Abstract

This thesis concerns repeated returns of homeless people to social services. The theoretical part focuses on the description and the problem areas of homeless people, cultural-historical development of homelessness in Czech lands – defines the term of social services and discusses the model of work with the target group in Poland. At the end of the theoretical part a Center for homeless people the Bohuslav Bures social services center (BBSSC) Salvation Army is presented, in this way methods of work with the target group are demonstrated, the way of keeping documentation is described and the analysis of the shelter home relevant to the theme of the work are publicized. The research carried out in the practical part looks for factors which have caused the return of the former users of social services. For the purposes of the work the phenomenon of returning is studied in persons, who in the period of 2007 – April 2012 used a shelter home in BBSSC in Salvation Army, left for commercial housing and after their departure they come back to BBSSC within one year as candidates for a social service. In order to find this information semi-standardized interviews were held and analysis of the data was carried out (a study of documentation of personal files). This work finds out the factors which might have influence on the return rate and it suggests an introduction of processes which could reduce the return rate.