community outreach work that identifies and supports hard-to-reach families where mental health problems are a major stressor.

As is borne by practice since starting LWIEN, family caregivers of mentally ill persons are highly prone to become overwhelmed and depressed. The Foundation continued to meet distressed family caregivers whose financial means are drained, constraining the family to sell assets, leave one's job, close a business and doing whatever it takes to pay professionals privately so as to cope with the constant strain of caring for the mentally ill family member. It is the experience of the Foundation that family caregivers rarely seek help for themselves, limiting their access to state and private mental health services for their ill family member.

Throughout 2014, the schedule of twice-weekly (sometimes thrice weekly) family consultations was maintained. Each week, 18 or more family consultations were held. Additionally, the LWIEN team of a Social Worker and Senior Psychiatric Nurse occasionally carried out home-based assessments and consultations on Saturdays as well to keep up with the demand and the needs of families requiring high support. In fact, during 2014, the Senior Psychiatric nurse held 19 family clinics on Saturdays to support family caregivers overwhelmed and anxious about their caring burden and responsibility.

Apart from supporting families who come from all over the island, the service is intrinsically linked to the Social Work Service of the Foundation and the services offered at the two Family Resource Centres based in Tarxien and Birżebbuġa and the office in Żabbar.

### **Caregiving Families supported**

In 2014, the Lwien Service provided intense support to 168 individuals from 122 families. Of the 168 individuals reached, 74 were primary family caregivers. Of these, 33 tapped the service along with their mentally ill family member. 40 additionally used the Social Work Service, the Emotional Freedom Service and counselling.

### **Main geographic areas**

The 122 families supported by the LWIEN Service in 2014 came from the following localities: 14 from Żabbar, 10 from Paola, 9 from Fgura, 8 from Tarxien, 7 from B'Bugia and 74 from other localities.

### **Group Work**

In 2014 the Foundation organised two Depression Support Groups for which 17 participants attended and a support group for young persons suffering from schizophrenia. Additionally, throughout 2014 the psychiatric nurse organised two Video Forums. The aim of these video forums is to promote practical ways of living with mental illness, and the important role the family caregiver plays when helping a relative with a mental illness. These fora are open to relatives, service users and professionals working in this field.

### **Effective liaison with the mental health system**

Maintaining effective links with the community mental health services is crucial. Hence, the service continued to liaise closely with state and NGO providers in this key sector. Referrals both ways continued to take place throughout 2014. Liaison with mental health services for sufferers was maintained to maximise positive outcomes for caregiving families.



## **SECTION 4: The IRENE Project – supporting vulnerable women involved in street prostitution**

**(EEA Malta/002/13)**

The project became operational in early 2014 and is being part-financed by the European Economic Area (EEA) NGO Fund for Malta managed by SOS Malta and by STRINA 2013/MCCF.

The Irene Project is a unique new service in Malta. Its primary focus is on providing a range of support services to very vulnerable women involved in street prostitution. This category of women is a hidden one. Women involved in street prostitution come to the attention of mainstream service providers for reasons other than prostitution – long-term drug abuse, criminal acts such as stealing, and child neglect. Prostitution is not a primary focus of support of key agencies.

Women involved in street prostitution constitute a category of vulnerable women with complex underlying psycho-social and emotional issues, chaotic lifestyles and the difficulties that these present. From the experience of this service to date, vulnerable women involved in street prostitution are likely to have been sexually abused as minors, self-medicate and take illegal substances to cope with their harsh, high-risk and abusive reality, face serious health problems, suffer from mental health problems, may show signs of cognitive and social impairment, are in conflict with the law and live a life of exploitation, abuse and coercion into prostitution. These difficulties lessen their chances of living their life with dignity and with assured access to basic human needs.

The majority of the 40 women supported by project workers to date do not have access to their children since they have either been taken into care, or are fostered or are looked after by relatives who have been granted care and custody. When women are granted periodic child access, it is through supervised access visits. Those who do have care and custody have several or more others in care; the care and custody which they do currently have is a tenuous one since the situation may change irrevocably as soon as they are rearrested for another offence.

## The support services of the Irene Project

The Irene Project is currently providing three levels of support to women involved in street prostitution:

*Level 1:* meeting women's basic needs for food, clothing, rest space, personal health and hygiene, being treated with respect and love. *Level 1* support is provided through DAR HOSEA – a drop in centre with all the necessary facilities for meeting basic needs. Dar Hosea is a very welcoming house which provides a quiet and peaceful space that highly contrasts with the harsh reality of working in the streets with all the risks that this involves.

*Level 2:* access to social work support, accompaniment to court and hospital, access to lifelong learning opportunities provided by the Foundation itself and by other providers such as the Directorate Lifelong Learning and MCAST. *Level 2* support is provided by a multidisciplinary team of part-time remunerated workers and volunteers. At the drop-in centre, different crafts are taught as well and many books are available on different topics.

*Level 3:* access to sexual health education and screening for sexually transmitted infections. Level 3 services are provided by a doctor specialised and highly experienced in sexual health. She runs a weekly clinic for STI screening at Dar Hosea itself, liaises with the health sector for processing of medical tests and provides sexual health education.

The project team members undertake outreach work to attract women to Dar Hosea and other support services. They visit prison on a weekly basis to talk to women there who have been involved in prostitution and to run crafts sessions. This connection with the women is important since they know that, once they are released from prison, they have people who care for them and are ready to support them and welcome them to Dar Hosea whenever they wish. The team has also developed close collaborative relationships with other agencies such as the Probation and Parole Department, social work services, social security, addiction services and others. These agencies refer women who need the services offered by the Irene Project.

Street outreach is being developed. The aim is to inform women about the services in case they find the courage to seek help.

## Identification of Women

The Irene Project team uses 4 strategies to identify women for support:

1. Type 1 Outreach work: Presentations to practitioners in key agencies and maintenance of regular liaison and collaboration. This is mainly done with state agencies such as Aġenzija Appoġġ and Aġenzija Sedqa (Detox); NGOs; the Parole and Probation Department; the Court; hospital social workers; the Corradino Correctional Facilities; parishes.
2. Type 2 Outreach work: Weekly sessions with women in prison combined with one-to-one visits and provision of clothing and other much needed personal items especially for those without relatives who can or are willing to provide them.
3. Type 3 Outreach work: Street outreach work in zones known for street prostitution.
4. Type 4 Outreach work: home visits to referred women are undertaken to meet with the woman face-to-face to establish the fact that project workers do not have court mandated functions and that the project only seeks to provide help as needed.

## Funding

Start-up funding for service provision have been provided through an EEA NGO Fund managed by SOS Malta. Funding for the refurbishment of a long-term drop in centre were provided by a STRINA 2013 grant and by benefactors.

### Dar Hosea drop-in centre

Many benefactors donated second hand furnishings and other household items, helped out with voluntary work to clear out the house, repair furniture and sew certain items. Refurbishment works were completed in two months in time for the move from the leased temporary premises. The centre is spacious and welcoming and has all the necessary facilities to enable service users to access basic needs with dignity.

During 2014, the staff team produced a procedures manual for the running of the service and its drop in centre and produced, for internal discussion, a paper of practice dilemmas in this field.



## SECTION 5: Volunteering

Volunteering is a cornerstone of the Foundation's mission. The Foundation encourages and nurtures volunteering within its range of service provision, in line with three of the Foundation's key objectives:

- to support and train a number of persons to make their own contributions to society and to persons in need;
- to provide the opportunity and training to service users so that they themselves can provide services to others in need;
- to be open to voluntary service of young people who would like to offer time and energy at the service of others in order to gain experience and insight.

Volunteering is a way for people to engage in meaningful activities beyond their personal and professional sphere as well as to develop an interest outside their family and working lives.

Volunteering has many positive side effects, irrespective of one's age:

- it draws a person away from self-centredness and towards an understanding of, and compassion for others;
- significantly enhances the person's sense of well-being that is often not derived from other spheres of life;
- injects meaning in an often materialistic lifestyle devoid of altruism;
- provides an opportunity for forging new friendships;
- makes it possible for social care organisations to create new and better ways of supporting vulnerable individuals and families;
- creates the fabric of a robust welfare society;
- is, above all, a powerful way of living one's faith and stimulating hope in lives that are bereft of love and compassion.

Volunteers at the Foundation are screened and assessed before their induction and are given a Code of Practice for Volunteers to guide them in their work. Throughout 2014 there were a total of 98 active volunteers involved in one or more spheres of service provision. The highest number — were Tutors working within the Learning Support Service that comprises the Homework Support Service and Mentoring. Of the 98 volunteers, 33% discontinued their involvement for a number of personal reasons.



Below is statistical data about volunteering at the Foundation during 2014. Not included in the statistical data are students on a practice placement with the Foundation.

#### Age of volunteers by number

Age group	% of total (98 volunteers)
Up to age 20	8
21-29	9
30-39	11
40-49	11
50-59	16
60+	43

#### Volunteer Roles by numbers in 2014

Roles	Number of active volunteers
Reception work at Ćentru Antida	23
Learning Support Tutors & Mentors	27
Social Work support	10
Governance	7
Irene Project	7
Soar advocacy and support group for domestic violence victims and survivors	8
Admin support	16

#### Volunteers discontinuing or remaining in 2014

Volunteers active at the end of 2013	Discontinued at some point in 2014	Total volunteers who worked at any time during 2014
65	33	98

#### Overview of volunteers during 2014 by gender

Females	Males	Volunteers who worked at any time during 2014
68	30	98

### Overview of volunteers during 2014 by regular vs occasional work

Regular	Occasional	All Volunteers during 2014
88	10	98

### Hours of service contributed by volunteers in 2014

During the year, a total of 4,455 hours of volunteering were registered which are equivalent to approximately two full-time workers. Were these hours of service to be measured in terms of cost savings, this would amount to €22,275 calculated at a modest €5 an hour.

### Inclusive volunteering – a self-development tool for service users

As already mentioned, one of the aims of the Foundation is to:

“provide the opportunity and training to service users so that they themselves can provide services to others in need.”

To this end, SJAF encourages service users to consider volunteering as part of their self-development plan; in fact 14% of the volunteers who provided a service to the Foundation during 2014 were service users. This practice of special supported volunteering presents a number of challenges to the organisation. Service users who become volunteers, especially those with mental health problems, need constant encouragement and support. They also need reassurance that their role within the organisation will not be halted in times of relapse and crisis. Short one-to-one sessions before the start of each volunteering period helps to ease and clear any apprehensions and doubts they may have about the performance of their volunteering role. Volunteering contracts with a flexibility clause goes a long way in easing apprehensions. Regular liaison between the volunteer’s key worker and the volunteering co-ordinator is necessary to ensure a meaningful experience for the volunteer.

In the experience of the Foundation, volunteer-involving organisations need to consider developing an inclusive volunteering policy through which persons in vulnerable situations and those who are socially excluded are offered access to volunteering opportunities. The current local scenario makes it difficult for family support practitioners to refer their service users to other organisations for volunteering.



# **APPENDICES**

## APPENDIX 1: Collaboration with other organisations

Foundation workers regularly strive to further develop robust collaborative links with other agencies at both national and local level.

### Parish Diaconia Commissions

The Foundation's community-based initiatives in support of very vulnerable families at risk of social exclusion continued to enable it to build competency in this area. Foundation personnel continued to work closely with the parish-based Diaconia Commissions (volunteer service teams). In 2014, regular collaborative work was undertaken with the Diaconia Commissions of Tarxien, Żabbar and Paola. Discussions were also started with the B'Bugia Commission.

### Workshops by SJAF personnel for other organisations 2014

On the request of other organisations, the Foundation led the following workshops throughout 2014:

Date	Title	Organisation	No. of participants
9 Jan	Iċ-Ċentru Antida u s-servizzi offruti. Riflessjoni fuq test minn Żakkew.	Paola Day Centre for the Elderly	15
20 Jan	How to manage negative emotions	M'Scala Women's Circle	60
Jan – Feb	Course for parish pastoral workers at Paola (Kristu Re) Parish Hall.	Paola (Kristu Re) Parish B'Bugia	49 7
28 February	Schizophrenia and its impact on the family	Family caregivers	26
5 March	Spiritual talk	Social Club for the Elderly, Tarxien	45
10 March	The Meaning of Lent	Tarxien Social Club for the Elderly	40
10,12,14 March	L-importanza tal-Kelma t'Alla f'Ħajjitna	Kalkara Local Council	17
15 March	How to manage negative emotions	Congregation Sorijiet tal-Qalb ta' Ġesu	15
20 March	Stress Management in the Family	Azzjoni Kattolika Maltija	60
14 May	Iċ-Ċentru Antida u s-servizzi offruti. Riflessjoni fuq test minn Żakkew.	Kalkara Local Council	14

5 July 2014	15 minutes presentation by SJAF during national Seminar on The Participation of Older People in the Voluntary Sector (at Dar L-Ewropa)	Office of the Commissioner for Voluntary Organisations	54
5 August	Presentation on the SJAF Model of a Family Resource Centre	Leap Project Task Force, Ministry for the Family and Social Solidarity	13

### Organisations with which the Foundation regularly collaborates

#### Parishes

- Tarxien, Haż-Żabbar, Fgura, Paola (Kristu Re) and B'Bugia
- Tarxien Youth Centre for at risk youths

#### Public bodies

- Ministry for Social Dialogue, Consumer Affairs and Civil Liberties
- Ministry for the Family and Social Solidarity and its *LEAP!* Project Regions
- Aġenzija Appoġġ
- Corradino Correctional Facilities (CCF)
- Department Parole and Probation
- Aġenzija Sedqa
- Housing Authority
- Malta Council for the Voluntary Sector (MCVS)
- Ċentri AĊCESS: Valletta, Cottonera, Qawra
- Aġenzija Sapport
- Aġenzija Żgħażaġħ
- Paola and Tarxien Local Councils, Birżebbuġa
- Department Elderly and Community Care
- Directorate Social Security
- Mater Dei Hospital: Social Work team; Psychiatric Out-Patients Clinic (PoP)
- Mt Carmel Psychiatric Hospital & its Mental Health Community Services
- State Colleges and schools
- University of Malta: Faculty of Wellbeing; Faculty of Law
- MCAST.

#### NGOs and other organisations

- SOS Malta
- Dar tal-Providenza
- Mental Health Association, Malta
- Inner Wheel Malta
- SAS Azzjoni Kattolika
- Jesuit Refugee Services
- Foundation for Shelter and Support to Migrants

- Arthritis and Rheumatism Association
- Anti-Poverty Forum (APF) Malta
- Three Cities Foundation
- CARITAS Malta agency

**Overseas Development Organisations**

- Overseas Development Unit, Ministry of Foreign Affairs, Malta
- SKOP (Solidarjetà u Koperazzjoni) NGDOs forum
- Karonga Diocese, Malawi
- San Martinos De Porres Parish, Iquitos City, Peru

**Other**

- Immaculate Conception Girls Secondary School, Tarxien
- HSBC Malta Foundation
- Verdala International School.



## APPENDIX 2: Staff Development Opportunities 2014

Date	Type of activity	Provider	No. Personnel taking part
18-20 Feb	Course on <i>Outreach to Detached Youth Work</i> . At Youth Hub, Santa Venera (Ruth & Kersten attended 3 half days)	Aġenzija Żgħażaġh/ Youth in Action Programme	2
20 Feb	Team dialogue on Green Paper on Poverty	Internal initiative	5
Sat 22 Feb	Half-day Seminar at Verdala Palace on <i>Inkapacità Mentali fil-Liġi Maltija</i>	Commissioner for Mental Health and the Elderly	2
28 Feb	Video Forum on Schizophrenia for family caregivers and practitioners	Mental Health Association	3
30 March	Prostitution in Malta: case-studies and public perceptions	SJAF: Irene Project	7
5 – 6 March	F.R.A Conference in Brussels, Belgium on Gender-based Violence, seminar Violence against women in Europe – Our response	EEA and Norway Grants, SoS Malta that is the Fund Manager of the EEA NGO Programme for Malta	1
3 April	PPCD training session on structural funds audit outcomes	PPCD	2
4-6 April	Counselling Children and Adolescents: New Insights – Conference.	European Association of Counselling	1
7 + 30 April	Organisational Health & Safety Issues: dos and dont's	SJAF: Irene Project	11
12 April	One-day Silent Retreat	Centring Prayer Group	4
16 April	Prostitution and Mental Illness	SJAF: Irene Project	6
21-23 April	Public Seminar on Gender, Violence and Prevention	European Network on Gender and Violence (ENGV) & the Department Gender Studies, Faculty of Wellbeing, University of Malta	2 SOAR members
25 April	Attachment Theory	SJAF: Irene Project	8
3-4 June	Building Cultural Competence in Social Care	Jesuit Refugee Services (JRS)	2
6 June	Legislative Amendments with a view to protecting victims of domestic violence.	Commission on Domestic Violence	2
13-15 June	Introductory Brief Solution-Focused Therapy Course.	Institute of Family Therapy (IFT Malta)	1
30 July, 6 & 13 August	Addictions (9 hour course)	<i>Sedqa</i> Prevention Services	12

14 September – 16 September	National Forum of Polish Non-Governmental Organizations' Initiatives (OFIP)	SoS Malta that is the Fund Manager of the EEA NGO Programme for Malta	1
18 September	Seminar: Shattered Soul – healing the spirit after abuse (2 hours)	Church Schools Spiritual Development Units & Secretariat for the Clergy	3
10 October	Half-day Seminar: #ajja bl-iSkizofrenija	Mt Carmel Hospital	4
17 October	Half-day Seminar: Children with challenging behaviour	Richmond Foundation	3
27 November	Seminar on Implementing the Istanbul Convention	Commission on Domestic Violence	1
30 November – 6 December	Study visit to Lisbon, Portugal as part of the Network of the LEAP! Project (South Eastern Region) of the Ministry for the Family and Social Solidarity.	LEAP! Project of the Ministry for the Family and Social Solidarity	1

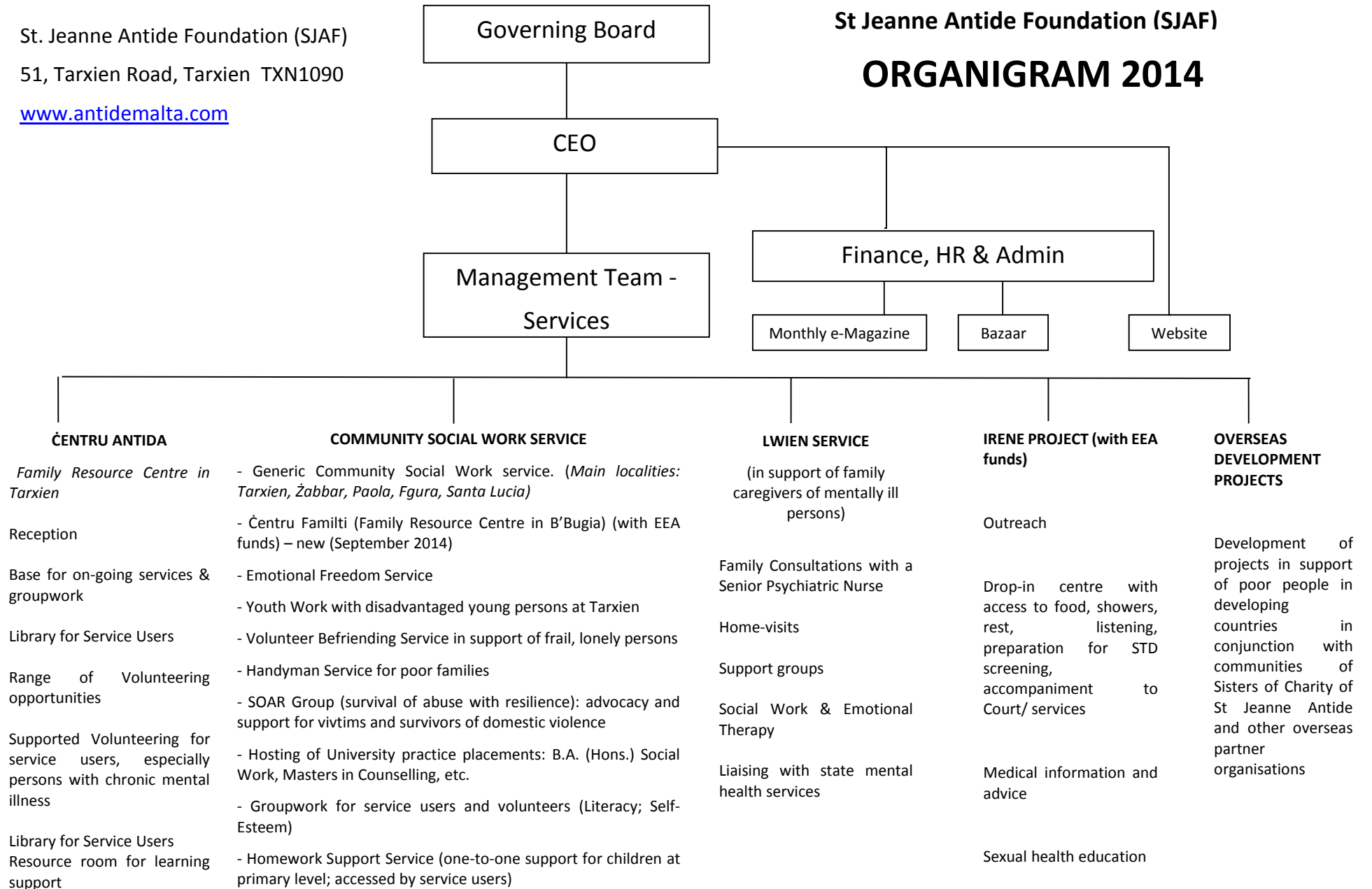




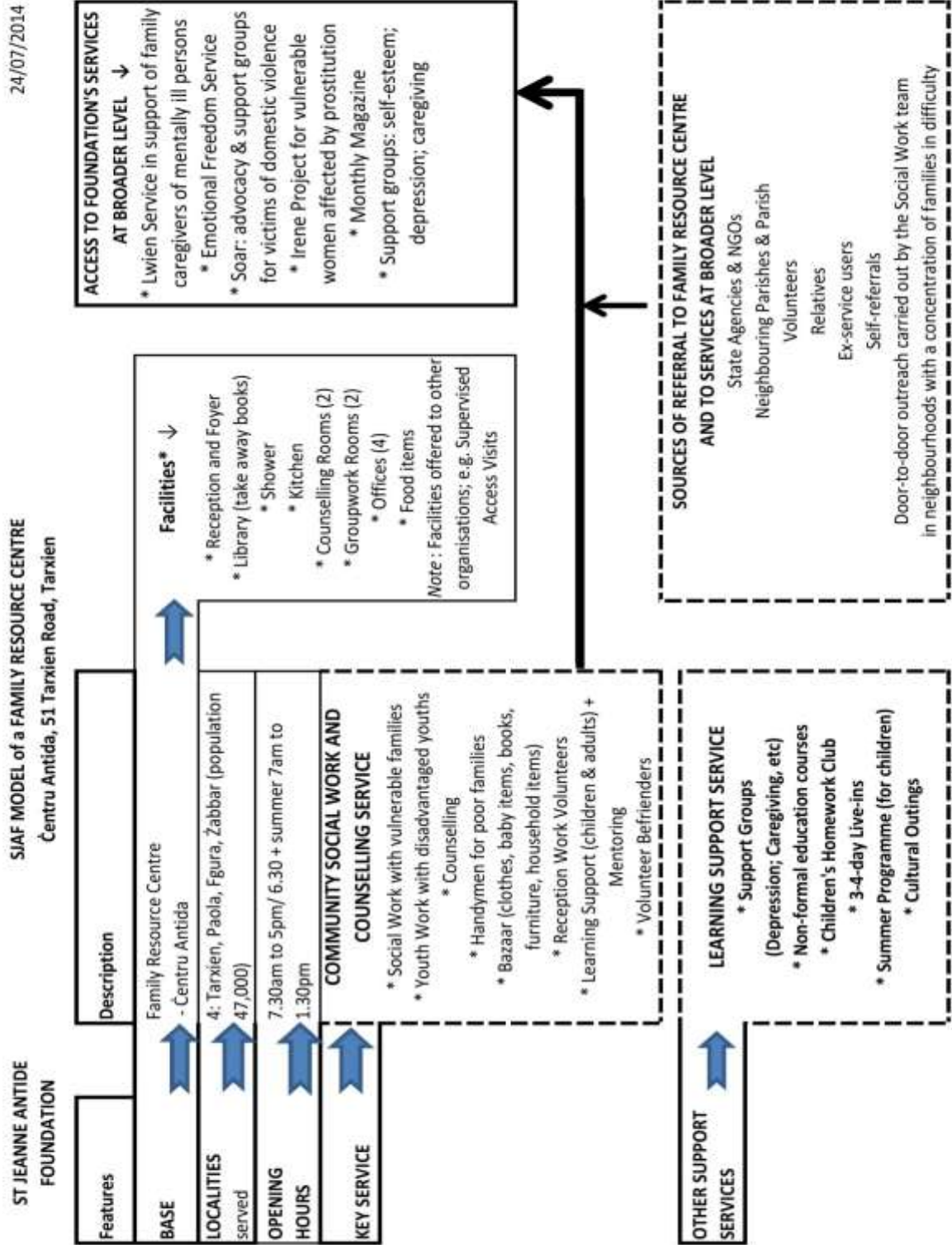
# APPENDIX 3: Organisational Structure

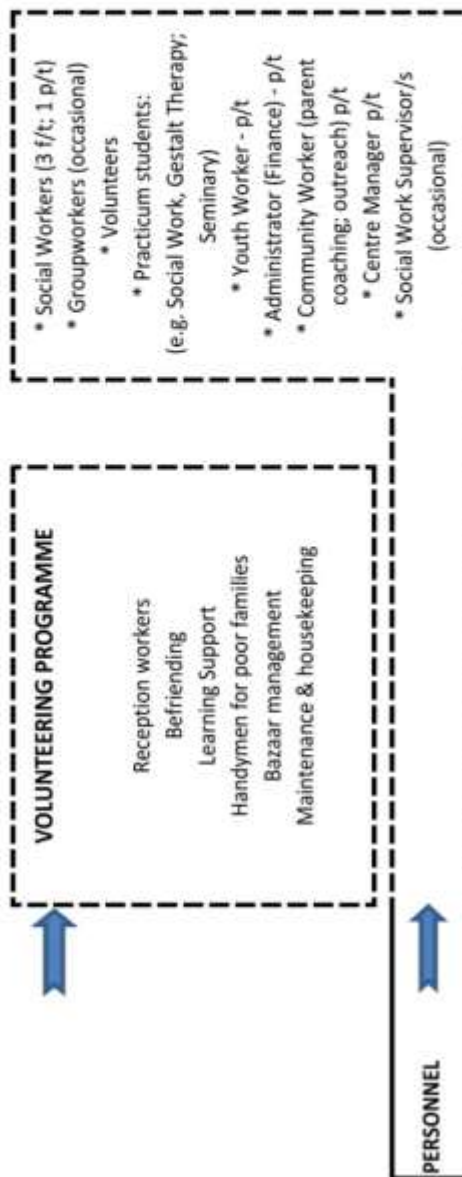
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## St Jeanne Antide Foundation (SJAF) ORGANIGRAM 2014



# APPENDIX 4: The SJAF Tarxien Model of a Family Resource Centre





## APPENDIX 5: Setting up a Community-based Family Resource Centre - the experience of the St Jeanne Antide Foundation

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(extracted from Issue no.76 of SJAF Magazine, March 2014)

This paper provides an overview of the experience of the St Jeanne Antide Foundation in the setting up and running of a community-based, family support, drop-in centre offering a range of support services for vulnerable individuals and families. It also outlines the philosophy and practice of outreach work as a dynamic tool in the identification of hard-to-reach families with tenuous links to support services across key sectors.

### Identifying and setting up a drop-in centre in the heart of a sizeable community

In its early stages of development, the Foundation was guided by a three key factors:

- *the availability of the infrastructure*: the Province of the Sisters of Charity decided to allocate a sizeable modern part of its Tarxien convent as an operational base of the Foundation. The premises has a number of features that make it ideal for a family resource centre: it is nestled in the heart of the Tarxien community and is close to a number of neighbouring localities. Residents of neighbouring communities find it easy to access the premises by bus and on foot. It is close to a number of community access points such as shops, pharmacies, the district health centre, schools, parish and Local Councils' offices.

- *the catchment area*: one major factor that was considered was the fact that the Foundation wanted to avoid duplication of work. It ascertained that no other state agency or NGO were offering community-based generic social work services to families in the target localities. Discussions with key community-based actors enabled the Foundation to determine the high need for such services.

- *pockets of vulnerability*: Another key criterion was the identification of pockets of vulnerable families. In each of the target localities, phased entry-point outreach work was undertaken so as to reach as many hard-to-reach vulnerable families as possible. Funding was obtained in a phased manner and staff gradually increased to tackle the increasing number of referrals.

- *Tapping infrastructure of other community-based organisation*: The Foundation wanted to avoid incurring expenditure on infrastructural development, arguing that it could make use of existing infrastructure owned by other community-based organisation. To this end, it gradually started making use of a computer lab of a religious congregation close by, group work rooms in 5 premises of the Paola and Żabbar Parishes; office and counselling room at the Żabbar Parish office; house for live-ins of the Żabbar Parish.

- *Furnishings*: The majority of required furnishings were donated by banks, hotels and companies which were an invaluable source of quality second-hand office furniture. The result is a family-type milieu that is very welcoming and homely. There is a blend of tasteful furnishings with comfortable settees, armchairs, cushions and colourful/ cheerful art around the place. Minimum requirements include the following:

- It is felt that the available space at the Foundation's Antide drop-in centre is the basic minimum for a family resource centre. The space includes:

- an open reception area;
- a large welcoming foyer with a sofa suite and armchairs serving as a space for visitors, informal meetings and children's library area. Children from vulnerable families are encouraged to pick up books they feel enthusiastic about and to take them home to read;
- Space for computer access by service users, notice boards and printed information pick-up point.
- 2 counselling rooms;
- 1 Learning Support Resource room stocked with a range of educational materials, books, games, and other resources for use by the team of Volunteer Learning Support workers;
- 1 large training room and board room with a library for professional personnel;
- 5 offices;
- a kitchen which is also used for cooking classes for small groups;
- a shower for service users.
- yard.

### **Volunteering: screening, selection, deployment and on-going support**

Volunteers are a key pillar of the Foundation. They assume a range of roles and responsibilities which complement the work of the Social Work team and maximise successful outcomes of family care plans. Among the roles assumed by Volunteers within the Foundation are the following:

*Reception work:* Reception workers are co-ordinated and supported by the administration team. Service users are also encouraged to volunteer within this service. Through volunteering, service users gain experience of being of service to others, a sense of purpose, meaning and dignity in life and a sense that one has moved from being socially excluded and living life on the periphery of one's community and society to being an active participant.

*Learning Support and Mentoring:* Through these volunteering opportunities, regular one-to-one support is extended to children and young persons from families supported by the Foundation. The expected duration of the commitment is a minimum of one year, possibly even during the summer months.

*Handymen:* Volunteer handymen undertake basic repair work in support of families experiencing poverty.

*Befriending:* Volunteer Befrienders regular contact and visit a frail and lonely person under the guidance of Social Workers.

### **The entry point leading to the development of demand-driven services and initiatives**

#### *Community Work and Community Social Work approach*

The staff team at the Foundation adopts the following approach in each locality where the Foundation operates:

1. *Dialogue with key local actors:* Meetings are organised for depth discussions with key community-based organisations (CBOs) such as the Local Council, the Parish, Heads of School and their Senior Management Teams (SMTs); College Principal, clubs, Diaconia Commissions (volunteer service teams of the parish), Parish Family Commission, religious congregations especially those offering support services, health centre, private practitioners and clinics, youth centres, pagaent

group, social security branch, job centre (if there is one), social club for the elderly and state day centres for persons with a disability, the elderly, mental health patients. Discussions also focus on collaborative work and observed trends and gaps/needs.

2. In parallel with step '1' above, team members prepare a Community Profile, gathering information about the locality from the above meetings, NSO publications, local history books, photos of available infrastructure that could be tapped, details of resource persons, services already on offer – be they on a voluntary basis or not, map, location of depressed neighbourhoods/ pockets of vulnerable families, etc.

3. Entry point/s: At the same time as steps 1 and 2 described above, the team starts offering two to three much needed initiatives and services such as social work interventions, a Support Group for family caregivers, a Family Club for very vulnerable and young single parents or learning support. These initiatives serve as entry points to the community. Residents will perceive the team as being able to provide support that is needed. An entry point is linked to (a) needs expressed by the CBOs contacted as well as (b) the skills of team members who are in a position to swiftly respond to an expressed need and who are not simply 'talkers'.

4. Marketing: (1) Posters are placed in key locations, indicating drop-in function, address, contact details, access times. (2) Making use of the community radio to inform the residents to announce start-up initiatives. Invite residents to establish contacts to give suggestions. Make it known that the service base has a drop-in function and indicate access times. (3) Request Parish Priest to include the service in weekend mass notices and parish notice-boards.

5. Outreach: Undertaking outreach work in one or two identified neighbourhoods. This work generates referrals of individuals and families in difficulty.

6. Referrals: (1) Holding discussions with other organisations for referrals of families on their waiting list who are from localities served by the Foundation who can be referred to the Foundation team. (2) Seeking referrals from the Parish Priest and his Diaconia Commission members.

7. Reaching out to community volunteers: (1) Working closely with the Diaconia Commission since members may be in a position to provide certain interventions within a Family Care Plan that could be provided by such volunteers. (2) Identifying training needs of volunteers locally and seeking to provide training support so as to build a team that is broader in scope.

8. Networking and collaborative relations: On a proactive basis, establishing and maintaining contacts with service providers at national level – state and NGOs. Hosting University social work practicums: Social Work, Youth Work, Counselling.

9. No duplication: Always being on the alert so as not to unwittingly start services that replicate existing ones.

10. Reflective community: striving to grow as a reflective team that is able to learn from its practice and change strategy when certain approaches fail.

### **Outreach work – an essential tool for community social work practice**

One of the most effective tools for the identification of hard-to-reach vulnerable individuals and families with tenuous links to the support services is outreach work undertaken through door-to-door contacts and visits to households in neighbourhoods identified as target zones for such work.

First time visits are undertaken by a Community Worker and a Social Worker. Follow-up visits are undertaken by a Social Worker or the Foundation's Psychiatric Nurse or both, depending on identified need. The approach adopted during first time visits is normally as follows:

- Self-introductions and the provision of a leaflet in Maltese about the Foundation's services; the visitors explain who they are, their profession, the Foundation, how the team works hand-in-hand with community-based organisations and other agencies at national level.
- They ask whether the family has heard about the Foundation from the media, or from the community radio or from the parish notices.
- They explain that the team is that day/ week visiting all the families in that particular street/ alley/ block. The latter reassures families that they are not being singled out and labelled as 'needy'. Team members ask whether it is a convenient time for the family or whether they would prefer a visit on another day and time. In which case, they will thank the family, set up an appointment and leave.
- If the family is willing to welcome the visitors, the team will then talk about the Foundation and its services. They engage those present in a discussion of perceived needs in the locality.
- If, in the course of the conversation, someone in the family mentions having any difficulties, this would be a signal for an offer of support.
- If, in the course of the conversations, the workers have concerns, they might decide to invite the family member/ family for an office visit, thus gaining time to go back to the office and plan how best to help in an ethical way.

Training in outreach work is provided to the workers. Mentoring is offered on a regular basis.



## **APPENDIX 6: St Jeanne Antide Thouret – Foundress of the Sisters of Charity**

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St Jeanne Antide deeply breathed and lived the Gospel values of love, prayer, non-attachment and service to the poor. Her actions and writings are a rich legacy that models a life attentive to God, demonstrating love for all humanity, and letting oneself be imbued with the Spirit.

Born on November 27, 1765 in Sancey-le-Long in the Doubs region in France, Jeanne-Antide Thouret was the fifth child of a family of eight. When she was just 15 years old, her mother died leaving the responsibility of maintaining the household and looking after her siblings to Jeanne Antide. As a young girl, she searched for a way that would give meaning to her life and believed that it was important to respond to God's will for her. At 22 she left her home and joined the Daughters of Charity, a congregation at the service of the poor founded by St. Vincent de Paul in Paris.

In 1793, when the French Revolution was at its height, all religious congregations were banned and Jeanne Antide was forced to leave the Daughters of Charity. She returned to her home knowing that she would carry on what she had learned from St. Vincent de Paul. She cared for the sick, the wounded, and the poor - all of whom grew numerous during the chaos of the French Revolution. Jeanne Antide also taught poor children, fed poor families, helped the priests who were forced to hide, and gathered Christians in prayer.

Because of her desire to commit herself to Christ and to her religious vocation, Jeanne Antide fled France and escaped to Switzerland to join a different religious itinerant community where she cared for the sick. With them she travelled across Switzerland and Germany. When she decided to return to France she did so on foot, alone, without a passport, and through unknown places at the risk of her own life. She passed through Einsiedeln and reached the village of Landeron in Switzerland. It was there that representatives from the diocese of Besancon, also in exile, made a request of her to continue on to France and take in young girls whom she should train in the same way she had been trained. With these girls she was to return to Besancon in France to teach the children and to care for the sick. Jeanne Antide accepted this request and in 1799 she opened a school, a clinic, and a soup kitchen for the poor in Besancon. She had founded a new congregation.

In 1810 Jeanne Antide was called to Naples, where she and a group of sisters accepted the challenge to work in a very hierarchical social system where the wealthy never encountered the poor. Jeanne Antide became administrator of the Hospital of the Incurables, the largest hospital in the city. The sisters often visited the poor and sick in their homes.

In 1819, the Pope approved *The Rule of Life*, a book she used to organize her congregation and the life of the women who had followed her. In fact, *The Rule of Life* is still used today by The Sisters of Charity. Jeanne Antide died in Naples in 1826. In 1934, Pope Pius IX declared Jeanne Antide a Saint.

Today, the congregation is ever active in 29 countries, including Malta. The St Jeanne Antide Foundation is the social solidarity arm of the congregation in Malta.



*“Learn to be content with the simple necessities of life. Transcend your cravings for more and more things. Give up unnecessary comforts. Seek only God. Your wealth and glory should come from Him only.”* (Documenti e Lettere:25)

*“In the presence of the poor, consider nothing except Jesus. Serve the poor in the same way that you serve Jesus. Serve them with humility, respect, compassion and love.”* (Documenti e Lettere:27)

